



## JOB DESCRIPTION

### Membership and Communications Assistant

Location: Largely remote, with co-working in London one day per week.

Reports to: Head of Membership & Communications

Direct reports: No

Hours per week (average): full time

Type of contract: 12 months

Overtime Status: Exempt

Salary: Commensurate with experience

Deadline: rolling

### Summary

We are a not-for-profit multi-stakeholder organisation founded to bring together business, civil society, and downstream users of steel, to provide a global standard and certification initiative for the steel industry. We have built a consensus on what sustainability looks like for steel - including the impacts of mining, production, the scrap metal supply chain, greenhouse gas emissions, water use, workers' rights, human rights, and biodiversity. Our Members include steel makers, mining companies, buyers of steel from the automotive and construction sectors as well as civil society organisations focused on labour rights, biodiversity, climate change, and many other important issues. We currently have over 150 members and nearly 15% of global steel production in membership.

We are now seeking a Membership and Communications Assistant to support our membership relations as we grow. This is an important position within ResponsibleSteel, and is a great opportunity to work in a rapidly growing organization that is already playing a key strategic role in steel decarbonization and driving up social and environmental practices. It will suit an individual with solid organisational and communications skills who is committed to driving equitable solutions to climate change within heavy industry, and keen to engage with multiple stakeholders. The position offers international exposure and opportunities for growth.

### Our Values

At ResponsibleSteel we work in a way that is underpinned by our common values:

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|----------------|--|
| Respect:       | Working together to deliver impact with passion and mutual trust, valuing our time and allowing ourselves the space to reflect, rest and recharge. |
| Integrity:     | Saying what we do and do what we say, taking responsibility for our own actions even when no one is looking, learning and growing as we go.        |
| Transparency:  | Communicating clearly, honestly and openly in a timely manner in all we do   |
| Collaboration: | Engaging with those affected, listening to understand, co-creating bold strategies to deliver greater impact.                                      |

## The Role

The Membership and Communications Assistant will oversee the day-to-day management of ResponsibleSteel members and supporting communications with our stakeholders. Responsibilities include due diligence on potential members, implementing and improving ResponsibleSteel's CRM system, drafting communications and providing data for regular reports

The position works closely with the Head of Membership and Communications and the Communications Manager to help develop member engagement and communication strategies. They may also assist the Development & Innovation Director in data to assist membership recruitment. ResponsibleSteel promotes team working, and the successful applicant will be expected to contribute across the organisation and not just in their core area of expertise.

Please keep in mind that we currently work remotely, the applicant will be encouraged to work in our London office space in Old Street once a week. We also hold in person strategy and training sessions 3-4 times per year, usually in the UK.

## Responsibilities

- Researching and/or overseeing due diligence on new and potential members
- Drafting member welcome letters and coordinating new member announcements
- Operationalising ResponsibleSteel's CRM system, maintaining membership data and distribution lists
- Designing member surveys, monitoring member commitments and deriving membership engagement data
- Supporting stakeholder mapping and definition of member value propositions
- Assisting in defining the ResponsibleSteel membership engagement journey
- Researching multi-stakeholder membership best practice and implementing improvements where necessary
- Supporting the coordination and delivery of member webinars and events
- Sourcing and coordinating member blogs for the ResponsibleSteel website
- Supporting the coordination and delivery of ResponsibleSteel events
- Working with the Communications Manager to support, amplify and monitor member announcements and new certification announcements
- Working with the Communications Manager to draft ResponsibleSteel's monthly newsletter

## Qualifications, Experience and Skills

### Experience:

- A minimum of 2-3 years of relevant experience.

### Skills:

- Exceptional organisational skills to manage multiple priorities and tasks.
- Ability to organise virtual and in person meetings, workshops, etc.
- Proficient in numeracy with the ability to manipulate basic data in graph form.
- Excellent written and verbal communication skills in English.

- Excellent interpersonal skills with the ability to interact culturally and diplomatically with diverse internal and external stakeholders.
- Proficiency in MS Office and readiness to learn cloud-based tools for international team collaboration, surveys etc.
- Energetic and personable, able to work efficiently within a virtual team, and to adapt to a varied workload.

## To Apply

Please send your cover letter and CV to [jwoodruff@responsiblesteel.org](mailto:jwoodruff@responsiblesteel.org) specifying Membership & Communications Assistant in the email subject line. Applications without cover letters will not be considered. Please note that you must have authorisation to work in your designated home country (country of employment).

## Benefits

Benefits and compensation vary per region and are competitive with local prevailing packages. They will take into account experience, location, and benefits required by law in the candidate's location, such as pension and leave allowances.

Regardless of location, team members get equipment stipends to ensure they are set up wherever they may be working from, generous leave policies, and paid paternal leave.

## Hiring Statement

ResponsibleSteel is committed to building a diverse and inclusive team. We are committed to attracting, developing and retaining exceptional people, and to creating a work environment that is dynamic and rewarding and enables each of us to realise our potential. Our work environment is safe and open to all employees and partners, respecting the full spectrum of race, colour, religious creed, sex, gender identity, sexual orientation, national origin, political affiliation, ancestry, age, disability, genetic information, veteran status, and all other classifications protected by law in the locality and/or state in which you are working.