



## Job Information Pack

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# Membership and Operations Manager

Deadline: 12 Noon, Monday 26 April 2021



## ABOUT YOU AND THE ROLE

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The Hansard Society is looking for a Membership and Operations Manager to strengthen our organisation and develop our supporter base.

If you are interested in politics and think what Parliament does matters, then this is a great opportunity to help us with our mission to foster knowledge and understanding of the Westminster Parliament and ways in which Parliament can be made more effective.

The purpose of this new role is to:

- develop a larger and more active and engaged membership community to support the Society's research and educational work in the years ahead;
- strengthen the Society's operational functions, enhancing its capacity, resilience, and future development.

We are therefore looking for someone who is highly motivated and will embrace a new role, in a small, dynamic research Society with an international reputation, where you can make a big impact and enjoy significant autonomy. You will have some relevant experience in a membership or similar role, perhaps at a bigger organisation, but will relish the opportunity to take what you've learnt and apply it to help revitalise the Hansard Society's membership model and help us engage more effectively with our supporters. You will manage business-critical functions, gain in-depth experience of all aspects of running a charity, and take an entrepreneurial approach to improving our operations.

**As our Membership and Operations Manager, here's a taste of what you'll do:**

- **Expand, develop and manage the Society's membership.** You'll develop and implement a new membership strategy, oversee production of new marketing materials, communicate regularly with our members, and organise members-only events, including our AGM.
- **Financial administration and governance.** You'll co-ordinate each week with our accountants about invoice-raising, payment-chasing, expense claims, and credit card reconciliation. And you'll liaise with our Statutory Instrument Tracker® clients about contracts, invoicing and subscription renewals, and help keep our CRM (contact relationship management) system up to date.
- **Operational improvement.** You'll review and develop our operational policies and procedures (e.g. on diversity and inclusion, health and safety, data protection and privacy) and keep them up to date, with the ability to call on our external HR advisers for advice where necessary.
- **Support the operational delivery of our programme of public and private events.** As and when we can return to in-person events, you'll book venues, catering, and other suppliers. You'll keep our CRM system updated and maintain the financial

records. And, working with other members of the team, you'll liaise with speakers, sponsors and attendees.

- **Support the Director with the governance of the charity.** You'll liaise with our Board of Trustees and assist with our corporate reporting and compliance with charity and company law. You'll also help with reporting to funders and sponsors.
- **Ensure the smooth running of the office.** As the first point of contact you'll liaise regularly with the landlord and our suppliers. And occasionally we may need you to provide PA-type support for the Director and other staff such as organising staff meetings, co-ordinating diaries, ordering supplies and booking rooms and travel.

This is a new role, so you will help shape how it develops, but the ability to multi-task and juggle priorities is essential. The role carries considerable responsibility, with a lot of potential for growth and development in the future.

## Your skills and experience

You'll be the right person for this job if:

- You have some experience of working within the membership team of a membership organisation or professional association or similar body.
- You have excellent organisational and project management skills, an eye for detail, and the ability to juggle priorities and work with minimal supervision.
- You have excellent verbal and written communication skills.
- You have exceptional people skills and are a collaborative team-player.
- You have excellent IT skills, being familiar with CRM systems and proficient in using Microsoft Office software.
- You are a creative thinker and problem-solver with a 'can do' attitude.
- You appreciate our mission, have good political awareness, and can commit to the non-partisan values and ethos of the Hansard Society.

## WHAT WE OFFER

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**Contract:** The role is funded through an unrestricted grant from the Joseph Rowntree Charitable Trust and is offered full-time on a two-year fixed-term basis (subject to a three-month probationary review) with the possibility of renewal, subject to funding and performance.

**Salary:** £38,000 per annum.

**Pension:** 7% contributory pension with a 2% minimum employee contribution.

**Annual leave:** 25 days plus the days between Christmas and New Year and bank/public holidays.

After successful completion of the three-month probationary period, staff are also eligible for an interest-free season ticket loan (paid back via monthly salary deductions) and can purchase a bike through the Cycle-to-work Scheme (at reduced cost and repaid via salary deductions).

We support staff in developing their professional networks through relevant membership bodies/associations.

The Society subscribes to an Employee Assistance Programme which offers advice and counselling via a confidential phone line and website, with advice provided on a wide range of subjects including personal financial and legal matters, and work-life balance.

**Location:** our office is situated near Westminster on the 1st floor of Millbank Tower, 21-24 Millbank, London, SW1 P 4QP. At the time of advertising, the office is closed due to the Covid-19 pandemic and all staff are working remotely. As and when the pandemic-related lockdown eases, staff will need to spend some time in the office together, but we anticipate being able to offer hybrid arrangements with some continued remote working.

Occasional travel may be required to other parts of the UK for meetings and events, and the role may, from time to time, involve weekend/evening work.

Please note that you must be entitled to work in the UK.

# APPLICATION PROCESS AND DEADLINES

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**DEADLINE FOR APPLICATIONS: 12 Noon, Monday 26 April 2021**

The Society is using an anonymised online application process for the first stage of recruitment. To apply, [follow this link](#).

## Online application

The application has four parts:

**1. About you:** Here we ask you to complete some personal details. This information will not be visible to those assessing your application.

**2. Practical questions:** There is just one question here. You are asked to confirm that you are entitled to work in the UK.

