



## **HRFN Membership Director**

### **Full-time position (remote and global)**

**About HRFN:** [Human Rights Funders Network](#) (HRFN) is a network of funders in the Global South, East, and North dedicated to resourcing human rights actions around the world. Our members boldly support movements leading us toward a more just future.

**About the Role:** HRFN is looking for a savvy, creative leader to head membership. HRFN's membership constitutes a diverse and dynamic community of approximately 85 dues-paying organizations. Our current membership includes many of the world's leading foundations supporting human rights and encompasses a wide range of organizations, from private foundations making grants globally to local and regional funds to public foundations, women's funds, and community foundations. What sets us apart is our global reach, with members representing 30 countries across the world. HRFN's director of membership will be responsible for reshaping and implementing HRFN's membership strategy. Working closely with HRFN's Program Associate and the HRFN team, the membership director will help align our systems (Salesforce, annual renewals) with clear goals for inviting and retaining global membership.

We are looking for someone who is a problem solver, strong communicator, comfortable making and holding member relationships (including with foundation leadership), and able to establish strong systems for organizing and implementing. We also hope to broaden our globally-based team and encourage applicants with experience in a range of membership organizations, social justice networks, and philanthropic networks. The ability to work across social, cultural, and political contexts with our staff, advisors, members, and social movement partners in the Global South, East, and North is essential.

The Membership Director has the opportunity to shape the direction of HRFN's membership strategy and engagement in line with HRFN's strategic vision. We are looking for someone who has creative and adaptable ideas on how to engage with our members and community at large and can implement this vision. As membership revenue makes up a substantial portion of our annual budget, a fundraising mindset is important as well. Applicants who are a good fit for this role will be committed to social justice and human rights and bring enthusiasm for working for a global network of funders.

- **Reports to:** Executive Director
- **Supervises:** Program Associate and interns
- **Start Date:** January 2024
- **Location:** This position is remote and can be based anywhere.
- **Travel:** There is 15-20% travel required for HRFN's global conference, team meetings, member events, meetings with donors, and other convenings.
- **Hours:** Though location/time zone is flexible, candidates must be able to participate in HRFN's weekly staff meeting (typically between 9 a.m. and 12 p.m. Eastern Time, GMT +4). HRFN works a four day week, Monday to Thursday.
- **Compensation:** The salary range for this position is \$95,000-\$110,000, commensurate with experience.
- **Contract Modality:** The hiring modality will depend on the candidate's country of residency. Both direct contracts and consultant agreements are options.
- **Benefits:** US-based employees receive employer-paid medical, dental, and vision insurance and a 401(k) account with an employer contribution. Non-US employees receive statutory benefits in their respective home country. All employees receive flexible paid time off with the pre-approval of their manager.
- **Apply:** Please apply through this [form](#).
- **Application Deadline:** 11 October, 2023.

## Responsibilities

### Strategic Leadership:

- Refine and lead the implementation of HRFN's membership strategy. Structure strategy in alignment with HRFN's values, advocacy goals, and financial targets.
- Establish dues levels and practices that meet the range of human rights funders (private and public, large and small, single-issue and intersectional) and expand the geographic breadth of members, especially from the Global South and East.
- Create an annual membership workplan and forecast, including goals for rates of renewal and numbers of new members, as well as a dues income budget.
- Create a membership outreach and retention plan to help meet goals laid out in the strategic plan and membership strategy. Coordinate with the ED / Head of Program Operations on the tracking of dues income against the budget.
- Provide regular updates to staff and steering committee on membership base, including any significant highlights or concerns. Create membership reports / materials for fundraising meetings and other events.
- Research potential new members and lapsed members and implement strategies to bring them into the network especially focusing on funders in the Global South and East.

- Collaborate with the HRFN team to ensure membership engagement is woven throughout all areas of work (programming, communications, and research).
- Contribute to broad organizational leadership, strategic direction, and development to inform broader organizational decision making, policy, and processes.
- Partner with the Executive Director on fundraising as needed.

