

Job opening: Member Experience Associate

We are EVPA, the investing for impact community.

EVPA is a unique network at the intersection of finance and purpose, driven by knowledge and focused on impact. We aim to increase prosperity and social progress for all, fix inequalities and injustices and preserve the planet.

We rally people, capital, knowledge and data to catalyse, innovate and scale impact. EVPA brings together a diverse group of capital providers (impact funds, foundations, corporate social investors, banks, public funders) and social innovators of all sorts – from household names to emerging new players.



Smart Impact

We mix breakthrough research, eye-opening data, actionable learning and honest experience exchange to ignite innovation and build capacity to match ambitions, forge solutions, break barriers and bridge gaps for a bigger, deeper and smarter impact.



Joint Impact

We build synergies that tackle critical social and environmental problems at scale – and change mindsets. EVPA platforms facilitate thematic and sectoral collaboration but our ground- and silos-breaking convening ability is our true superpower.



Transformative Impact

Enable real and lasting change – that’s EVPA approach. We take on big issues, study and celebrate systems change, call for transformative regulatory frameworks and optimised public funding. As we guide newcomers to the impact space, we promote impact transparency and integrity.

Building a European Impact Ecosystem. Investors for impact power social and environmental impact to build a better world. At EVPA, we join forces to build an impact ecosystem! In 18 years we went from eight to 300 members strong and truly European network. We built THE data hub for the impact space, trained 1,000+ people, produced standard-setting and bar-raising guidelines on investing for impact and impact measurement and management. We established a strategic presence in the EU policy settings and play a vital role in global impact cooperation. Not bad for a teenager!

Learn more evpa.ngo

Job description

What we are looking for?

You will support our data management efforts and help us develop and implement membership experience strategies. One part of the role will be to ensure our membership data is up-to-date and aligned with internal processes and operations. You will also provide support with internal and external member campaigns, to help maintain and expand our main segments.

Roles & Responsibilities

- Become fully proficient with our Customer Relationship Management System, including liaising efficiently with the CRM provider or monthly data sanity checks
- Conduct research into defining target audiences and ideal member profiles
- Identify key challenges and desired expectations for each targeted segment in the membership database
- Provide operational support for internal processes related to members and potential members (eg. support the finance team with the invoicing process for membership fees – renewals and new members)
- Support member outreach across different segments outside MarCom efforts
- Support member access platform and member engagement platforms
- Experience with technology solutions and databases, such as CRMs, Zoom, Teams, Typeform, etc.

Skills & Qualities

- Bachelor's Degree (business, economics or marketing degree is a plus)
- 2 years of experience in a similar position
- Strong attention to detail, ability to meet deadlines and work on multiple projects at the same time
- Advanced analytical skills and the ability to gather data and structure it in a meaningful way for analysis with the ultimate goal of creating report and data visualisation to influence decision making
- Excellent command of written and spoken English, any other European language is a plus

What we offer

- A competitive salary package (13th salary, holiday pay, transportation and home office allowance, meal vouchers)
- Full-time position
- Flexible working hours and work from home policy
- Additional holidays

- Training and personal development budget
- Group health and pension insurance
- A friendly, open working environment

More information and how to apply:

Please visit [our website](#), [impact stories](#) and our [LinkedIn profile](#).

Interested in applying? Please send your resumé with a cover letter to recruitment@evpa.ngo

Applications will be reviewed on a rolling basis so we strongly encourage early applications. The application **deadline is 31 May 2023**. Once your application has been sent, we thank you not to get in touch. Only qualified candidates will be contacted for interviews. If you do not hear from us within two weeks of the closing date please presume your application has not been retained on this occasion.

EVPA is an equal opportunity employer. We celebrate and practise diversity in all its forms and are committed to creating an inclusive environment for all of our employees.