



Membership Manager

Application Pack



ADCH

Association of Dogs and Cats Homes

REGISTERED CHARITY NO: 1180574

About Us:

Established in 1985, the Association of Dogs and Cats Homes (ADCH) is the leading representative charity for dog and cat rescue and rehoming organisations across the UK, Ireland, Isle of Man, and the Channel Islands. ADCH promotes the safeguarding of welfare standards for dogs and cats needing new homes and supports those working and volunteering in the sector

At the heart of ADCH is a strong collaborative ethos. With over 160 member organisations, all of which are registered charities, we unite organisations of all sizes large and small; embracing over 45,000 staff and volunteers, all dedicated to working together for Dogs and Cats.

A key part of this ethos is the peer network ADCH nurtures, where members connect, exchange ideas, share knowledge and resources, and offer mutual support. Through this network, organisations are able to address common challenges, collaborate on solutions, and strengthen their collective impact on animal welfare.

We host the UK's largest animal welfare Annual Conference for the rescue and rehoming sector, the ADCH conference attracts over 500 attendees each day. The event brings together organisations from across the UK and overseas, providing valuable opportunities for networking and learning. In addition to the Annual Conference, ADCH connects members through its online group, open meetings, and a variety of other events and opportunities held throughout the year.

ADCH also plays a key role in advocacy, using its Minimum Welfare and Operational Standards to inform responses to government consultations and to promote improvements in animal welfare practices.

Our Vision

A positive life for all dogs and cats

Our Mission

ADCH is an umbrella organisation which works on behalf of its members to create a professional and sustainable sector which improves the lives of dogs and cats.

Our Values

ADCH is committed to:

- **Leadership**
ADCH and its Members leading the sector and proactively tackling future issues and facilitating solutions while listening to all involved.
- **Collaboration**
We all share knowledge, expertise, and actions for excellence.
- **Integrity**
High standards including transparency, respect and inclusion.
- **Professionalism**
Innovative experts with ambition for the sector
- **Support**
Helping members to grow and develop together for dogs, cats and people too.

Other Useful Documents

- [ADCH Website](#)
- [ADCH Strategy](#)
- [ADCH Annual Accounts](#)



Who We Are Looking For

Who We Are Looking For

We are looking for an enthusiastic, proactive and people-focused **Membership Manager** to take a central role in supporting our members and the wider work of ADCH.

This is a busy and varied role requiring someone who is confident, approachable and a natural relationship-builder. You'll be comfortable engaging with a wide range of people at all levels – from members and colleagues to senior stakeholders and commercial partners – and able to adapt your approach with ease. You'll thrive on variety, be comfortable managing multiple priorities and bring a positive, solutions-focused approach to getting things done.

The Role

You will lead the day-to-day management and development of ADCH's membership, including member engagement, applications, renewals and development projects. You will also lead our organisational communications and oversee the development of our CRM and digital systems.

Working across our small Central Team, you will build strong relationships with members, colleagues, stakeholders and commercial partners, developing and delivering opportunities that add value to our members.

As a senior member of the team, you will work closely with the Executive Director and provide management cover when required.

The Person

We are looking for:

- A confident and engaging relationship-builder who enjoys working with people and can communicate effectively at all levels.
- A proactive, organised and adaptable manager who can juggle multiple priorities and keep things moving.
- A collaborative team player who brings energy, ideas and a solutions-focused approach.
- A confident communicator with the judgement and credibility to represent ADCH externally.
- Someone who can take ownership of CRM and digital systems, driving their ongoing development to improve services and ways of working.

Experience within a membership organisation, professional body or charity would be advantageous but is not essential. We welcome relevant transferable experience from other customer, client or stakeholder-focused environments.

Please see the Job Description for full details of the role and person specification.

Job Description: Membership Manager

Dept/Team: ADCH	Location: This is a home-based role with travel required, including visits to ADCH members' animal rescue and rehoming facilities, and attendance at meetings and events. Occasional overnight stays will be required.
Hours: 28 hours per week, with flexibility to work these across either four or five days.	
Responsible To: Executive Director	Duration: Permanent
Works With/Key Contacts: ADCH Members, Executive Director, Board of Trustees, Committees, Task to Finish Groups, ADCH Team, commercial partners and external stakeholders.	Salary: £40,000 FTE (£32,000 per annum for 28 hours)

Main Purpose of the Role

Responsible for the effective management of ADCH membership, ensuring a high-quality service for existing and prospective members and supporting strong member engagement and retention. The role will lead on membership applications, development projects and member engagement, alongside organisational communications and the management and development of ADCH's digital systems. Working collaboratively with colleagues and commercial partners, the Membership Manager will also support the development of benefits and opportunities that provide value to members.

As a senior member of a small team, the Membership Manager will work closely with the Executive Director, providing operational support and management cover when required.

Responsibilities/Objectives

Membership Management & Development

- Manage ADCH membership services, including member engagement, retention and annual membership renewals.
- Manage the initial membership application process, ensuring applications and supporting information are complete and coordinating with colleagues responsible for subsequent stages.
- Develop and maintain strong relationships with existing and prospective members, understanding their needs and using feedback to strengthen the membership offer.
- Support membership development opportunities in line with ADCH's Strategic Plan.
- Work collaboratively with the Events Manager and other colleagues, building strong relationships with commercial partners to identify, develop and deliver opportunities that enhance member benefits, events and the wider member experience.

Development Projects

- Lead on membership development projects, such as the Pathway to Membership, working closely with colleagues and relevant stakeholders.
- Establish and coordinate Task & Finish Groups where appropriate to support the development and delivery of agreed projects.

