

Membership Intern

Salary:

Location: London, UK

Starting Date: As soon as possible following offer

Last Date for Application: 15 April 2016

The BCI Membership Intern is responsible for supporting the Global Membership Team in the area of general Membership administration, outreach, and communications, working under direction of the Membership Support Officer. The role involves regular interaction with the BCI Demand Team, consultants, and members globally to provide membership support.

The Better Cotton Initiative (BCI) is a small international non for profit organisation active in the cotton sector. Its purpose is to make global cotton production better for the people who produce it, better for the environment it grows in and better for the sector's future. The London office represents BCI globally, supplementing the Geneva head office.

Main Responsibilities

Membership Administration (30%)

1. Process membership and user application forms
2. Create log-in details for the members-only website area
3. Report in a timely manner on issues arising from member monitoring, keeping relevant internal parties informed appropriately
4. Support the membership renewal process as directed by the Membership Officer

Data maintenance (40%)

1. To maintain member profiles in the organisational CRM system and report anomalies
2. To maintain the BCI Members' lists on a monthly basis
3. In collaboration with the Membership team, keep BCI members' distribution lists current
4. To support the management of web-based data collection on the BCI website
5. Support the transition from the current data management systems to the new CRM system.

Support the delivery of membership services and management (30%)

1. To set up webinars and distribute event invitations to all relevant parties
2. To distribute membership invoices
3. To respond to inquiries about BCI membership from organisations in a timely manner, either directly, or by passing to the Membership Support Officer as necessary, ensuring BCI is seen as an efficient and reliable organisation.

What you'll learn:

1. All aspects of membership administration, including: outreach and recruitment skills, member services best practices, member renewal processes.
2. Hands-on experience maintaining a data-rich Customer Relationship Management (CRM) system (Salesforce)
3. Member engagement and community building skills
4. Using online applications for the delivery of mass-mails, webinars, online meetings, member engagement etc.
5. A good understanding of the cotton (textile) supply chain and exposure to well-known apparel brands
6. Hands-on, resume-building experience in the membership and not-for-profit sustainability field
7. Work in a multicultural environment with a geographically dispersed team

Profile

To be successful, candidates for the Membership Intern will have the following attributes:

| Required |
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| Educational background in Business Administration or other relevant field |
| Fluency in English, both written and spoken, with attentive listening abilities and the ability to Communicate clearly and concisely. |
| Intermediate computer skills and IT literacy, to include: Word; PowerPoint; Excel; Outlook |
| Fluency in English, both written and spoken, with attentive listening abilities and the ability to communicate clearly and concisely. |
| Strong attention to details |
| Motivated, positive and proactive attitude |
| Proven ability to work autonomously and adapt to changing priorities |
| Desirable |
| At least a 1 year of administration experience |
| Fluency in a second language, preferably Portuguese, Spanish, or French |
| Experience working with or for a multi-stakeholder initiative |
| Interest in and commitment to sustainability |

Working arrangements

The position is full time (40 hours a week) and based in our offices in London. The membership intern will receive a 12 month contract with an initial 3 months' trial period. This is unpaid position. The intern will be reimbursed for lunch and transportation costs.

Applications

Interested applicants with the required attributes are asked to send, in English, a detailed CV and a cover letter (2 pages maximum), by email to mila.strikova@bettercotton.org

Expected start date: as soon as possible and no later than 16 May 2016

We thank all applicants for their interest. Please note that, due to the large volume of applications we receive, only candidates shortlisted for an interview will be contacted.

Only candidates eligible to work in the UK or holders of a valid work permit will be considered.

BCI is an equal opportunities employer, and is committed to good practice and transparency in the management of natural, human and financial resources.