

Scottish Communities Climate Action Network (SCCAN) CIC

Member Engagement and Support Coordinator

Reports to	Operations Support Lead
Salary	£30,240 pro rata
Hours	21 hours per week (0.6 FTE) generally Monday to Friday but some occasional evenings and weekends required
Location	Scotland - home working or co-working space
Duration	31 March 2024 (continuity subject to funding)
Closing Date	5pm Friday 30th June
Interview	Week starting 10th July

Background

SCCAN is a network that supports community-led action to address the climate and nature emergency, working for a just, thriving and resilient Scotland. We have a rapidly expanding membership of around 460 organisations, plus individuals. Over the past 18 months, SCCAN has added 20 paid workers to our volunteer-led organisation. SCCAN is a [sociocratic](#) organisation that works through a decentralised structure, which disperses power and gives autonomy to the staff and volunteers who implement different aspects of our work. This role is currently funded to end March 2024 with the expectation that the funding will be extended.

Role purpose

This is an exciting role which affords the opportunity for shaping and developing SCCAN as it continues to grow. As such, this role will contribute to SCCAN's mission, values and purpose by providing support and guidance so that SCCAN members are able to fully engage with and benefit from membership of the network.

It offers the postholder excellent scope to develop and innovate, with great opportunities for professional development.

Specifically, the purpose of this role is:

- To be the first point of contact for SCCAN members
- To support members to engage actively with the network:
 - To create opportunities for peer-to-peer networking and learning.
 - To enable SCCAN members to take an active part in the running of the network
- To build the skills, capacity and resilience of our membership.
- To widen participation in SCCAN's network

This will involve working with and providing support for the Member Engagement and Support Circle, and the Events Circle and coordinating closely with other SCCAN staff including the Comms Weaver, Events Coordinator, 'Climate for Change' Programme Coordinator, the Story Weavers and Regional Network Coordinators.

Main Responsibilities:

A number of the main responsibilities are delivered in partnership with other SCCAN staff members and volunteers.

- To work with the Member Engagement and Support Circle and the Events Circle to develop and implement their strategies and work-plans for meeting needs expressed by our members and outcomes required by funders
- To act as the first point of contact, respond promptly to enquiries and to engage with SCCAN members to ascertain and respond to their needs by communicating them to the relevant circles
- To keep in touch with members to be aware of their activities and ensure that the members database, map and directory are up to date; and to manage approval and communication with new members.
- To coordinate the hosting and facilitation of welcoming and networking meetings for new and existing members.
- To oversee the development, delivery and evaluation of training tailored to members' needs and the creation of skillshare opportunities for SCCAN members and groups.
- To edit and publish videos from training events.
- To promote and administer member applications to the Scottish Community Alliance's [Community Learning Exchange](#) to assist member group cross-fertilisation via study visits and mentoring.
- To promote and administer member applications to the Scottish Community Alliance's '[Pockets and Prospects](#)' fund.
- To liaise with, and provide content for, the Comms Weaver who will create a monthly e-newsletter.
- To encourage members to use the [VIVE networking platform](#) and actively engage with SCCAN members on it.

- To compile regular reports for monitoring progress towards objectives, to highlight issues and opportunities and for reporting to funders.
- To invite and facilitate members to become involved in the running and governance of SCCAN through joining any of our Circles as appropriate
- To liaise with [Ecolise](#) to promote and enable SCCAN members to engage with the European Day of Sustainable Communities

Qualifications, Skills, Experience

- Degree level qualification or equivalent experience
- Enthusiastic with excellent verbal, written and interpersonal communication skills, a positive attitude, self-motivation and flexibility.
- Adaptable and willing to make best use of your experience, skills, qualities and interests in service to SCCAN's organisational purpose.
- Openness to opportunities to learn and develop skills and practices which enhance your contribution to the team and support other members of the team to do the same
- The ability to work collaboratively within a team and willingness to work in a sociocratic way
- Excellent IT skills (databases, video editing, mailchimp etc..)
- Understanding of the climate crisis
- Experience and understanding of the community-led action and voluntary sector
- Experience of working and interacting with people from a diverse range of backgrounds
- Experience of remote, online working
- Experience of networks
- Experience working with and supporting volunteers to support experience and skills development
- Experience of developing and delivering, organising and facilitating training

For more on Scottish Communities Climate Action Network (SCCAN) see sccan.scot
 If you would like to discuss this post or its requirements please contact: Philip Revell on convenor@sccan.scot

SCCAN is an equal opportunity organisation which aims to be family friendly. We encourage applications from under-represented sections of society, including but not limited to: people with disabilities, people of colour, trans and non-binary people and other members of the LGBTQI+ community.

To apply

Your application should take the form of a single document which consists of

- A covering letter (maximum one page) outlining the reasons you fit the role;
- A CV (maximum two pages) including
 - an indication of your recent employment / activities with reason for leaving **plus**
 - the names, email and phone number of two people who have agreed to provide a reference [only contacted after job offer].

Please give the document filename: **[YOUR SURNAME] - Member Engagement** with the same document name used in the Subject line of the email - to help us keep track of applicants.

Please do not include your date of birth or photo in any of the documents.

Send completed applications to: **recruitment@sccan.scot** by **5pm on Friday 30th June**.

The panel will shortlist on the basis of evidence provided of meeting the required skills and experience