



**Campaigning for the Use, Maintenance, Restoration and
Development of Britain's Inland Waterways**

Vacancy pack

This pack contains all the information you need to apply, including:

Useful Information

Details on our Diversity Policy statement, how we use CVs, shortlisting and pre-employment checks and UK Identification requirements

Applicant letter

Details on how to apply plus closing date

Job description

A breakdown of the vacancy, including the purpose of the job, requirements, duties and responsibilities

Person specification

A list of criteria that potential candidates should aim to meet

Application Form

Applicants are able to complete electronically and return by e-mail or submit by post

Useful Information

IWA Head Office is based in Chesham within easy walking distance of the town centre and Metropolitan Line station. Free parking is available on site.

Diversity Policy Statement

IWA aims to ensure that all staff, volunteers, partners, clients, contractors, members and the general public are treated fairly. Unless it can be shown to be justified, this will be regardless of sex, sexual orientation, gender re-assignment, marital or civil partnership status, race (including colour, nationality, ethnicity, or national origin), disability, medical status, age, religion or belief, political opinion, social or economic status, or ex-offender status.

Use of Curriculum Vitae (CVs)

Our policy is to recruit and employ our employees on the basis of their suitability for the work to be done. An application form allows us to compare individuals based on like for like information and as such we do not accept a CV unless accompanied by a fully completed application.

Shortlisting

IWA is an equal opportunities employer and we are committed to ensuring all applications are treated fairly. Applications are sought only from those eligible to work in the UK in the first instance.

All applications are subject to our shortlisting process where we only assess information provided against the Person Specification. If you are shortlisted we will contact you and invite you to attend an interview. You will also be advised at this point if there will be any skills test, presentations etc.

As a charity, we lack the resources to advise all candidates by post if their application is unsuccessful. If you do not hear from us within four weeks of the closing date, we will have decided not to take your application any further. However, if you are able to supply us with an e-mail address, we will endeavour to advise you if you have not been shortlisted. If this is the case, please do not be discouraged from re-applying as your skills and experience may be just what we need for our next vacancy. We also have a number of volunteering opportunities across the organisation.

Pre- employment Checks

All offers of employment are made subject to the following criteria:

Proof of eligibility to work in the UK, Proof of UK Residency, Satisfactory Pre Employment Health Check, Two references satisfactory to the Association and, where required, a **Satisfactory Criminal Records Check**

Dear Applicant

IWA Membership Recruitment Assistant – Salary £18,000 per annum pro rata (based on a 35 hour week) – Position is for 21 hours per week (parent friendly/flexible)

Thank you for your enquiry regarding our advertised vacancy for a **Membership Recruitment Assistant**. An application form is enclosed, together with a job description and person specification.

If you require any further information about this position please contact me.

Please complete the enclosed application form in blue or black ink and refer to the person specification when completing the form. Your completed application form should clearly describe how you meet each of the criteria that have been identified as being necessary for this post as this will form the basis of shortlisting candidates. If you enclose a CV, it may be referred to for supplementary information, however, please ensure that all the questions asked on the application form are fully answered.

Completed forms should be returned by email to jobs@waterways.org.uk or by post to Tracy Higgin, Membership Officer, IWA, Island House, Chesham HP5 1WA.

The closing date for receipt of completed application forms is 18th March 2013.

As a charity, we try to keep our administrative costs to a minimum and therefore we shall only be able to advise unsuccessful candidates by e-mail. It is not our policy to discuss reasons for not shortlisting individual applicants.

We look forward to receiving your application in due course.

Kind regards.



Tracy Higgin
Membership Officer & Office Manager

tracy.higgin@waterways.org.uk

01494 783453 Ext 601



Job title: Membership Recruitment Assistant

Department: Membership

Location of job: IWA Head Office, Island House, Moor Road, Chesham HP5 1WA

Post holder reports to: Membership Officer & Office Manager

Main purpose of the job:

[The Inland Waterways Association](#) is a registered charity, founded in 1946, which advocates the conservation, use, maintenance, restoration and development of the inland waterways for public benefit. We have in excess of 16,500 individual members and over 350 corporate members with a combined membership representing a voice of over 65,000 people supporting and involved with the inland waterways.

