



Title:	Membership Coordinator
Contract type:	Permanent
Location:	Flexible Hybrid (Head Office min 2 days per week) or Remote
Starting Salary:	Hybrid £32,499 per annum, Remote £28,221 per annum
Closing Date:	9.00am Monday 27 th July 2026
Interview Date:	7 th & 11 th August 2026

1. Introduction

Thank you for your interest in this post. This pack will give you some more information about the role and how you can apply. Please feel free to contact us if anything is not clear or you have further questions.

Homeless Link is the national membership charity for frontline homelessness agencies. With over 700 members, we work to improve services and campaign for policy change that will help end homelessness and ensure that everyone has a place to call home and the support they need to keep it.

Our members range from hostels, day centres, street-based outreach work and resettlement support to wider supported housing, health and social care providers. Our members give us legitimacy when we argue for change in policy and practice. Our strength lies in our members; their skills, experience, resources and passion.

We are committed to ensuring all members can engage effectively with us. We aim to deepen engagement across our network by reaching more staff within member organisations, increasing participation in our activities, and strengthening opportunities to contribute to policy, practice development, networking and shared learning.

We are now recruiting a full-time Membership Coordinator to help with the day-to-day running of the membership so that we can grow our membership base and maintain good engagement.

We are actively seeking to increase diversity within our organisation and would greatly welcome applications from people with lived experience of homelessness, from a black or minority ethnic background and/or with a disability.

Thank you for your interest, and I look forward to receiving your application.

Lizzie March
Membership Manager

1. Job Profile

Role Description

PURPOSE

Homeless Link is the national membership charity for frontline homelessness services. We work to improve services through research, guidance and learning, and campaign for policy change that will ensure everyone has a place to call home and the support they need to keep it.

Our social enterprise supports the homelessness sector through specialised software, engaging training, expert consultancy, and impactful events that also helps to fund our wider work to end homelessness for good.

Membership provides a vital role in supporting the organisation to share information, knowledge and experience with our members and other key stakeholders such as policy makers, health professionals, academics and many more.

This role will work in within the membership function to expand our capacity to engage, retain and recruit more members, supporting our ambition to reach 75% market penetration by 2030.

ACCOUNTABILITY

The post holder is a member of the Communications and Engagement Team. The Membership Coordinator will report to the Membership Manager.

LOCATION

The post can be office or home based but will be required to attend meetings in London each month.

RESPONSIBILITIES

Membership Management

- Act as the primary point of contact for member queries, complaints and information requests
- Manage a smooth and effective renewal process
- Proactively follow up with members approaching renewal
- Support the implementation of the membership strategy
- Improve membership processes (front and back-end) to create a great member experience
- Support membership financial administration, including direct debit

Member Engagement

- Coordinate and support on membership events designed to retain members

- Ensuring new members are onboarding promptly, and understand available benefits

CRM & Data

- Maintain accurate and up-to-date membership records, including turnover
- Produce regular reports on membership numbers, churn rates, and feedback to guide strategic and operational planning
- Keep key contacts at member organisations up to date

General

- Contribute to the overall work of the Communications and Engagement team
- Support Membership Manager and Head of Communications & Engagement to deliver the membership strategy
- Support colleagues across Homeless Link to capture and record knowledge on each member's needs and engagement activities
- Roles and objectives in Homeless Link may change. All members of staff are expected to be prepared to work flexibly in response to changing business needs
- All members of staff are expected to undertake any other responsibilities or tasks that are consistent with their role and/or reasonably required by the Chief Executive
- All members of staff are required to operate in accordance with Homeless Link's values, policies and procedures

This is a description of the job as it is presently constituted. It is the practice of Homeless Link to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are required to reflect business needs. This will be conducted in consultation with you. It is the organisation's aim to reach agreement on changes, but if agreement is not possible, the organisation reserves the right to insist on changes to your job description, after consultation with you.

Person specification

QUALIFICATIONS AND SPECIALIST KNOWLEDGE FOR THE ROLE

Essential

- 1 years' experience in membership scheme management, customer success, or a closely related coordinator role
- Excellent verbal and written communication skills with a professional telephone manner
- Strong relationship-building skills
- Excellent IT skills including proficiency in Microsoft Office and CRM systems and an ability to learn new systems quickly.
- Experience producing simple reports and demonstrable basic analytical skills
- Strong organisational skills

Desirable

- Knowledge of Salesforce
- Experience of working for a third sector organisation
- Experience in a membership organisation, ideally B2B
- Knowledge of homelessness and/or supported housing or the wider voluntary sector

GENERAL REQUIREMENTS FOR ROLES AT HOMELESS LINK

Essential

- Willingness and ability to travel within England
- Willingness and ability on occasion to work outside normal office hours
- Willingness and ability to operate in accordance with the values and policies of Homeless Link
- Willingness and ability to work flexibly in response to changing organisational requirements
- Commitment to bring into the work the views and needs of people with direct experience of homelessness

Desirable

- A sound understanding of the causes, consequences and solutions to homelessness based on direct experience

Key Competencies

Summary of Core Competencies

Personal Contribution	Working with Others	Organisational Contribution
<p>Personal Effectiveness: Demonstrating effective working practices, striving to deliver high performance</p>	<p>Teamwork: Working cooperatively, building and nurturing strong relationships within and outside the organisation.</p>	<p>Resource and Project Management: Achieving results through efficient and effective management of projects and resources.</p>
<p>Effective Communication: Demonstrates ability to communicate concisely, accurately and persuasively verbally and in writing with a range of audiences</p>	<p>Stakeholder Focus: Identifying, understanding and striving to exceed the needs of all stakeholders.</p>	<p>Entrepreneurial and Innovative Thinking: Generating and developing imaginative and innovative solutions and opportunities.</p>

Explanation of terms used

- **Role description:** gives details of the duties of the post. Use this as a guide to decide whether you think the job would suit you.
- **Person specification:** lists the criteria, which will be used to assess your application and covers the qualifications, specialist knowledge, experience, and track record that we are looking for.
- **Key competencies:** these are for your information. We will look for evidence of all these during the interview and testing stage if you are shortlisted.

2. Employee Benefits

Salary Scales for Membership Coordinator

Hybrid Working (2 days per week in London Head Office)
£32,499- £36,601 per annum

Remote Working
£28,221- £31,741 per annum

It is our policy to appoint at the first point of the salary scale.

[Follow this link for further information about working at Homeless Link](#)

3. How to apply

Sending in your application

Please provide your CV with a covering letter explaining how you meet the requirements for the role in the person specification and email to: recruitment@homelesslink.org.uk.

We would also appreciate it if you would complete our online [EDI monitoring form](#), the information provided is not shared with the panel, but does really help us monitor the effectiveness of our selection procedures in relation to our EDI strategy

The closing date is 9.00am on Monday 27th July 2026. Applications received after the published closing date will not be considered.

We plan to hold interviews on 7th & 11th August, in-person in our London Head Office
For any queries about the post, please email recruitment@homelesslink.org.uk

Supporting people with disabilities

Homeless Link is committed to improving its employment opportunities for people with disabilities. Please let us know if you require support, modifications, adjustments, or special equipment to assist you with the recruitment process. We will contact you to discuss your requirements further.

Supporting people with experience of homelessness

As part of Homeless Link's commitment to support people with experience of homelessness, we have committed to giving feedback to applicants who have experience of homelessness.