



promoting equality in housing
hybu cydraddoldeb ym maes tai

RECRUITMENT PACK

Membership Officer

Location: Remote working and occasional travel throughout Wales to include staff meetings at the Cardiff office

Closing date: 12pm on 28 April 2025

Stage 1 Interview (group assessment centre): 6 May 2025

Stage 2 Interview (individual): 12 May 2025

We will be hosting an Open Webinar for anyone who would like to meet some of the team, hear more about the role, and ask any questions.

Welcome

Thank you for your interest in the Membership Officer role.

At Tai Pawb, we are Wales's leading organisation championing equality and diversity in housing. We imagine a Wales where everyone has the right to a good home and work with our members and the wider housing sector to embed equality, diversity, and inclusion (EDI) into everything they do. We also influence policymakers to drive meaningful change.



This is an exciting time to join us as we enter the final year of our current five-year strategy and begin shaping a new one, with input from staff and stakeholders.

Our remit is quite niche, so we don't expect applicants to be experts in both equality and housing from day one. For this role, delivering a high quality customer centric service and ensuring the smooth delivery of services, combined with the right values, is what matters most.

If you are not sure whether to apply or have any questions about the interview process – come along to our open webinar to hear more about the role, if you are unable to make the webinar, feel free to get in touch directly alison@taipawb.org

At Tai Pawb, we have ambitious plans for the future and need great people to help us achieve them. As a small, dynamic organisation, working with us means:

- Gaining varied experience and expanding your networks
- Seeing the direct impact of your work
- Influencing our direction with quick decision-making
- Benefiting from our trailblazing 4-Day Week—100% of the work, in 80% of the time, for 100% pay (permanent adoption of this model will be decided by Trustees in April).

This is a fantastic opportunity to apply your skills, develop your potential, and be part of a team that truly makes a difference.

I look forward to receiving your application!

Alison Brown
Membership Manager

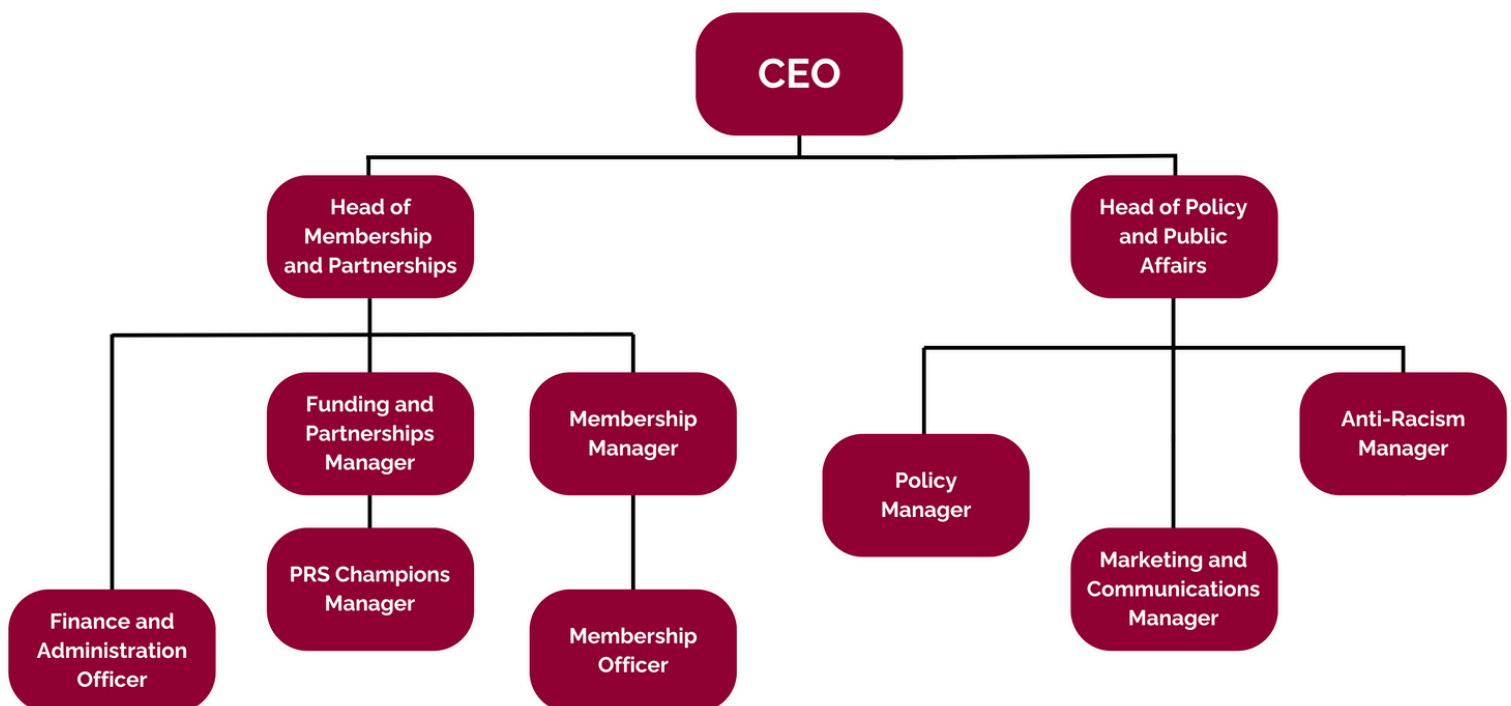
About Us

Who We Are



Tai Pawb is the leading national organisation promoting equality and diversity in housing. Our vision is Wales where everyone has the right to a good home. We support and work with our members to help them put ideas into practice, we influence policy makers to make housing policy fair and we are the thought leaders on equality, diversity and human rights issues for the housing sector and beyond.

