

HEAD OF MEMBERSHIP, LEARNING & SUPPORT SERVICES

JOB DETAILS	
Job Title:	Head of Membership, Learning & Support Services
Reports to (title):	Chief Executive Officer
Date:	January 2018

PURPOSE OF THE JOB
<p>To lead Cochrane’s Membership, Learning and Support Services department in providing outstanding, inclusive, learning and support programmes that enhance the skills, knowledge and experience of Cochrane’s current and potential members and supporters; so as to promote their high-quality participation in activities supporting the organization’s strategic mission and goals. The department will do this by leading and managing a contribution-based membership system that helps people get involved in Cochrane and gain skills that allow them to develop; by coordinating, developing and delivering learning programmes; and by providing first-class support so that Cochrane contributors always get the help they need.</p>

PRINCIPAL ACCOUNTABILITIES/KEY RESULT AREAS
<p>Senior Management Team</p> <ul style="list-style-type: none"> • As a member of the senior management team, support the Chief Executive Officer (CEO) and contribute to the organisational management of Cochrane and successful implementation of its <i>Strategy to 2020</i> and future organizational goals and objectives. • Lead the Membership, Learning & Support Services department within the Cochrane Central Executive, developing and managing team work plans in support of strategic objectives, and co-ordinating the network of related staff and volunteer collaborators. • Ensure the Membership, Learning & Support Services department has a responsive, client-focused mentality and approach focused on providing high-quality support to members, supporters and users of Cochrane evidence in line with Cochrane’s organizational goals and business needs. • Contribute to Cochrane’s budget planning processes, and manage the resources associated with the Membership, Learning & Support Services portfolio effectively. • Represent Cochrane publicly at meetings, conferences and other events. <p>Membership</p> <ul style="list-style-type: none"> • Lead Cochrane’s membership development and support to meet the organization’s present and future strategic and business needs. • Develop Cochrane’s membership and learning approaches and journeys so that they form an integrated ‘people management’ approach which also offers all Cochrane’s supporters and members the best possible experience and opportunities.

- Oversee and manage the marketing and data systems to make it as easy as possible for members and potential members to get involved in Cochrane's work.
- Lead the development of support through Cochrane's membership scheme to focused constituencies (such as patients and consumers, and young people/students) by implementing strategies, policies and systems to improve and increase their involvement in Cochrane's activities.

Learning & Development

- Lead the development and implementation of any specific learning, training and people development strategies for Cochrane to ensure its mission, goals and objectives are met.
- Chair and co-ordinate the activities of the Learning and Development Advisory Committee.
- Lead and support the Cochrane Trainers' Network, ensuring that appropriate support and professional development are provided and that Cochrane's training activities are delivered to a high standard.
- Establish and coordinate a comprehensive programme of evaluation for Cochrane's learning & development activities.
- Lead the development of new Cochrane learning and training products and services that address Cochrane's future organizational needs, including collaborating with Cochrane Innovations to pursue options to expand and diversify Cochrane's total revenue.

Community Support

- Lead and develop Cochrane's community support team, the single point for all enquiries coming from the community and users of our products and services (including possible future commercial products and services but excluding the Cochrane Library).
- Maintain excellent communication and working relationships with Cochrane's diverse contributor groups, including Cochrane Groups, staff, trainers, methodological & content experts, review authors, editorial teams, consumers and others.
- Undertake any other duties as appropriate.

PERSON SPECIFICATION

Essential:

- Significant leadership experience of working within a Senior Management Team and in a similar role.
- A Master's Degree or higher in a health, education or research-related discipline (or equivalent experience).
- Experience demonstrating leadership and vision in designing and managing complex learning or development programmes and collaborating with multiple stakeholder groups.
- An excellent understanding of systematic review methods, preferably Cochrane systematic reviews.
- A strong understanding of Cochrane structures and processes, and a commitment to Cochrane's mission and values.
- Excellent interpersonal and communication skills (both verbal and written), including experience in working with people from a variety of cultural and linguistic backgrounds.
- Experience in managing a team, preferably in working remotely with geographically dispersed team members and stakeholder contributors, and a collaborative management style.
- Excellent skills and experience in strategic planning, project management and prioritisation.

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- Self-motivated and results-oriented, with excellent organisation and time management skills, including the ability to work to deadlines and flexible hours as needed.
- Ability to travel internationally (approximately 3-4 times per year).
- Familiarity or aptitude with a range of software systems, including online learning platforms, systematic review production and web editing.

Preferred:

- Experience working on membership issues in not-for-profit organisations.
- Experience working collaboratively with a range of Cochrane Groups.
- An excellent working knowledge of current directions of research and development in new systematic review methods.
- An excellent working knowledge of the academic publishing environment and editorial issues.
- Demonstrable experience in managing and coordinating volunteer staff and individuals, preferably with teams in a not-for profit or low-resource setting.
- Willingness to challenge existing organisational processes.

KEY INTERFACES

Internal: All Cochrane supporters, members and contributors: particularly the Senior Management and Central Executive teams, the Cochrane Governing Board, the Cochrane Council, the Learning & Development Advisory Committee, Cochrane Groups, the Trainers' Network, Cochrane Innovations, members and all learning audiences.

External: External partners, learning audiences and service providers.

DIMENSIONS

Budgetary responsibility: Membership, Learning & Support Services budget. Additional Learning & Development projects managed within other CET budgets.

Number of direct and indirect reports: Learning & Development Officers (x2), Administrator, Membership CRM Manager, Senior Community Support Officer (0.2FTE), Community Support Officers x 3 (1.4FTE).