

Job Description (Membership & Community Management Project Officer/ Full time)

Fascinated by the world of impact, social enterprises and social innovation? Do you have what it takes to help generate more impact? Euclid Network (EN) is expanding the team and is looking for a new project officer to support with membership and community management!

Our mission – and yours?

Social entrepreneurs and impact-driven leaders are the world's frontrunners dedicated to solving societal challenges while running a sustainable business. We empower them to scale their positive impact and play a key role in paving the way for a socially inclusive, just and green society and economy in line with the 2030 United Nations Sustainable Development Goals (UN SDGs). We are an impact network of diverse organisations and changemakers that surface opportunities and remove barriers for social enterprise and social innovation across Europe and beyond. Our network consists of members that are national networks for social enterprises and social innovators, social funds, universities, research centres, accelerators and incubators. We collaborate with colleagues at leading impact organizations, such as the European Commission, the World Economic Forum Covid Response Alliance for Social Entrepreneurs, the UN Taskforce for Social and Solidarity Economy, Social Enterprise World Forum and ImpactCity, and with partners in the public and private sector, including SAP and Google.org amongst others. Frontrunners that help social entrepreneurs with capacity building, networking, funding, research and developing their business. Since 2007, we have managed 25 projects to a value of over 15 million EUR, and worked with 50+ partners from most European countries, the Middle East and Russia and globally.

EaSI and other strategic programs and special events

The EaSI partnership is at the core of our organisation. We work as strategic partner of the European Commission to build and strengthen the ecosystem on the demand side of social finance; the social entrepreneurs and social innovators and their support organisations across Europe and beyond. Within the EaSI program we support the European Commission in building the social enterprise community, ensuring knowledge exchange and best practices are shared beyond national borders, learning and research is set-up that enables evidence-based policy-making at European and national level through a deep understanding and availability of data on what is happening on the ground, the needs, challenges, barriers and opportunities of social entrepreneurs and social innovators and their beneficiaries.

Besides EaSI, our projects, campaigns and events include the Euclid Network Impact Summit, European Social Enterprise Monitor, the European Social Innovation Competition, BuySocial, Erasmus for Young Entrepreneurs (EYE), EU3Digital, PeerEx, MedUP!, Erasmus+ projects, amongst others. Our activities and events create a platform for international impact-driven organizations to present themselves, connect to the wider impact network, to investors, public officials, peers and exchange experiences to scale together. More information on www.EuclidNetwork.eu.

Responsibilities

Reporting to the Head of Knowledge, Research and Development, the successful candidate will be expected to:

- Support Head and CEO in setting and executing the EN membership and community strategy and development plan;
- Support Head, CEO and EN team in identifying and evaluating new member prospects and perform analysis of prospect members, countries and ecosystems;
- Coordinate membership procedures including orientation and registration and oversee onboarding process;
- Support member management. Manage membership administration, help ensure members are satisfied, oversee membership recruitment and retention, research current member activities and needs, (national) ecosystems of EN members, EN member expertise (e.g. develop and manage membership profiles; membership interviews; member expertise database/index; member and prospect updates in CRM database);
- Support annual Membership Consultation and EN Annual Impact Report project research, writings and publications;
- Support organization of membership activities, event engagement and developments (e.g. speaker opportunities for EN members at EN Impact Summit, AGM, partner and sector events like the Social Enterprise World Forum, ImpactFest);
- Support peer learning, education and training activities of EN members (member exchanges, mentoring activities, EN Power to Drive Positive Change series, Social Enterprise Support Organisation Development Toolkit creation and training webinars);
- Support management and growth of EN Communities of Practice (e.g. social procurement, social innovation, impact management and measurement)
- Support development and promotion of the EN Knowledge Centre and help EN, members and partners to optimally benefit from the Centre to profile their best practices, success stories, (EU-funded) project deliverables;
- Support projects and services that have the opportunity to engage and strengthen all of EN membership (EU Funding, BuySocial, European Social Enterprise Monitor, ESESII);
- Help to create a seamless online digital and offline in-person community experience;
- Support EN Comms team in offline and online communication efforts to increase visibility of EN members and partners internally and externally and keeping member and partnership contact lists up-to-date;
- Help to develop proposals for new projects and initiatives to raise funds in line with needs of EN membership;
- Support reporting on EN membership and community management and growth.

Benefits

- Work for a buzzing sector; social enterprises are the future
- Work purpose-driven to make a positive impact in the world
- Be part of an expanding scale-up with a recognized track record since 2007
- Be part of an open and committed team

- Work in an international environment: international colleagues, international projects, international events
- Amazing offices at Apollo 14, The Hague, the new building for entrepreneurs who contribute to a better world through technological and social innovations
- Combine remote and in-person office days during the work week
- Enjoy space for own initiative

Desired skills and experience

- Excellent command of English (both written and spoken)
- Strong networking and communication skills that allow you to manage and engage a diverse set of stakeholders
- Strong project management skills
- Prior working experience in membership and community management is desirable
- Understanding of CRM systems is desirable (e.g. Salesforce CRM, Hubspot, Zoho)
- Ability to work both independently, remotely and with limited oversight and as part of an international team
- Ability to deliver results against pre-defined targets
- Visible ownership, initiative, and resilience, strong pro-active mindset. Drive and determination to initiate action and achieve results quickly
- Accuracy in communications and follow-up
- Analytical multi-taskers who consistently meet deadlines and adapt well to change over the scope of a project or program
- Understanding organizational goals and objectives and creating programs that adhere to these guidelines
- European outlook, intercultural skills and international experience
- Preferably a prior understanding of social entrepreneurship and social innovation
- Prior working experience with the European Commission, European proposal writing is desirable, not a must
- Master's degree in a relevant field and/or track record in membership and community management activities (work related, volunteer and/or extra-curricular)

Pay and conditions

Remuneration will be between 25.000 – 27.000 EUR full-time equivalent per annum depending on experience. The position will be a full time (40hrs) contract. EN offers 30 days annual leave, regular working from home, a MacBook Air, iPhone and a pension scheme. From time to time, you will be required to work beyond usual business hours and to travel within Europe if the situation allows. The initial contract duration is set for one year.

How to apply

Please apply with a letter of motivation (1 page) setting out how you meet the essential criteria above, two references, and a CV (max 2 pages) in single PDF document latest Tuesday November 23, 2021 23:59pm. Email us at wieteke.dupain@euclidnetwork.eu. Applications will be selected on a rolling basis. The appointed candidate will be expected to start as soon as possible.