

Title	Stakeholder Engagement Coordinator, Member Services
Location	London
Working hours	Full-time

### **About AVCA**

AVCA, the African Private Capital Association is the pan-African industry body which promotes private investment in Africa. AVCA plays an important role as a champion for the industry by educating, equipping, and connecting members and stakeholders with independent industry research, best practice training programmes and exceptional networking opportunities.

AVCA has a mandate to be the clear, consistent, and credible voice for African private capital. Our research output and training programmes are regarded as the standard for the industry, and we have been featured in respectable industry and media outlets.

### **About the role**

As part of the drive to catalyse and support the sustainability of private capital in Africa, we are seeking a commercially-focused Stakeholder Engagement Coordinator with excellent organisational, logistical and administrative skills who is accustomed to working to a very high standard, often with strict deadlines. AVCA is looking for a mission-focused, and strategic professional with account management experience, accustomed to driving commercial initiatives. The successful candidate will be part of a high-performing, committed team of professionals, responsible for the day-to-day management of our existing members and execution of new member origination.

The Stakeholder Engagement Coordinator sits at the core of AVCA's Member Services team providing operational and strategic support for the function including administrative maintenance of group mailboxes and the internal CRM system, assistance with the roll-out of bespoke projects for the attraction and retention of specific membership groups, management of membership invoicing and records, as well as new member prospecting, membership verification and onboarding. This role offers the opportunity to liaise with potential and existing members, contribute to key areas of strategy delivery, and represent AVCA at select events including networking receptions and conferences. This individual will work closely with the Senior Manager of Stakeholder Engagement and Member Services and the Head of Stakeholder Engagement and Strategic Initiatives.

### **Key Responsibilities**

- Partner with the Senior Manager of Stakeholder Engagement and Member Services to meet annual targets and deliver the functions strategy for member acquisition and retention
- Act as the first point of contact between AVCA and its external stakeholders, fielding and responding to written and telephone inquiries in a timely manner and providing introductory information on membership benefits and rates
- Manage the onboarding process for new member teams, initiate virtual demonstrations to communicate membership benefits and orient them to the AVCA platform order to develop and enhance stakeholder engagement
- Drive the management of all administrative aspects of the stakeholder engagement function including management of group inboxes, maintenance of contact records, scheduling of stakeholder interactions including calls and one-to-one meetings and actively capturing actions and meeting minutes as standard
- Maintain responsibility over internal CRM system and AVCA member portal, generating access details, compiling reports, and maintain accuracy of the member firm and contacts information both internally and externally
- Serve as liaison to the departments (including Research, Marketing and Communications, Training and Events) and support on special projects and initiatives to engage and attract new members
- Conduct ongoing research, offer and develop new ideas to contribute to the enhancement of our value proposition, approach and activities with new and existing members
- Assist team with planning and executing live and virtual member engagement activities including networking events, webinars, conferences, business development roadshows, and training
- Keep up to date on industry news and developments and assist with the implementation of new member recruitment campaigns including broadcast emails, list generation and other duties as warranted

- Track, monitor and analyse member engagement activity and reporting to contribute to and shape strategic decisions in partnership with the Senior Manager of Stakeholder Engagement and Member Services and Head of Strategic Initiatives and Stakeholder Engagement
- Lead the administration of the annual membership renewal process, distribution of membership invoices and receipts, and membership list updates as required

### **Skills Required**

- Tertiary qualifications in a business-related discipline and at least 2 years' experience in an administrative, relationship management and/or sales role
- Confident, articulate and effective communicator with strong business analytical skills
- Impeccable organizational and project management skills, with the ability to prioritise and multi-task effectively
- General private capital or financial markets expertise (preferred but not essential) and a keen interest in emerging markets, particularly Africa, is preferred
- Proficiency in Microsoft Office (Excel, Word, PowerPoint, Outlook)
- Highly professional, customer-focused and able to communicate at all levels internally and with members companies
- Working knowledge of CRM platforms, preferably Salesforce
- Strong communication skills with high level of attention to detail and accuracy of work
- Self-motivator, proactive, entrepreneurial attitude and a desire to learn
- Ability to work in a challenging and dynamic environment

### **Success Factors**

- Strong service orientation with consistent and outstanding levels of customer service
- Self-motivated with the ability to manage projects, competing priorities, and stakeholders with little supervision
- Quick learner with the ability to function in a small, evolving fast paced organisation
- A team-based approach to your work, with an ability to manage multiple projects at once, and deliver outcomes in a timely manner
- Capacity to distil relevant market and industry information to inform the function's strategic objectives and delivery of existing initiatives

### **Remuneration**

Competitive salary, commensurate with experience.

### **Application**

Applicants possessing the appropriate skills and experience for the role will be contacted for an interview following the closing date. If you would like to be considered for this role, please email your CV and a cover letter stating your notice period and highlighting your suitability for the role in alignment with the job description to: [admin@avca.africa](mailto:admin@avca.africa) (Subject: 'Application for Stakeholder Engagement Coordinator')