

Candidate Pack

Membership and Engagement Coordinator



About the Job

Knowing our community is at the heart of our organisation. Our Membership and Engagement Coordinator will lead on co-ordinating our approach to our existing and future community of governance professionals working in school trusts. From the beginning of each person's onboarding journey, we strive to deliver a personalised, compassionate, and engaging experience. This role is central to enhancing that journey, ensuring new joiners feel welcomed, informed, and valued, while also driving strong community retention and growth.

In this role you will be expected to be a strong advocate for our community, ensuring their needs are closely integrated into the organisation's development and programme of activities.

Why Join TGP

TGP is very special. No day is the same. It is a privilege to curate and support our amazing community of over 400 academy governance professionals. Governance isn't static and nor are we. We are continually evolving and always have a focus on how we can best support our community.

Application Pack

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www.tgpltd.co.uk

Message From Us

We are delighted you are interested in applying to work for TGP. TGP is a small but mighty team. Because of that, we recognise that some (but not all) applications are very likely to come from governance professionals that we know and who are part of our community. We are therefore taking a slightly unusual approach to our recruitment to ensure fairness and objectivity.

The process will be led throughout by Lesley Dolben, Chair of the [Large MAT Governance Group](#), former Head of Local Governance for United Learning, a Confederation of School Trusts Consultant and a TGP Associate.

Because of this decision we have included information in the About Us section on the history of TGP, our offers and us.

Please see How to Apply for more about our approach.

Job Description

Knowing our community is at the heart of our organisation. Our Membership and Engagement Coordinator will lead on co-ordinating our approach to our existing and future community of governance professionals working in school trusts. From the beginning of each person's onboarding journey, we strive to deliver a personalised, compassionate, and engaging experience. This role is central to enhancing that journey, ensuring new joiners feel welcomed, informed, and valued, while also driving strong community retention and growth.

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Key responsibilities will include:

Onboarding & Community Engagement

- Deliver an effective and caring onboarding experience for all new joiners.
- Ensure all elements of the onboarding experience from Welcome Calls to the New Joiner meeting are undertaken in a timely, consistent and aligned manner
- Maintain accurate records and actions from onboarding activities
- Use knowledge of the community to ensure TGP's support to the community is up to date, relevant and sits with our values of care
- Develop a thorough knowledge of the CRM database system. Train other staff on database inputting and data extraction where necessary

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Retention & Membership Management

- Lead on membership retention, ensuring systems and processes support strong renewal rates
- Manage and process membership renewals and invoices efficiently and accurately
- Working with the TGP team, develop and monitor retention targets using community insights and trends
- Identify emerging issues or patterns within the community and flag them to the team to support proactive decision-making and programme planning
- Support the operational delivery of community activities

Community Insights & Growth

- Contribute to the development and implementation of the membership recruitment strategy
- Identify, track, analyse, and report on issues that influence member engagement and retention, including a rolling programme of community voice
- Support TGP's sector presence through the organisation's social media and other communication channels to enhance visibility and engagement
- Contribute to creating and delivering engaging and impactful communications that celebrate our community and support its development
- Promote organisational values consistently across all interactions—with our community, partners, and with your colleagues

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Collaboration

- Work closely with the TGP team to ensure a holistic, high-quality community experience
- Collaborate with the TGP team to support the ongoing alignment of communication, systems, and strategies with the community's needs and the organisation's goals
- Advocate for the community's needs to ensure these are fed into TGP's programme of delivery, content development and guidance materials
- Engage, where appropriate, with TGP's sector partners as part of community development and promotion of the community's voice

In addition to the above, the postholder will be required to carry out additional tasks as requested by the Managing Director to support community events and organisational objectives.

Person Specification

As part of a small and growing team, the successful candidate will need to be enthusiastic and adaptable, switching between community facing engagement, to outreach to administrative processing and back.

