



**Membership and
Partnerships
Administrator**

Salary: £25,000 per annum



Membership and Partnerships Administrator

Role overview

Are you a proactive and customer-focused professional with a talent for building relationships and managing key partnerships? We are looking for a Membership and Partnerships Administrator to provide exceptional support to our members and corporate partners, ensuring seamless operations and engagement.

In this dynamic role, you'll be the first point of contact for inquiries, delivering outstanding customer service while maintaining and updating our CRM system to ensure accuracy and relevance. You'll assist with event planning, content creation, and marketing activities, playing a vital role in strengthening CHC's member experience and fostering valuable partnerships. If you thrive in a fast-paced environment, enjoy problem-solving, and want to contribute to the growth of the housing sector in Wales, this is the role for you!

About Community Housing Cymru

Community Housing Cymru (CHC) is the membership body for housing associations in Wales. We represent 30 non-profit organisations who provide social housing and related services in communities across the country. Our members house over 10% of the Welsh population and are committed to delivering high-quality affordable homes, tackling poverty, and improving lives.

Our staff team

We are a dedicated staff team who work together to enable our members to be brilliant. Our culture is open, trusting and caring and our values not only reflect how we work with each other but also how we work with our members and stakeholders. Staff have the freedom to perform their job when and where they work best.

We encourage innovation and we are always exploring new ways to do things better. We will continue to support staff to work flexibly with a focus on outcomes.



We have 20 members of staff who work across three teams:

- 1. Business Services: HR, IT, Admin, Finance, Governance**
- 2. Member Engagement & Events and Governance**
- 3. External Affairs: Policy, Communications, External Affairs**

In the main, staff at CHC work remotely. We have a small office space in Cardiff and are actively looking at options for a future space suitable for more collaborative working.

When working remotely, we encourage staff to locate for the day, enabling you to determine where you would work best to drive the greatest impact for CHC and our members be that from your home, one of our member's offices, a co-working space local to you or a coffee shop.

Relationships are at the heart of all our work. In-person time with your colleagues, our members and partners is an essential part of building the relationships we need to succeed and is an expectation of all staff.

We come together face to face as a full staff team, presently every six weeks - and usually in Cardiff - to collaborate, innovate and build relationships with each other. We provide every member of staff with the tools and equipment they need to be brilliant in their job. We cover travel expenses for work purposes.

Our Strategic Priorities

For over thirty years, we have been working with our members to make Wales a country where good housing is a basic right for all. Together we have taken great strides towards achieving this goal, but we know that housing associations, their tenants and communities face new pressures and unprecedented challenges. [Our corporate plan](#) sets out the actions we will take to support our members to sustain their communities while we continue to fight for the changes needed to achieve this vision.

Over the next four years, we will be focused on the actions that will support our members to make the biggest difference in their communities. We will work hard to secure a stable and sufficient funding and policy framework to support investment in new and existing homes and support services.

We will do this by representing our members, acting as an influential voice to secure change. We will act as a hub to bring our members together to find collective solutions to the challenges we face. By 2027, we want the sector to have bounded forward once more, and have achieved each of the goals set out below.



1. Secure the tools, funding and policy that supports good quality housing association homes.
2. Influence the policy environment so that housing associations can continue to provide homes that are affordable, and effectively support tenants facing financial hardship.
3. Promote trust in housing associations and support them to build strong partnerships locally.
4. Ensure that CHC is an agile and inclusive membership body and an exemplar employer.

Equality, Diversity, and Inclusion Statement

At Community Housing Cymru, we are committed to creating an inclusive and diverse workplace where all employees feel valued, respected, and supported.

We believe that a diverse workforce helps us better understand and respond to the needs of our members and the communities we serve.

We welcome applications from all individuals regardless of age, gender identity, disability, race, religion, sexual orientation, or any other characteristic protected by law.

We are committed to ensuring that our recruitment processes are barrier-free and inclusive to enable all applicants to apply with confidence.



Our Values

Transparency

We are open and accessible
in all that we do

AccQuntable

We deliver on our commitments
and are responsible to our
members & each other

Innovation?

