



Membership and operations coordinator

Deadline for applications: Monday 10th April 2023 9pm

To download an application and for details on how to apply, head to londonrentersunion.org/membership-operations.

Since we launched in 2018, the LRU has won countless disputes against landlords to improve the lives of our members and won important campaigns against local councils and the government. We're building the power we need to win a housing system that prioritises the needs of people over the profits of landlords and investors.

As we approach 7,000 members, we're looking to recruit a membership and operations coordinator who can work with our staff team and our elected leadership group to help the union to implement our new 5 year strategy and to take our organisation to the next level.

This is your opportunity to help a member-led, campaigning union to grow and expand sustainably and to strengthen key areas of our organisation. If you're committed to changing the balance of power in society and if you've got experience in project management, people management or fundraising we'd love to hear from you.

Key responsibilities

Membership

- Overseeing the collective development and implementation of the union's membership growth and retention strategy.
- Overseeing the management and development of membership technology and processes. Includes supporting staff and members to use the database.
- Providing support to key democratic processes including elections and the annual All Member Assembly.

- Being the main liaison between members, staff and the other tenants at Pelican House, the collectively run office space at which we are based.

Staffing

- Coordinating the work of the union's staffing and finance committee and taking on action points arising from its meetings.
- Leading on the development and implementation of staffing policies and functions, and being a member of the Line Management Team.
- Overseeing staff recruitment and appraisals, ensuring the ongoing development of the union's line management system and the accountability of staff to the elected Coordinating Group.
- Managing 1-2 members of staff.

Finance

- Managing the union's finances including managing an external accountant, providing financial reports and overseeing the processing of payments.
- Overseeing the union's grant fundraising strategy, including writing reports and contributing to writing applications.

Additional responsibilities

We're not imagining that the eventual post-holder will work on each of these items every month, but over the course of a year the post holder will need to work on some of the following:

- Providing logistical support with union-wide events and training.
- Working with the Union Coordinator and Organising and Training Coordinator to ensure the smooth functioning and continued development of the union's elected leadership group and its subcommittees.
- Contributing to the processes by which the union evaluates its work and sets and implements strategy.

- Supporting the work of the complaints committee and coordinating the work of the member complaints process.
- Working collaboratively with members and staff to deliver strategic, organisation-wide objectives as set by the Coordinating Group and its sub-committees.
- Developing the union's network of external advisors and consultants.

Person specification

Essential

- A strong track record in several of the main areas of the job description, likely gained in a similar role, and a clear ability to learn quickly in other areas.
- Ability to build trust and strong relationships with a wide range of experience.
- Excellent written and verbal communication skills and an ability to communicate with a wide range of people.
- An interest in and commitment to the housing movement and union movement.
- Experience of ensuring compliance with statutory legislation, including ensuring adequate insurance is in place.
- Commitment to the LRU's [values](#) and an ability to contribute positively to the organisation's culture.
- An ability to write clear policy and internal process documents.
- Competence with digital systems.
- Line management experience or similar transferable experience.

Desirable

- A specific track record of grant fundraising or membership growth.
- Experience of advising or supporting people in a member-led context.
- A working understanding of some of the key tech tools we use such as Airtable, Zapier, Mailchimp and GoCardless and experience of supporting organisations to develop their use of technology.

Terms and conditions

- £33,250 for 30 hours per week, usually spread over 4 days.
- LRU workers are expected to be available to work some evenings and weekends.
- This is a 2 year post that we intend to renew subject to our financial situation.
- Staff with children or carer responsibilities are entitled to a 12% subsidy on the regular staff salary for their first child or other dependent and a 6% additional subsidy for any additional children or dependents.
- There is a 6-month review period.
- Workers receive 23 days of paid holiday each year plus bank holidays and the week between Christmas and New Year. Sick pay is provided.
- The LRU provides its workers with up to £1,200 per year towards counselling or other forms of agreed wellbeing support.
- A phone and reasonable expenses are provided.
- Membership of the LRU is not open to landlords, police, bailiffs or others who carry out evictions.
- The LRU provides a statutory 3% pension contribution.
- These posts will be based at the LRU offices in Tower Hamlets with some working from home as agreed with your line manager.
- For the first 3-6 months, this post holder will be line-managed by the Union Coordinator and/or the Organising and Training Coordinator.