Communications

- Lead ADCH's organisational communications, ensuring members and other stakeholders receive clear, relevant and timely information.
- Oversee member communications, newsletters and digital content, working collaboratively with colleagues across the organisation.

Data & Digital Systems

- Manage and develop ADCH's digital systems, including the CRM, and website.
- Oversee organisational and membership data, ensuring its accuracy, effective use and compliance with data protection requirements.
- Lead the ongoing development of Salesforce and IT systems, coordinating external and ad-hoc support where required.

Operational & Organisational Support

- Provide appropriate management cover for the Executive Director when required, exercising sound judgement and working within agreed levels of delegated authority.
- Work closely with the Executive Director and wider team to support effective day-to-day operations and ensure activity across the organisation is coordinated.
- Support the Governance Committee and develop relevant task and finish groups.
- Respond to enquiries, monitor and report on areas of responsibility and undertake associated administration.
- Work collaboratively with colleagues to support the successful delivery of ADCH events and activities as required.
- Support the team's efforts in the delivery of the ADCH Strategic Plan.
- Promote and uphold the charity's Mission, Vision, Values, and a commitment to equality, diversity, and inclusion in all aspects of work
- Act as an ambassador promoting ADCH and its value to the sector, including meetings and events with relevant stakeholders.

The above job description is intended to be an outline of the duties and responsibilities for this role. This is not an exhaustive list, and it is likely to change over time. You may be expected to undertake other duties that are commensurate with this role and grade.

Person Specification

Essential

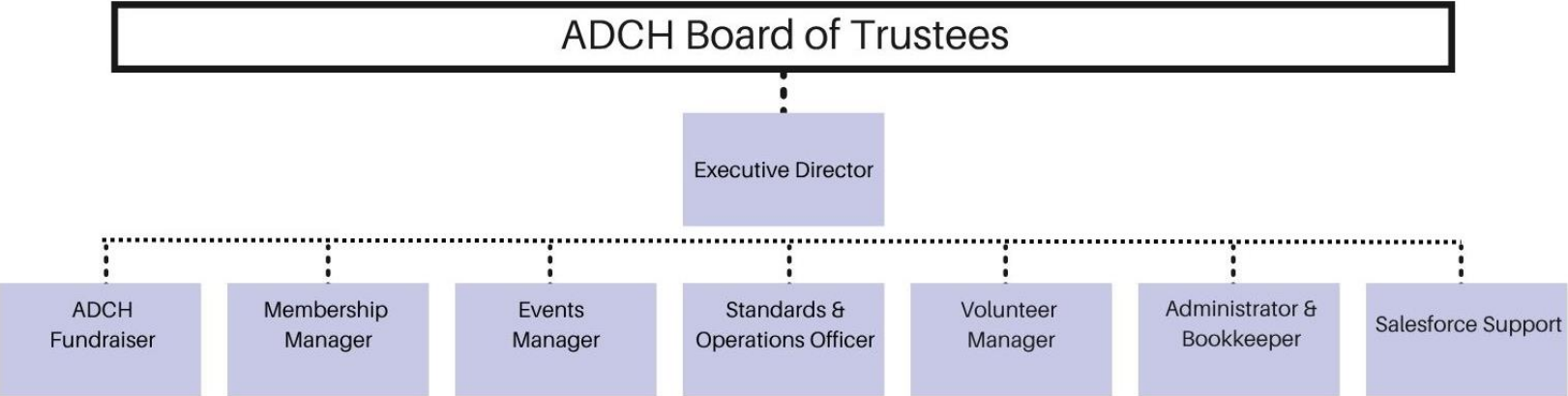
Proven ability to operate effectively at management level, exercising sound judgement and working autonomously when required.
Experience of working in multi-stakeholder environments, building and managing relationships with a range of internal and external stakeholders, recognising and responding to their needs.
Proven ability to develop and manage projects, services or initiatives involving multiple stakeholders.
Strong experience of managing CRM and digital systems, including responsibility for continuous development, data quality and data protection.
Experience of developing and delivering effective organisational communications across a range of audiences and channels.
Proven ability to work collaboratively within a small team and coordinate activity across different areas of an organisation.

Desirable

It would also be great (but not essential) if you had:

Experience of working within a membership organisation, professional body and/or charity.
Experience of managing customer or stakeholder processes and supporting service development
Experience of Salesforce and/or CRM development.
Experience of developing member benefits with commercial partners.
Experience of supporting Boards, Committees and/or Task to Finish Groups.

ADCH Organisational Chart





How to apply

To apply for this role, please complete our [online application form here](#).

As part of your application, you will need to upload:

- Your **CV**; and
- A **covering letter**. This should clearly outline your motivation for applying and demonstrate how your skills, knowledge, and experience meet each of the Essential Criteria set out in the Person Specification.

Your covering letter should be **no more than two sides of A4**, using a clear and readable format with a minimum font size of **11pt**.

Please use specific examples to evidence your experience rather than general statements such as "I usually...".
While we appreciate that a love of dogs and cats may have drawn you to ADCH, we are looking for evidence of the experience and capabilities you would bring to the role

Closing Date:

Sunday, 11th October 2026

Interviews:

Thursday 22nd October 2026 (Online)

Please note that we reserve the right to close this post early, should we receive a high volume of applications.

If you do not hear from us within two weeks of the closing date, please assume you were unsuccessful on this occasion.

As a small charity team with limited resources, we regret that we are unable to provide individual feedback on applications.

Please ensure you review this pack carefully before beginning your application.





LEADERSHIP



COLLABORATION



INTEGRITY



PROFESSIONALISM



SUPPORT



ADCH

Association of Dogs and Cats Homes

Registered charity no. 1180574



adchsocial



association-of-dogs-cats-homes



adch.org.uk