IWA is seeking to strengthen its member retention and encourage recruitment of new members through both tried and tested methods and by the development of new recruitment opportunities and initiatives. Initially, the role will focus on developing relationships with our corporate members and other waterway businesses to promote IWA membership to a wider audience, and will expand to cover all areas of membership recruitment in due course. The post-holder will also be expected to assist with other membership administration duties and other jobs within the charity's Head Office, including support for mail order sales during busy periods.

Background

IWA works closely with navigation authorities, national and local authorities, voluntary, private and public sector organisations. We campaign and lobby for support and encourage public participation in the inland waterways. IWA also manages the Chelmer & Blackwater Navigation for the public benefit, through its subsidiary [Essex Waterways](#), having stepped in to prevent its closure in 2005. IWA actively supports waterway restoration, and through its waterways restoration volunteering organisation, [Waterway Recovery Group](#), organises and subsidises over 20, week-long waterway restoration working holiday schemes for volunteers of all ages throughout the UK each year, as well as conducting multiple work parties around the country on most weekends. This particularly enables young people to participate in the preservation and restoration of our heritage, and in doing so learn construction and heritage skills.

More than 500 miles of canals and navigable rivers have been re-opened to public use since the Association was founded in 1946. The Association is working to restore a further 500 miles of derelict inland waterways.

IWA is organised into [33 local branches](#) covering geographical areas of the country, through which volunteers coordinate activities as diverse as policing planning applications through the waterway corridor, organising festivals and events to raise public awareness, providing engineering expertise and arranging affordable insurance for over 180 waterway organisations, restoration societies and trusts, raising money for restoration, and providing education on the value and benefits of their local waterways.

Person specification

Essential Qualities

We are seeking a confident individual with sound, demonstrable, communication and administration skills.

- The successful applicant will be outgoing, enthusiastic and self motivating, capable of working independently as well as part of a team
- You will have a friendly and confident telephone manner
- Electronic communication skills
- Ability to maintain accurate records
- Good customer service skills
- Experience of use of Microsoft Excel and Microsoft Word software
- A flexible approach to work

Desirable Attributes

- The candidate will ideally have previous experience in membership recruitment or a marketing environment
- Will ideally have worked for a charity
- Experience of using a supporter database
- Experience of data analysis and reporting
- An appreciation of the inland waterways

Key Outputs

- Promote IWA membership to a wider audience and track results
- Liaise with members/volunteers to encourage involvement in promoting membership of IWA
- Maintain communication with all participants promoting membership initiatives and ensure they have appropriate supplies of promotional literature
- Provide administrative support to members

APPLICATION FOR EMPLOYMENT

STRICTLY CONFIDENTIAL

PLEASE REFER TO VACANCY DETAILS FOR RETURN ADDRESS

Job Ref. No.	IWA/TH
Position applied for	Membership Recruitment Assistant
Location	
How did you first learn of this vacancy?	

Identification details
(BLOCK CAPITALS PLEASE)

Surname		Dr/Mr/Mrs/Miss/Ms/Other	
Forenames			
Address			
		Postcode	
Email address			

May we, with discretion, phone you at work? Yes No

Home tel no		Daytime tel no	
--------------------	--	-----------------------	--

Do you hold a current, valid driving licence? Yes No
 If yes, what type? Full Provisional
 If yes, do you have any current endorsements? Yes No
 If yes, please give details of any current endorsements.

Qualifications relevant to this application (including technical and/or professional).

Please provide details (*note that these may be verified on appointment*)

Current membership of any professional or technical organisations.

Please provide details (*note that these may be verified on appointment*)

Employment and Education history

Please give details of all jobs held, including part-time and unpaid work, **starting with your current or most recent employer and/or recent education.** Continue on a separate sheet if necessary.

Employer's full name & address	Job title/ Key achievements & areas of responsibility	Length of time in job/ Reasons for leaving/ Final salary in role

Relevant skills/knowledge/experience

You should outline below how your skills/knowledge/experience meet the requirements of the Person Specification. You may draw on past employment and/or out of work activities. Continue on a separate sheet if necessary.

Why are you interested in applying for this post?

Continue on a separate sheet if necessary.

Length of notice

Declaration

The information on this form will be used for recruitment and selection purposes only and if your application is successful it will form part of your employment record. All unsuccessful applications will be destroyed twelve months after the closing date..

Are you eligible to work in the UK ?

Yes

No

If it is discovered that you have given any information, which you know to be false, or withhold any relevant information your application may be rejected or any subsequent employment terminated.

I confirm that the information contained in this application form is correct.

Signature

Date