



Position Title: Membership Engagement Officer FEANTSA

Position Overview:

Lead on membership engagement in a vibrant, growing European network dedicated to ending homelessness in Europe.

Responsibilities:

In this role, you will:

- Develop and implement FEANTSA's internal communications strategy, including members' newsletter, members' enquiries, members' only section of FEANTSA website
- Coordinate the agenda of FEANTSA Administrative Council meetings
- Coordinate the programme of the FEANTSA Forum, our annual flagship conference
- Manage membership data
- Maintain relationships with existing members
- Recruit and onboard new members, in close collaboration with existing members
- Support members to develop and implement European projects

Competencies & skills:

We're looking for someone with the following skills & competencies:

- **Communication:** Excellent written and oral communication skills
- **Relationships:** Ability to develop and maintain strong, trustful, productive relationships; a track record in a membership or customer management role
- **Commitment:** Dedication to the fight against homelessness
- **Representation:** Ability to represent FEANTSA in a friendly, professional manner in-person and at a distance
- **European cooperation:** Understanding of role and functioning of a European membership organisation; ability to work in a multi-cultural and multi-lingual context; experience of EU projects
- **Tech Skills:** Working knowledge of website content management, membership/customer management software systems, Microsoft Office
- **Languages:** English (C2) is essential for this role; other EU languages highly valued



About Us:

At FEANTSA, we offer:

- An opportunity to work for a vibrant and growing network dedicated to ending homelessness in Europe
- A supportive environment with a diverse, welcoming, and collegiate team.
- A competitive salary and benefits package with flexible working arrangements. Gross salary from 3.000 € per month, depending on experience

Applications:

- To apply for this job, please send a CV and letter of motivation (max 2 pages) to recruitment@feantsa.org with the following subject: **Membership Engagement Officer, First Name, Surname**
- Deadline: 13th January 2025
- Starting date: We are looking for someone to start in March/April 2025
- Only candidates shortlisted for interview will be contacted