



Job Title:	Membership Engagement Manager
Contract type:	Fixed-term - 14 months
Reporting to:	Head of Membership
Location:	RDS
Closing Date:	3 rd May

About the RDS

The RDS is a philanthropic organisation and a Membership organisation. It was established in 1731, with the aim to help Ireland thrive culturally and economically. The RDS has a number of income streams to support this mission, including Membership and Fundraising. The RDS currently has around 3,200 active Members, some of whom are supporters of the Foundations programmes in the Arts, Agriculture, Enterprise, Equestrian and Science & Technology.

About the Role

Reporting to the Head of Membership, the Membership Engagement Manager is a key role in the delivery of the RDS Membership Strategy through the development and delivery of an exceptional RDS Member experience. The role will involve working closely with the wider Membership team to ensure an exceptional Member experience across all touchpoints.

It will be responsible for ensuring systems and processes are in place and working effectively to deliver a seamless membership offering across all digital and in person touchpoints.

It will work collaboratively with the RDS Foundation, Commercial and Marketing teams and with our catering partner to create an annual calendar of events to engage members and provide networking opportunities for business and social connections, as well as a series of thought leadership events based on the key pillars of work our Foundation supports.

This position requires excellent marketing communications and stakeholder engagement skills, people management skills, an understanding of a membership organisations and the ability to work as part of a team to execute a strategy to drive member recruitment and retention.

Due to the interactive nature of this role with Members and staff in the RDS Members' Club, this role is based in the office full time.

Key Responsibilities

- **Strategy Delivery:** The Membership Engagement Manager will play an important role in the development and implementation of a revised Membership model. This will involve building a calendar of quality stakeholder engagement, supported by a targeted communications strategy underpinned by commercial KPI's.



- **People Management:** Manage, direct and support team members and provide leadership, mentorship, clear objectives and sustain high levels of performance through coaching.
- **Represent RDS** at meetings, events, networking opportunities and seminars as required. Serve as an ambassador for RDS Membership. Work with the Membership Committee and any other committee as may be deemed appropriate.
- **Budget:** Ensure budgets are tightly managed and considered on an ongoing basis. Raise Purchase Order numbers where necessary and provide monthly sales forecasts.
- **Other duties** as required by your Line Manager.

Person Specification

- Experience in development and delivery of strategic marketing communications plan.
- Excellent event management skills.
- Excellent interpersonal and communications skills with an ability to build effective relationships with a wide range of stakeholders.
- Knowledge of using a CRM system.
- Understanding of GDPR.
- Be able to work within a multi-disciplinary team.
- Be capable of working on his / her own initiative.
- Ability to prioritise workload and meet tight deadlines.
- Flexible, adaptable and personable with a willingness to take on additional duties as required.
- Commitment to the mission and objectives of the RDS.

Skills

- Excellent people management and project management skills with strong attention to detail
- Excellent communication skills – written, and verbal
- Strong teamwork skills, and ability and willingness to work with different colleagues on projects as required
- Strong IT skills (MS Office, website & database management)

Experience

- A recognised degree in Marketing, Event Management, Hospitality or Business or equivalent
- A minimum of 5 years' experience in a relevant role
- A minimum of 3 years' experience managing a team

Application Process and Closing Date

If you are interested in applying for this position, please email your CV and Cover letter to sandra.oneill@rds.ie with the subject line “**Membership Engagement Manager**”. Please note, the closing date for applications is close of business **Friday May 3rd**. Any applications received after this date will not be considered.