

POSITION DESCRIPTION

Title:	Senior Manager, Member & Stakeholder Relations
Location:	Ottawa
Supervisor:	Deputy Director, Programs & Operations
Classification:	Level 7 (unionized), full-time
Contract type:	2-year renewable
Salary:	\$75,395.66 – Step 0.

Note that this is a unionized position, and that professional competence is required in both of Canada's official languages. This will be tested during the recruitment.

ABOUT THE ORGANISATION

Cooperation Canada is Canada's national association of international development and humanitarian organizations working to achieve sustainable human development. Cooperation Canada brings together and advocates for Canada's international development and humanitarian organizations by convening sector leaders, influencing policy and building capacity. Together, we work with partners both inside and outside Canada to build a world that's fair, safe and sustainable for all. Learn more about Cooperation Canada at www.cooperation.ca

Cooperation Canada is a member-based organization whose strength and vibrancy depends on the engagement of its members. We serve those members in a variety of ways and our very existence is anchored to their needs. We also play a critical convening role. We bring together our members, experts and broad stakeholders to advance sector knowledge and foster policy dialogue in different forums, whether that is through events, working groups, informal dialogues and plenty more. Our capacity to be responsive to member interests and needs, both at the knowledge sharing level as well as on organizational development issues, is key to our continued relevance and effectiveness.

As our world evolves around us, Cooperation Canada has an important role to play in working with sector organizations to set ambitious agendas for change during a time when systemic and pervasive inequalities are being brought to the fore, challenged, and disrupted. Cooperation Canada is committed to championing an inclusive future and will continue to work closely with its members to make this a reality.

Applications are encouraged from all candidates, including women, indigenous people, people with disabilities, people of various sexual orientations, gender identities and expressions, racialized people, and others who can contribute to the diversity of our team and our work, and who share our mission. We will be happy to work with those requesting accommodation at any stage of the process.

ABOUT THIS ROLE

Reporting to the Deputy Director, Programs & Operations, this position is one of our most senior roles, playing a key strategic leadership function within the organization. Our most important work is grounded in member relations – this position is responsible for leading a team to champion our members' interests in all of Cooperation Canada's activities. The role oversees the primary entry points for our members to connect them to our services, working groups, events, and much more. This role engages member organisations (prospective, new and existing) as well as ensures the success of events that bring our members together to learn and grow.

The person in this role has the pulse on sector needs and wants, and channels them to other teams at Cooperation Canada, ensuring that our work is always relevant and responsive to their needs. The role sits on the Cooperation Canada Leadership Team and leads its own sub-team of two staff members, as well as leading the Membership board committee and associated governance responsibilities.

An important component of this role is to oversee the organising of key events that help advance our mandate. Events are at the core of Cooperation Canada's services to our members, and this role plays a key leadership role in bringing together the entire team towards these aims, including Policy, Communications and our Programs.

This role proactively seeks out the inclusion of each of our unique members across our initiatives, ensuring that diverse voices and perspectives can access, benefit from, engage with, and lead on what our organization helps to deliver. The role also helps ensure Cooperation Canada's members' commitments to its [Code of Ethics](#).

This position oversees a team that includes:

- A Community Engagement Coordinator, responsible for the effective operations of Cooperation Canada's [Working Groups](#) and supporting the planning of virtual and in person events that serve our members. They are also responsible for our engagement tools including our CRM, online member's portal and member newsletters.
- An Events Assistant, responsible for ensuring the successful delivery of all aspects of events, especially logistics and administration, working with our members and event partners.

JOB DUTIES AND RESPONSIBILITIES

1) Strategic Member Engagement Leadership (40%)

This position leads overall member experience and satisfaction for Cooperation Canada. This role is the primary point of contact for member enquiries and involves continuous interaction with members on issues ranging from government policy and international program best practice to event planning and membership fees. The Senior Manager, Member & Stakeholder Relations develops and implements overall strategy and activities in the pursuit of ever-improved membership retention and growth.

- **Member engagement** – Serve as the primary lead on member relations, actively managing relationships and communications with members (ex. meetings, newsletters). Develop and implement member retention and engagement strategies, including measuring member satisfaction. Serve as regular Cooperation Canada representative in member and sector activities. This includes ensuring diverse representation of members across all Cooperation Canada initiatives.
- **Member working groups** – through your team's Community Engagement Coordinator, ensure effective support and operations of Cooperation Canada's various working groups and communities of practice. This includes ensuring that guidelines are updated and followed, appropriate tools/resources are in place and staffing support (as required) meets performance objectives in support of Working Group activities. Ensure liaison of Working Groups with rest of Cooperation Canada team as needed.
- **Member engagement tools and resources** – Ensure your team has tools are in place and used effectively in support of member engagement, including but not limited to our CRM (NeonCRM), online members' portal and videoconferencing applications.
- **Member services** – Consult and engage members in the planning of services provided to them. Lead conception, design and implementation of new and ongoing members services (ex. events, trainings,

appreciation activities, negotiated third-party service rates). Conceive, evaluate, and implement new event and learning services meeting members' and sector needs.

