

Membership and

This template should be used in conjunction with the [Job description guide](#) for further information and advice.

Job details	
Directorate:	Membership and External Affairs
Department:	Membership Experience
Team:	Membership Engagement and Services
Grade:	Specialist B
Reports to:	<i>Tbc</i>
Line management responsibilities:	No
Location:	London

Role overview

Responsible for developing (in collaboration with internal and external stakeholders) and coordinating the delivery of a coordinated, compelling and tailored membership support and engagement programme for a number of the Law Society diversity and inclusion (D&I) networks that delivers increased awareness and satisfaction with the D&I network offer. This role is also responsible for ensuring D&I network members are connected to the Law Society's broader work and opportunities to engage and contribute perspectives are both sought and shared.

Core duties of the role:

The post holder will:

- Own and develop an engaging programme of work that supports and engages a number of the Law Society's D&I networks. This includes facilitating opportunities to contribute to Law Society's work, raising the profile of the

networks in the legal profession, and providing networking opportunities and peer support for the network.

- With colleagues, members, and stakeholders, develop and maintain, through a mix of digital engagement, communication, and in-person activities, an active community of people who want to engage with, learn from and support their peers in relation to a personal/protected characteristic and allies, and a forum for members to share, discuss and support each other on issues and needs relevant to their area(s) of interest.
- Ensure the experiences and expertise of D&I network members and their associated committees inform the development and delivery of a valued D&I network offer, tailored to specific member needs.
- Encourage D&I network members to engage and contribute their time, expertise and experience to the Law Society's work, ensuring opportunities are communicated effectively, and the experiences of D&I network members inform Law Society work.
- Develop and maintain a good understanding of key issues impacting the profession by engaging with members and colleagues across the business, including the EDI and Wellbeing (Membership) Team.
- Manage the D&I networks and associated committees along agreed terms of reference and ways of working, and in furtherance of the Law Society's equality, diversity and inclusion (EDI) strategy as amended from time to time.
- Coordinate the delivery of the planned engagement, communication and networking activities for the D&I networks
- Work in partnership with the Communications & Content Team and other stakeholders, to develop and articulate the features and benefits of the D&I network offer
- Manage the process for the review and development of the D&I network offer ensuring these are always driven by relevant insight from across the profession.
- Use member behavioural trends, insights and information to predict, personalise and tailor the member experience to D&I network members
- Engage with the Futures & Insight Team to commission appropriate market research and analysis, to support the development of the D&I network offer and programme of work
- Identify resources required to support the development and delivery of the D&I network programme of work and engage internal and external stakeholders to gain commitment through structured planning
- Direct colleagues on the requirements for D&I network offer development and coordinate the settling of targets, metrics and planned resources
- Help drive a member-centric and high performance culture across The Law Society, leading by example through a collaborative, open and transparent working style

- Manage and review monthly/quarterly progress against activity plans, the agreed budgets and non-financial targets
- Develop and monitor metrics and a process for monitoring and reporting on the effectiveness of the D&I network offer and experience
- Work collaboratively across the organisation to identify elements of the D&I network offer that need to be enhanced, introduced or retired
- Lead on engagement with key relevant internal and external networks and stakeholders
- Work well with the Membership Engagement Lead and Head of Member Engagement and Services on reporting and delivery against the Business Plan and other planning documents, providing credible and reliable reporting orally and in writing to relevant internal and member-led groups

Skills and attributes:

Criteria (knowledge, skills and attributes)	Assessment stage
Essential: Proven experience working in membership services and engagement or supporting networks or employee resource groups (ERGs) based on protected characteristic	Application Form
Essential: Able to effectively manage and prioritise workload during busy periods to produce high-quality outputs	Interview
Essential: Able to plan, organise and prioritise work activities as needs arise to ensure programme goals are achieved whilst maintaining a positive can-do approach	Interview
Essential: Ability to respond to challenges and conflicting views in a considered and balanced way and to build consensus around a proposed approach	Interview
Essential: High level of initiative, with a considered and balanced approach to problem solving and decision-making	Interview

Essential: Experience of delivering high quality work on time and to expectations during busy and demanding periods	Interview
Essential: Excellent organisational and prioritisation management skills	Interview
Essential: Excellent written and verbal communication skills	Interview
Essential: Ability to anticipate potential challenges and opportunities and align actions with strategic goals	Interview
Essential: Collaborative operating style	Interview
Essential: Knowledge and understanding of equality, diversity and inclusion (EDI) and how to effectively engage and support minority communities	Interview
Essential: Experience of successful project management	Interview
Essential: A passion for analysing and working with membership data to optimize engagement and targeting of information and services	Interview
Essential: Experience of developing and aligning the member offer to target groups	Interview
Essential: Understands and anticipates customer needs to achieve outcomes which benefit both internal and external customers	Interview
Essential: Proven experience delivering high-quality inclusive and accessible online and in-person events	Interview
Essential: Exceptional stakeholder engagement and influencing skills, ability to manage complex and varied stakeholders	Interview
Essential: Experience of developing successful membership engagement campaigns	Interview

Desirable: Knowledge of the legal profession	Interview
Desirable: Knowledge and understanding of EDI challenges in the solicitors profession	Interview

Organisational chart

