



Executive Search



Director, Global Member Development and Engagement

Client Overview

[InsideNGO](#) has retained Sterling Martin Associates to search for its next **Director, Global Member Development and Engagement**. The position is located in Washington, DC and is available immediately.

InsideNGO is a membership association of more than 330 international NGOs, foundations and local national NGOs involved in international relief and development. InsideNGO supports its members as they enhance and improve both institutional and individual capabilities to sustain and deliver mission results. The organization offers a wide range of global capacity development services including unique learning events, workshops, webinars, roundtables, and an online *Member Community* whereby participants tap into the experience of peers and experts managing activities in the most challenging places in the world. With a growing range of global participants and services, InsideNGO has been supporting the international NGO sector for almost forty years. InsideNGO has plans to grow its international membership. For more information, please visit www.insidengo.org.

Director, Global Member Development & Engagement

InsideNGO is a vibrant membership community that is recruiting an experienced, results-oriented candidate to lead its global membership and member services focusing specifically on growing the membership and deepening member engagement across the NGO community. The successful candidate will provide strategic direction for all facets of the membership and will advance the organization's vision to continue to expand its International reach.

The Director, Global Member Development & Engagement is responsible for overseeing InsideNGO membership and member services, for working in collaboration with the leadership team to understand member needs, for leading and supporting the implementation of resources and activities designed to increase member engagement, and for providing leadership and oversight for the organization's anticipated global membership growth. Additionally, the Director, Global Member Development & Engagement is responsible for overseeing other types of member-supportive organizational affiliations such as corporate support which includes member referred industry partners and other external collaborators.

Specific Duties & Responsibilities

In addition to providing strategic direction in this important organizational function, the Director, Global Member Development & Engagement will oversee and lead the team that executes the following duties and responsibilities:

Member Development

- Develop and execute a plan to identify and reach out to potential new member organizations in the international relief and development sector, both domestically and internationally with a special focus on local national NGOs.
- Continue to grow the organizational member base internationally working with partners, alliances and consortia.
- Identify and develop a value proposition to serve diverse members with differing needs.
- Build awareness of organizational member benefits and services by having a comprehensive communication plan aimed at key contacts at each member organization.
- Maintain an evolving new member onboarding, welcome and orientation process that equips members to utilize InsideNGO programs in an efficient manner.
- Collect member feedback on a regular basis that helps drive the organization toward improvement.
- Achieve the annual new member and member retention targets.
- Facilitate the new member application, evaluation and screening process.
- Design and oversee an efficient and effective membership renewal process.

Member Engagement

- Lead the development and distribution of regular communications with membership in collaboration with Communications Team to ensure a balanced, effective communication strategy for the membership.
- Convene a growing body of engaged leaders and experts from Senior Leader Forums to functional roundtables to topical, subject matter forums both in person and through InsideNGO's online member forum.
- Provide oversight of the membership project teams working on InsideNGO's largest member events, including the Annual Conference as well as international member

events.

- Oversee InsideNGO's online discussion forum so that members are able to make connections and gain insights and view the community as a critical resource for them.
- Access and refine metrics to understand the member base.
- Participate in creating strategies to effectively grow the engaged member base.
- Work with InsideNGO staff to improve quality of engagement with members at all levels of the member organizations.

Corporate Support

- Design and implement programs for commercial service partners to engage with the InsideNGO membership.
- Develop revenue-generating programs for corporate partners to sponsor InsideNGO events and programs in a manner that benefits members and the partners.
- Achieve annual revenue goals for corporate programs.

Member Services and Products

- Provide strategic direction to InsideNGO's "Jobs Board" allowing members and other clients an avenue to advertise for vacancies, and job seekers the means to connect to new opportunities.
- Identify products and services that are beneficial to member that are unique, cost-saving, or meet an unmet need as expressed by members.
- Identify partnering opportunities to leverage needed resources that complement what InsideNGO is able to offer members directly.

Knowledge and Insight

- Oversee the creation of and a process to conduct benchmarking surveys across operational areas and make them available for the members; create other intellectual property that fulfills a need among the members; and that contributes to NGO sector information.
- Oversee and provide direction for the content on the online members-only forum.

Requisite Background & Experience | Skills & Attributes

All candidates will be expected to embrace InsideNGO's mission and demonstrate a commitment to international development. In addition, candidates will be expected to present the following:

- Deep experience in and understanding of the NGO community and current trends in the sector.
- Minimum 15 years related experience working in a role that facilitates development of a community of organizations and/or community engagement.
- Minimum 10 years leading teams to drive top performance from team members.
- Superior interpersonal and communication skills in order to be externally focused in the

community.

- Ability to engage and cultivate international members to increase their involvement.
- Supervisory and managerial experience.
- Ability to develop, adapt and direct a multi-year, multi-faceted membership and engagement strategy.
- Ability to work effectively with chief executive officers and senior management.
- Excellent writing ability.
- Excellent presentation/representation skills.
- Ability to manage a sometimes diverse portfolio of issues, audiences and priorities given the external dynamism of this area.
- Commitment to a work environment that incorporates InsideNGO's cultural values: Mission-driven, Professional, Direct, Naturally collaborative, Collegial, and Fun.

Compensation

Inside NGO offers an attractive compensation and benefits package for the right candidate. The position is available immediately.

InsideNGO is an equal opportunity, affirmative action employer.

For more information, please contact:

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