**Membership and Partnership Engagement:**

- Identify and develop programs and services to support members including strategies to engage key sub-groups, including, private funders, corporate funders, community foundations, etc.
- Develop relationships with members to help understand current and developing needs/interests and work with internal staff to design and deliver relevant products and programs.
- Develop, own, and sustain strong relationships with members through both direct outreach with each member and ongoing member engagement activities.
- Maintain familiarity with member activities, research, and projects to help promote and share materials throughout the network and larger community.
- Create and implement member onboarding and offboarding processes.
- Ensure members' voices are heard in program development, that programming is reflective of and responsive to emerging trends in philanthropy, and that it reflects HRFN's values around diversity, inclusion, and equity.
- Collaborate with the Director of Research and Director of Strategy and Communications to engage with members around the research and advocacy.
- Collaborate with members and other partners to support, sponsor, and co-sponsor relevant programming.
- Act as a facilitator and connector to encourage active participation in CoPs among members. Promote the value of CoPs as platforms for learning, sharing knowledge, and collaboration.
- Develop strategies to attract and retain members within each CoP, ensuring that they see the benefits of being part of these specialized communities.
- Use analytics to track member participation, discussions, and the utilization of CoP resources.
- Support programmatic and logistical programmatic activities for HRFN's Funding Futures Festival.
- Create and implement an outreach plan to engage members around the Festival.
- Lead HRFN's conference sponsorship program, work with Executive Director to secure funding to help bring Global East and South members to the conference.

**Administration:**

- Manage all aspects of membership administration including sending renewal notices, tracking payments, responding to new member inquiries, and making outreach calls.
- Manage member data in Salesforce and other applications.
- Work with Program Associate and Head of Program Operations to create systems to ensure membership data in Salesforce is current and up to date.
- Collaborate with Program Associate and Head of Program Operations to assess membership tools and find ways to integrate systems (e.g. Mailchimp, social media) to more fully track member engagement.
- Establish operation manuals to update and add membership data to Salesforce.
- Implement key performance indicators and data analytics to assess the impact of membership engagement efforts.
- Regularly review and analyze membership data to identify trends, opportunities, and areas for improvement.
- Establish feedback mechanisms (e.g., surveys, focus groups) to systematically gather input from members about their experiences, needs, and expectations.
- Develop tools and systems to help staff proactively enact a culture of member engagement.
- Address member questions and concerns thoughtfully, promptly, and with a high level of accountability. Request the assistance of other team members as needed.

**Communications:**

- Represent HRFN at local, regional, and global events. Represent the organization's mission and values and create opportunities to attract new members.
- Actively participate in key public events, especially those held by members.
- Work in conjunction with Director of Strategy and Communications to ensure that website content is relevant and fresh.
- Create membership materials to support outreach and retention.
- Write and support writing of blog posts and other materials as needed.
- Support HRFN's newsletter content as requested.

**Qualifications:**

- 5-7 years experience working in a membership organization, membership department, or network where dues collection and member organizing is a component. This could include philanthropic networks, unions, or social movement networks.
- Significant professional experience in a comparable role at a senior level in philanthropy, human rights, gender justice, international development, or social movement setting.

- Experience working across languages and contexts, with a strong understanding of language justice in a global work environment.
- A proven track record of successfully developing and implementing a membership strategy, partnership or movement building strategy in philanthropy, human rights, gender justice, international development, or social movement setting.
- Strong written and oral communication skills, including the ability to work with a diverse range of actors at different levels and from different cultural contexts.
- Proficient knowledge of Salesforce and Excel / Google Spreadsheets a must as well as comfort working with data.
- Highly organized and motivated with impeccable follow-up and attention to detail.
- Ability to prioritize and manage multiple tasks with little direct supervision.
- Comfort, excitement working with, and high emotional intelligence for engaging effectively with diverse groups.
- Comfort working in a remote work setting and through collaborative software such as G-Suite, Asana, and Slack.
- Self-starter who can navigate shifting priorities, timelines, and schedules.
- Proven ability to anticipate next steps, take the initiative, exercise discretion, manage (up, across, down), and apply sound judgment.
- Ability to problem-solve
- Fluency in written and spoken English, another language is a plus.

If you have any questions please contact us at [community@hrfn.org](mailto:community@hrfn.org).

The staff position will be contracted by Panorama Global, Human Rights Funders Network's fiscal sponsor. Panorama Global is a US nonprofit corporation that is tax-exempt under section 501(c)(3) of the Internal Revenue Code.

Panorama is committed to creating a diverse team and is proud to be an equal opportunity employer. We know that representation matters in the workplace and with our partners; to that end we are committed to a hiring process grounded in equity and inclusion. All qualified applicants will receive consideration without regard to race, color, religion, citizenship or immigration status, national origin, genetic information, gender identity, gender expression, sexual orientation, marital status, veteran status, political ideology, the presence of any physical, mental, or sensory disability, age, or any other status or characteristic protected by federal, state, or local law.