Essential Skills & Experience

- Strong communication and interpersonal skills, with a caring and people-centred approach
- Ability to manage processes, timelines, and data accurately
- Knowledge of data protection legislation
- Comfortable using digital communication tools and social media
- Strong problem-solving skills with the ability to identify and respond to trends
- Highly organised, with excellent attention to detail and the ability to prioritise and flex work demands to meet the needs of a small team

Desirable Skills & Experience

- Previous experience as a governance professional
- Experience in community management, onboarding, or membership retention
- Experience of using CRM systems
- Proven experience in a relationship or membership management role or similar
- Experience of delivering successful engagement initiatives

Values & Approach

- Committed to supporting others and promoting a positive community culture
- Warm, welcoming, and people-focused
- Demonstrates initiative, ownership, and accountability
- Embodies organisational values in all interactions

Terms and Conditions

Start date	No later than the 1 st September depending on the successful candidate's notice period
Contract Type	Permanent
Hours of Work	Part time (circa 21 hours) term time only plus 3 weeks, however we would be open to discussing hours / term time only arrangement with the right candidate
Line Manager	Managing Director
Location	Home based, with travel to events and meetings as applicable
Starting salary	Circa £30,000 fte (within a salary band of £30,000 – £39,000 fte) depending on experience
Approach to Work	As a small but growing organisation we aim to reward great work with a flexible approach to benefits with options included such as compressed hours, additional leave, support for study or other professional development
Leave	25 days annual leave (pro rata) plus bank holidays; depending on agreed hours holiday would be factored into pay; we would expect leave to be taken during the school holidays
Work Permit	All applicants must be permitted to work in the UK and hold a relevant work permit where necessary; this is not a role in which we sponsor a visa application
Probation	The post has a six months' probationary period
References	Two satisfactory references including one from your current employer will be required prior to the final confirmation of any offer
Pension	Contributory pension scheme. Generous employer contribution, currently 10%

About Us

TGP is an organisation with a very simple mission – to make the working lives of academy governance professionals easier. TGP was set up as a result of our founder Emma’s experience working at Ark. She found herself as Head of Governance over 17 schools having previously worked for one. She sought but couldn’t find the equivalent of the Local Authority Governance Support Team who had supported, guided and given community in her previous role. At that time no organisation was giving accurate advice and guidance to academy governance professionals.

And so, Trust Governance Professionals was set up to answer that need.

We launched our first offer, Trust Governance Insight (TGI), in Autumn 2018. Originally we ran three in-person sessions a year with physical workbooks with our inaugural meeting taking place in London with eight governance professionals – some of them are still on TGI today. The group expanded and we set up sessions in Birmingham and Manchester with 30 in membership when the pandemic hit. We recognised that this was a really complex governance time and we were needed more rather than less. So our model changed and we started running sessions on Zoom. Today all of our sessions are currently delivered virtually. We are about to go into our seventh year.

Our Values

Knowing our community is key and sits in every single communication and every single thing that we do. We want people to feel that they are part of that community, and it is theirs. The governance professional role can be a really hard job, often underpaid and isolated within the organisation—we are there for them. We care.

Transparency

Our community is expert: we offer high quality, meaningful engagement. Our organisation is committed: we ensure clarity of purpose and practice

Generosity

Our community is active: we encourage professional sharing and development. Our organisation is unique: we give time to participant care and attention to detail

Pride

Our community is self-led: we provide advocacy for the governance professional. Our organisation is sector-driven: we care for, and commit to, our partnerships.

How To Apply

To apply for this role, please provide the following documents:

- Application form
- A supporting statement (maximum two pages) that outlines your interest in this particular organisation and role, and your fit against the information provided in this job pack
- Cover letter

We will communicate with you during this process so please use an email address that you are happy for us to use. A privacy notice for candidates is available on our website.

Please submit your application, supporting statement and covering letter to recruitment@tgpltd.co.uk.

We will not accept or respond to applications that don't include our application form or that are sent to any other email address within the organisation.

Closing Date Friday 17th April at noon

Informal Conversations Monday 13th and Tuesday 14th April

First Interview Date Tuesday 5th May – interviews will be in person in central London

Second Interview Date Thursday 14th May – interviews will be in person in central London

Interview Process

We recognise that some applications are very likely to come from governance professionals that we know and who are part of our TGI community. So, to ensure fairness and objectivity throughout, the process will be led by Lesley Dolben, Chair of the Large MAT Governance Group, former Head of Local Governance for United Learning, a Confederation of School Trusts Consultant and a TGP Associate.

1. Shortlisting will be undertaken by Lesley and an external adviser. This means that if you are a TGler, TGP's Leadership will not know that you have applied unless you either choose to share this with us, or are taken through to interview.
2. 1st interview panel will consist of experts in the sector who know and understand our values and will decide who is being taken to 2nd interview
3. 2nd interview will consist of members of the TGP team

We welcome questions prior to application and again we will not know who has asked them, unless you are happy to be identified to us prior to shortlisting.

Questions should be sent to recruitment@tgpltd.co.uk and Lesley will respond.