**Associates Community Coordinator**

**Outline of assignment**

**Overall purpose of the assignment**

Maximise the cohesion and effectiveness of Action Planning’s Associates Community to derive maximum benefit from that Community for Action Planning, for our Associates, and for our clients and the sector we serve.

**Key deliverables**

**Oversight of associates**

* Build and develop relationships with Action Planning associates to maintain a good understanding of the skills and experience that each associate brings and their capacity to support the work of Action Planning
* “Meet” with people expressing an interest in becoming an Action Planning associate to determine their skill set and their approach to their work to determine whether they should join the Associates Community

**Sales and marketing**

* Contribute to Action Planning’s marketing planning to promote the breadth and depth of skills within Action Planning to past, current and future clients.
* Informed by feedback from clients and associates, contribute to our thinking about service improvement, development and innovation.
* Ensure that the most active Action Planning associates have an Action Planning email address and business cards
* Ensure that the associates pages of the Action Planning website are kept up to date and regularly refreshed with new material.

**Work allocation**

* Ensure that new work opportunities are shared appropriately across the Associates Community, consulting with the Chairman where necessary to determine which associates are most suitable for each assignment.
* Develop and implement a system to determine how best to allocate work where several associates express an interest in the same piece of work
* Develop and oversee a tracking system to monitor which associates are assigned to which contracts so that Action Planning is able to ensure that work is allocated as fairly as possible given the skills required by any project.

**Creating a sense of community**

* Promote within associates a commitment to the Action Planning Community and an understanding of the value that “strength in numbers” brings through encouraging the use of working groups, awaydays and other networking opportunities - both face to face and using technology.
* Identify a number of “community champions” to take a lead in different areas of Action Planning work (fundraising, governance, etc) to develop an even stronger market presence, and strong working relationships across Action Planning.
* Develop and implement a plan for ways in which Action Planning associates can connect with each other, share ideas, seek advice/support using social media (either Facebook or Linked In), whilst maintaining the integrity of the Action Planning Community.
* Promote and encourage these connections within the Action Planning Community
* Undertake an annual associate engagement survey to seek associates’ views on working with Action Planning and ways in which the relationship can be strengthened for the benefit of both Action Planning and the individual associates.

**Away days**

* Co-ordinate the annual Associate away day, agreeing the focus of the awayday with the Chairman; seeking volunteers to lead sessions; marketing the event internally and ensuring that the day runs smoothly.
* Obtain feedback from attendees to learn from successes and how to improve the awayday for future events

**General Administration**

* Work with the support team and individual associates to ensure that the database of associates is up to date by December 2019 and kept up to date thereafter.
* Annually review the database to determine whether associates who have not worked for AP in the previous 12 months should remain on the database and, if not, engaging in conversations with those associates to remove them from the database
* Ensure that each associate has an up to date agreement and appropriate levels of professional insurance in place
* Ensure that associate agreements are legally up to date and ensure that individual engagements fall outside the scope of IR35
* Establish and maintain a central “virtual” repository of standard marketing, tender and contract documentation which all associates can access

**Requirements from the Associate**

**Knowledge and experience**

* Well informed about the work that Action Planning undertakes and the particular opportunities and challenges that our clients face
* Previous experience of creating and executing project plans and achieving against agreed deadlines
* Understanding of the reasons why associates chose to work for and stay with Action Planning
* Experience of supporting the delivery of marketing plans
* Significant experience of managing a large and remote team of staff, associates, and/or volunteers

**Skills and abilities**

* Understand how day to day activity of the role supports Action Planning strategic direction
* Skilled at building effective working relationships, often over the telephone and using technology
* Ability to work on own initiative to progress actions
* Able to engage with others with tact and diplomacy, particularly when dealing with areas of potential conflict
* Good attention to detail with the ability to keep multiple strands of project work on track
* Excellent persuasion and influencing skills to take others with them

**Personal Qualities**

* Outgoing personality
* Enjoys connecting people with each other and building relationships
* Commitment to the ethos and culture that underpins the approach that Action Planning takes towards its clients and the services it provides
* Creative problem solver who enjoys overcoming challenges
* Willing to own and drive the work with minimal supervision
* Positive and proactive approach to work
* Willing to roll up sleeves and take a hands-on role when required