



Membership Manager

Salary: £36,124 per annum (pro rata)

Contract: Fixed Term until 31st August 2028 (with potential for extension)

Working Hours: Optional 4 (0.8FTE) or 3 (0.6FTE) days per week.

Role reports to: Associate Director of Grants and Infrastructure

Role Profile

The Membership Manager leads Young Manchester's work to engage, support, and grow our network of over 160 youth and community organisations. They are responsible for developing and delivering a high-quality member-led offer that strengthens, connects and champions the work of our members. In turn this raises the quality and reach of youth and play work for the most excluded young people, and ensures our members and young people's voices are shaping the future of our city.

Our ethos is one of collaboration, and based in the knowledge that our members, and the children and young people they support, are the experts. We create the conditions for our members to work together, and use our own capacity to relieve administrative burden so our members can concentrate on the work that really matters.

What we will offer

- 35-hour working week (pro-rata)
- 25 days holiday per annum, plus statutory Bank Holidays (pro-rata)
- Flexible working patterns
- A commitment to ongoing professional development
- Contributory pension scheme

Our Values

- We work in an **inclusive, open and collaborative** way
- We strive to make a **positive and lasting difference** to the lives of children and young people and the society in which they live
- We are **innovative and forward-looking**, striving to be dynamic and an inspiration to others
- We help to ensure that **children and young people's voices and experiences are heard** and are central to our work and to the future of the city

- We promote **equity** by target prioritise supporting the most marginalised and vulnerable children and young people in the context of consistent universal activities for all children and young people.
- We centre **joy and impact** in the opportunities and experiences we create.

Key Responsibilities:

- Develop and deliver an engaging membership programme that strengthens, connects and champions youth and play organisations in Manchester, based on their challenges and strengths.
- Launch and deliver our new offer for youth-led membership organisations.
- Identify and leverage opportunities to strategically influence high-level decisions that positively impact youth and play groups, children, and young people. Support the Associate Director to implement these changes.
- Ensure the work of Young Manchester is driven by our members, and the children and young people they support, and that their work celebrated and communicated to broader stakeholders.

Specific Duties

1. Plan and deliver a coherent, engaging and accessible membership programme, driven by the strengths and challenges of our network, with diverse engagement pathways that:
 - a. Strengthens the work of our members via our grants programmes, and access to training and shared best practice across the network.
 - b. Connects member organisations with each other both formally and informally for the purposes of collaboration and peer support.
 - c. Champions our members, by collecting and amplifying the amazing work they do, and helping them to recognise their own impact.
2. Develop clear pathways to ensure the membership programme, and the wider work of Young Manchester is driven by the voices of our membership, and the children and young people they support.
3. Launch and deliver our new offer of fiscal hosting and incubation for youth-led membership groups, ensuring this is safe, accessible and fair.
4. Work with the team to ensure our membership offer reaches and engages all non-profit organisations and groups in Manchester working with children and young people.
5. Work with the Associate Director to ensure that our diverse stakeholders, inclusive of government and funders, understand and hear the strengths and challenges of our members.
6. Develop strong connections with wider capacity building and support organisations serving Manchester to reduce duplication and create a coherent support offer for VCSE groups supporting children and young people.
7. Support members to identify opportunities to strengthen their work, connect and collaborate with other youth and member organisations.
8. Line manage the Membership Officer, enabling them to be the key on-the-ground link between Young Manchester and our members.
9. Support the Membership Officer to convene and support member-led communities of practice.
10. Work with the team to lead the collection of impact, learning and evaluation of Young Manchester's membership programme, and our members' work through data gathering and storytelling and the delivery of a collective impact pilot (supporting a group of members to collectively measure their own impact).

11. Identify and develop additional income streams to support our members and Young Manchester's membership offer, including through collaborative fundraising with members.

Supporting the team and our core activities

- Represent Young Manchester in relevant networks and strategic forums, championing the role of the youth sector.
- Ensure equity and inclusivity is at the heart of all your work.
- Line-manage or support interns, volunteers, youth consultants, or external evaluation partners as needed.
- Work with the team to sustain and grow strong strategic partnerships across Manchester which will deliver outcomes for children and young people.
- Promote Young Manchester's values in your work, and lead by example for others.
- Produce board reports on your work as necessary.
- Ensure Young Manchester's programme of work is informed and influenced by children and young people and our members, especially those most at risk from poverty and exclusion.

Person Specification

Please use this section to support you with your cover letter. Try and share how you meet as many of the essential and desirable skills as possible, with examples where you can. Don't worry if you don't meet all of them, we still want to hear from you.

Essential Skills & Experience	
1	Experience designing and delivering inclusive programmes, services, or support offers with multiple engagement pathways to diverse external stakeholders.
2	Experience convening networks, facilitating collaboration, and supporting peer-to-peer learning to deliver shared goals.
3	Experience gathering and understanding data and voice to understand needs, measure impact, and support ongoing development of our offer.
4	Ability to build strong, trusting relationships with external stakeholders – most importantly with diverse, busy, grassroots & local community organisations.
5	Ability to identify opportunities to influence local systems and decisions affecting the people we support.
6	Commitment to equity, inclusion, and youth voice, with the ability to embed these into all work.
7	Understanding of youth work, play work, and/or the voluntary & community sectors.
8	Strong planning and organisational abilities to manage multiple projects, deadlines, and stakeholders in a safe and efficient manner.

9	Ability to maintain (and develop where necessary) coherent systems, processes, and documentation that support a large network and collaboration across the team.
10	Strong written and verbal communication skills with ability to confidently represent Young Manchester in external networks and strategic forums.
11	Excellent teamworker, able to thrive in a small workplace with varying pace and capacity.
12	Able to work flexible hours to meet business needs including semi-regular evening, and occasional weekend engagements.

Desirable Skills & Experience	
Related to Essential: 1	Experience supporting young leaders and/or youth-led groups or projects.
Related to Essential: 7	Understanding of the VCSE, and youth and play sector landscape in Manchester and Greater Manchester.
Related to Essential: 3	Experience capturing and sharing data and stories creatively to produce positive impacts.
Related to Essential: 3	Familiarity with co-production, youth voice processes, or member-driven models of delivery.
Related to Essential: 8	Qualifications and experience in safeguarding children and young people (we will provide this training, but great if you have experience)
Related to Essential: 10	Experience identifying funding opportunities & writing bids and/or collaboratively fundraising with partner organisations.
Related to Essential: 11	Experience managing or line-managing staff or volunteers.