**3. Multiple choice test:** There are 12 questions and you will have up to 35 minutes to complete the test. They cover comprehension, judgement, numeracy and verbal reasoning. Please make sure you've got a calculator and notebook to hand! Once you start the test a timer will count down in the top-right corner of the screen. You cannot exit and re-start the test once you begin. So, make sure you set time aside to complete it in full.

**4. Short questions:** Here we ask you to complete seven questions. This section is not timed. Each question has a 250-word limit. You can save your answers and leave the system if you want to. On your return, you can then amend your answers before submitting your application. The questions cover:

- Your motivation for applying to the Hansard Society.
- Your ideas for revitalising the Hansard Society's membership model (2 questions)
- Your approach to organising events.
- Your approach to engaging with prominent stakeholders.
- How you would prioritise different tasks.
- What skills you would bring to the role.

## Reviewing the applications

Each of your answers will be anonymised, randomised, and then reviewed by several different people. So, please don't refer in your answers to anything you have written in response to another question (e.g. do not write things like "as explained earlier"). Once all the applications have been reviewed anonymously, and the scores have been received from the different reviewers for each section, the resulting scores will be averaged. We will then compile a shortlist of candidates for interview.

We are grateful to all candidates for taking the time to apply, and we think feedback is important. So, if you are not selected for interview we will nonetheless contact you and let you know how you performed.

We will only ask you to provide us with a CV and contact details for references if you score well on blind review and so reach the interview stage.

## **Interviews**

First interviews will take place online via Zoom due to the pandemic-related lockdown. It is anticipated that these will take place week commencing 10 May 2021.

Second interviews will likely be held the following week. Subject to lockdown restrictions, this interview will be held in-person if possible.

## **Start date**

As soon as notice periods allow for.

## **Enquiries**

If you wish to discuss this post informally with the Director, Ruth Fox, please email [recruitment@hansardsociety.org.uk](mailto:recruitment@hansardsociety.org.uk) and we will arrange a call at a mutually convenient time as soon as possible.

## **Your data**

The personal data we collect as a result of your application will be processed in accordance with our [Privacy Policy](#).

## **We are an equal opportunities employer**

We welcome and encourage applicants from all backgrounds. We do not discriminate on the basis of age, disability, LGBT or relationship status, pregnancy and maternity, race, religion and belief, sex or social class. Currently, BME people are under-represented in our staff team, so we would particularly welcome applications from these communities.

# ABOUT THE HANSARD SOCIETY

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Founded in 1944, the Hansard Society is the UK's leading source of independent research and advice on Parliament and parliamentary affairs.

A research and education Society dedicated to expounding the principles, practices and challenges of parliamentary democracy, the Hansard Society is widely recognised as the Westminster Parliament's 'critical friend'. It is an authoritative and rigorous source of non-partisan analysis, constructive criticism, and proposals for bold but practical reforms for Parliament. The Society's work supports the improvement of knowledge about Parliament and the development of reforms needed to shape our democratic institutions for the 21st century.

## Our work

In addition to producing evidence-based ideas for the reform of Parliament, we publish [Parliamentary Affairs](#), one of the leading international political science journals dedicated to the study of representative democracy. Convening debate on topical political issues, we provide a non-partisan forum for the exchange of ideas about our democratic future, and we promote the improvement of knowledge and understanding of Parliament through a range of training programmes and services. Since 1986, our [international Scholars programme](#) has been educating young people from around the world to serve as future leaders in civic and political life. Regrettably, this programme is currently suspended due to the pandemic.

Our current work falls into eight key themes:

- **Brexit and Parliament**, including legislation, scrutiny, and treaty- and trade agreement-making;
- **Future Parliament**, including the Restoration and Renewal of the Palace of Westminster;
- **Governance of Parliament**, including administration, leadership, procedures and resources;
- **Making better law**, including delegated legislation and the legislative process;
- **Parliaments around the world**, including our participation in the [Global Research Network on Parliaments and People](#);
- **Parliamentary scrutiny**, including select committees and financial scrutiny;
- **Political engagement**, including our annual [Audit of Political Engagement](#) study;
- **Representation**, including elections, parties and the role of MPs and other representatives.

We have also developed a **Statutory Instrument Tracker®**, responding to a need identified in our research for improved access to the delegated legislation process by people outside Parliament. This legislative-monitoring forms the core of our data-driven analysis and

commentary on the work of the UK Parliament. We also provide bespoke procedural training programmes.

Our trusted role as Parliament's 'critical friend' enables us to host a diverse range of debates, lectures, seminars and workshops to discuss topical political and constitutional issues. We are currently hosting the first-ever online hustings for the election of the new Lord Speaker.

## Governance

A registered charity, the Society is a membership organisation which is governed by an independent [Board of Trustees](#) including representatives from across the political spectrum. The current chair is the Rt Hon the Baroness Taylor of Bolton. Other Trustees include the former Clerk of the Parliaments, the former Chair of the Commission on Devolution in Wales, and the former Head of Political Programmes for BBC News, as well as leading academics in the fields of political science and digital democracy.

Underpinning our commitment to non-partisanship, the Speakers of the two Houses – currently the Rt Hon Sir Lindsay Hoyle, Speaker of the House of Commons, and the Rt Hon the Lord Fowler, the Lord Speaker – serve as honorary Co-Presidents of the Society.

Further information about the Society can be found at: [www.hansardsociety.org.uk](http://www.hansardsociety.org.uk)