Our Team



Why work at Tai Pawb?

Benefits



SALARY

We offer a competitive salary. This is benchmarked regularly against industry standards.



PENSION

A defined contribution pension scheme. Tai Pawb will contribute 5% to your pension.



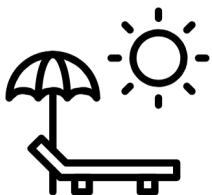
4 DAY WORKING WEEK

Between April 2024 and March 2025 Tai Pawb is trialling a 4 day working week. The 4DW is based on a principle of delivering 100% of the work, in 80% of the time, for 100% of salary (it doesn't mean compressed hours or pro rata pay) [read more here](#) (Permanent adoption of this model will be decided by Trustees in April).



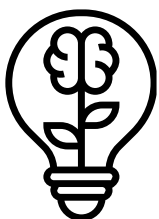
FLEXIBLE WORKING

The successful candidate's main base of work will be at home. We have an office base in Cardiff that can be used throughout the week according to staff members' needs. There's an expectation that you will meet at regular intervals with your line manager to discuss project work.



LEAVE

Staff are entitled to 23 days of annual leave and 8 Bank Holidays. We also offer good maternity, paternity, adoption and shared parental pay.



SHAPE THE ORGANISATION AND OUR WORK

Joining Tai Pawb gives you the chance to help shape our work as well as our responses to opportunities and challenges in the housing and equalities sector. We are a genuinely collegiate and collaborative organisation that values staff input and experience.

Job Description

Post:	Membership Officer
Responsible to:	Membership Manager
Salary:	£28,698
Hours:	Contracted to 35 hrs p/w (flexible approach to hours worked). We currently operate a 4-day week on a trial basis (100%salary for 80% hours and 100% outcomes). We do not work on Fridays.
Contract:	Permanent
Location:	Remote working and occasional travel throughout Wales to include staff meetings at the Cardiff office. Reasonable adjustments for the successful person if required.
Travel:	Occasional travel across Wales to partnership and membership meetings and events
Key relationships:	Housing associations (RSLs), local authorities, third sector housing support organisations, internal colleagues, training associates

Purpose of the post

The post holder will ensure that members are at the heart of all Tai Pawb activities.

This is a highly administrative role, requiring strong organisation and attention to detail. Working closely with the Membership Manager, the post holder will coordinate membership services and benefits, manage key administrative functions, and support the delivery of the Tai Pawb QED Award.

Job Description

Key Duties

- Serve as the primary point of contact for members and prospective members across various communication channels, delivering exceptional customer service.
- Manage and coordinate the entire membership lifecycle, including renewals, communications, and promoting membership offers and benefits to maximise engagement
- Lead on the coordination and delivery of high-quality member services, ensuring a seamless and positive experience for all members.
- Support the successful delivery of Tai Pawb's QED Award program, ensuring smooth coordination and administration.
- Collect, analyse, and report on engagement and departmental key performance indicators (KPIs) to inform decision-making and improve service delivery
- Gather and utilise feedback to monitor, evaluate, and enhance Tai Pawb's services and membership offerings, developing tailored responses to meet member needs.
- Effectively use the CRM to organise and capture membership activity and improve membership engagement and services
- Use feedback to support, monitor and evaluate Tai Pawb services and membership, developing appropriate responses to drive continuous improvement.

Person Specification

Essential

Knowledge & Experience

- Experience in a customer-facing role with a focus on delivering high-quality service.
- Ability to network and build relationships at various levels.
- Experience in organising services or meetings and supporting service delivery.

Skills & competencies

- Strong and demonstrable commitment to equity, diversity and inclusion.
- Self-motivated with excellent organisational, administrative, and time management skills.
- Excellent interpersonal and relationship building skills with people at all levels.
- Ability to act on own initiative, prioritise workloads, and excellent attention to detail.

Desirable

- Understanding of the housing sector, such as working for a housing organisation or housing department in Local Authority
- Understanding of equality and diversity issues, experiences, challenges and issues affecting individuals, communities and organisations (this can include lived experience)
- Relationship/account management experience
- Ability to communicate in Welsh

Next Steps

To apply for this position, please send application form and the equalities monitoring form to **andrea@taipawb.org** by **12pm on 28 April 2025**.

Please note, we do not accept CVs as applications. You must complete our application form, and return it in Word format (if you have any trouble sending it in Word format, please email us: info@taipawb.org).

To book onto our Open Webinar to meet some of the team, hear more about the role, and ask any questions, you can find the booking instructions here: **[Open Webinar](#)**

Tai Pawb is committed to creating a diverse and inclusive environment. We actively encourage applications from individuals of all backgrounds.

To help us with better representation of issues we work on and to remove barriers, all candidates from Black, Asian, and Ethnically Diverse backgrounds who meet the essential criteria, as well as all disabled candidates, will be guaranteed an interview at Stage 1 (group assessment). Disabled candidates who meet the essential criteria have the option to proceed directly to Stage 2 (individual interview).

If you require any reasonable adjustments, please specify this in the section provided on the application form. We will contact you to discuss this if you are selected for interview.