We will actively identify new
ways to deliver the best
service we can

Adaptability

We are flexible and
responsive to change

Inclusivity

We value and embrace the diverse
nature of our membership and staff

Ambition

We challenge ourselves and our
environment to achieve the
best outcome



Overall purpose of the post

The Membership and Partnerships Administrator provides essential customer service and administrative support. They will be the first point of contact for inquiries, manage CRM data, assist with events, and foster relationships with members and corporate partners to enhance engagement and operational efficiency.

Key objectives & responsibilities

- Provide exceptional customer service and administrative support.
- Act as the first point of contact for inquiries.
- Manage CRM data and ensure its accuracy.
- Assist with event planning and coordination.
- Create content for various purposes.
- Support corporate partnerships and help foster relationships.
- Contribute to strategic reports and assist with business planning.
- Ensure smooth operations and enhance member engagement.

A full copy of the role description is here. You will report to the Head of Membership and Partnerships.

Meet the current Member and Engagement team!

- Louise Price - David - Head of Member Services and Partnerships
- Jonathan Conway - Membership & Engagement Planning Lead
- Julia Sorribes - Member Communications & Marketing Advisor
- Terryanne O'Connell - Events Producer

What are we looking for?

Listed below are the requirements needed to undertake this job. These will form a key part of the selection process and your ability to meet these criteria should be demonstrated in your submission.



Qualifications	
Experience, knowledge and skills	<p>Knowledge:</p> <ul style="list-style-type: none">● Familiarity with Salesforce or other CRM systems for data management and maintaining accurate records.● Good ICT knowledge to provide support and troubleshoot technical issues related to events and communication tools.● Ability to gather and analyse engagement data to inform reporting and strategic decision-making. <p>Skills:</p> <ul style="list-style-type: none">● Strong written and verbal communication skills for dealing with enquiries and supporting content creation.● Video creation and editing skills.● Experience in coordinating logistics for virtual and in-person events, including venue selection and agenda management.● Ability to manage multiple tasks and priorities, ensuring deadlines are met.● Strong focus on accuracy in data entry, content creation, and event logistics. <p>Attributes:</p> <ul style="list-style-type: none">● Ability to provide exceptional support and build rapport with members, partners, and other stakeholders.● Ability to work effectively with diverse teams and manage cross-departmental communication.● Flexibility to adjust to changing priorities, schedules, and working conditions.



Benefits

Pay

£25,000

Hours

Role is based on 35 hours a week – flexible working.

Holidays

25 days rising by one day for each completed year of service, to a maximum of 30 days and all public holidays (pro rata for PT staff). Plus four additional days off during Christmas and New Year holidays.

Probation and supervision

Six months probation period.

Gym

£25 subsidy per month.

Cash health plan

Paid for cash health plan (Simply Health).

Notice period

After 6 months probation, 3 months.

Benefits

Enhanced sick, maternity/adoption provisions.

Pension

Social Housing Pension Scheme Defined contributions scheme. Employer contributions of a maximum of 8%.

Learning and development

Individual training budget



How to apply

- You will need to complete a submission form outlining, in no more than 800 words, how you meet the experience criteria set out in the 'what we are looking for' section. Please also refer to the full role description as part of your submission and tell us why you want this job.
- You MUST also include a tailored CV in relation to your application for this role (max of 3 pages).
- You will also need to complete an equal opportunities form. This form will not be used at any stage of the recruitment process, and will be separated from your application form immediately on its receipt. Any information given on this form will remain confidential and will only be used for monitoring purposes to assess the effectiveness of our equal opportunities policy.

If you want to have an informal chat about the vacancy, please contact

Louise-price-david@chcymru.org.uk

The completed form, CV and equal opportunities form must be emailed and marked **Private and Confidential – Membership and Partnerships Administrator to** recruitment@chcymru.org.uk

All forms will be held for 6 months in line with best practice to ensure we are able to give feedback to unsuccessful candidates and to support the organisation if a claim was brought against it.

We look forward to receiving your completed submission.