- **Membership Renewal** - Ensure smooth system of membership renewal is in place (fee payments, compliance with Code of Ethics, etc.). Monitor member contributions. Communicate and follow-up with members to ensure annual dues are paid.
- **Board Membership committee:** At the Board level, engage and enable the work of the membership committee
- **Member Code of Ethics:** Oversight to the renewal process for the code of ethics, as well as receiving complaints and follow-up. Ensuring members have a strong understanding of their commitments.

2) Events Leadership and Planning (40%)

Events are a central element of our work and driver of member engagement. Their success is critical to Cooperation Canada's overall success. The Senior Manager is the primary leader for all events planning at Cooperation Canada and is expected to lead events from conception through to completion through effective project management skills. Your team will involve the full Cooperation Canada team (including Policy, Communications and Programs) and key stakeholders in planning and delivering on our flagship events – notably International Development Week (February), Cooperation Canada Forum and AGM (June) and Annual conference (November), among others.

Supported by an Event Coordinator, the Senior Manager leads their team to manage a detailed event planning process, grounded in Cooperation Canada's strategic and policy orientations and member priorities. Ongoing research and relationship building with organisations, businesses and industry-related events will serve you to identify new sponsorship leads, trendsetting ideas and potential new collaboration opportunities and bring these to our own events.

Your team is responsible for all preparations and logistics for Cooperation Canada events, including but not limited to program development, partner engagement, venue and catering preparations, virtual participation, registrations, participant or speaker travel, volunteer and staff management. Your team will work closely with the Cooperation Canada communications team to manage event promotion.

3) Team & Organizational Leadership (20%)

As a member of Cooperation Canada's Leadership Team, this position plays a key role in the organisation's strategic planning processes.

- Sets priorities and annual workplans.
- Develop and monitor budgets, revenues, and expenses for your areas of responsibilities.
- Track and report performance results to the CEO and the Board of Directors through regular reporting.
- Support problem resolution and decision-making

As a leader, this role is responsible for overseeing a team to successfully deliver on their areas of responsibility.

- Hire, coach, and manage performance of employees – position will usually have two direct reports and may have more on as needed basis (ex. around events).
- Translate corporate goals into functional and individual goals and monitor performance and initiating action to strengthen results.

Other:

- Stay current with international development and humanitarian issues in Canada and globally through ongoing engagement and learning from members and from within the sector more broadly
- Actively engage in sector Anti-Racism efforts in the organisation and across the sector
- Perform other duties identified as a priority by the organisation

ABOUT YOU

You are an experienced hand at effective relationship management in a network or membership setting and combine strong project management skills with a strategic mindset. As a leader, you like getting things done and thrive through enabling the success of others. You know how to listen, adapt, and shift and aren't afraid of being wrong. You have a background in the social sector - ideally, you have experience working on international development and/or humanitarian issues and an understanding of what it's like to be a member organisation of Cooperation Canada. You are exceptionally organized and can juggle competing priorities with ease – project management is one of your core competencies. You have a commitment to anti-racism which allows you to engage in self-reflection, leading you to adapt and change your approaches when needed to better align to our values.

REQUIRED SKILLS AND EXPERIENCE

- Bilingual in English and French (ability to communicate professionally in meetings and written exchanges in both languages).
- Minimum 8 years of progressively responsible relevant experience.
- Exceptional relationship management skills and the ability to bring diverse perspectives towards a consensus.
- Considerable experience managing and/or working within networks or coalitions.
- Well-developed project-management skills.
- Reputation for effective leadership, initiative-taking and collaboration in multidisciplinary, multicultural settings, and across organizations.
- Proven track record of effective diplomatic correspondence and engagement with political and sector-specific stakeholders.
- A minimum of 3 years' experience managing staff performance, mentoring, and coaching others.
- Significant familiarity & comfort with use of contemporary online applications for virtual offices.
- Strong organizational, facilitation, coordination, and communication skills.
- Ability to handle and prioritize multiple tasks and work under pressure.

What would make you stand out?

- Familiarity with the Canadian international development community.
- Knowledge of development and humanitarian issues.
- Experience with customer relationship management applications (CRMs).
- Previous event planning, communications, or marketing experience.

HOW TO APPLY

The deadline for applications is April 2nd 2021. To submit your candidacy, visit the following link:

<https://ccic.bamboohr.com/jobs/view.php?id=65&source=aWQ9OQ%3D%3D>