

Job description: Business Operations and Movement Building Coordinator

Purpose of the Role

The purpose of this role is to work with the Board of Directors, working groups, members, and other stakeholders to turn the worker.coop's strategy and business plan into reality. The role focuses on strengthening worker.coop's democratic processes, collective leadership, and strategic influence by mobilising members, enabling effective collaboration, and cultivating alliances within and beyond the worker co-operative movement. Workers.coop is a grass-roots and democratic member-led organisation. In line with this, this role seeks to support and enable Enterprise Members, Worker Members and Supporters to initiate and take actions on things that they are passionate about.

The role will work closely with the Business Operations and Cooperative Support and Development Coordinator to co-deliver vital day-to-day business operations work, applying a high level of organisation to ensure the smooth running of events, meetings and people coordination.

Hours and Pay

Salary: £36,000-£38,000 FTE, dependent on desired benefits package.

Location: Remote (UK only)

Contract: Part-time employee - 3 days per week (24 hours) with flexible working options

Core Responsibilities

Strategy

- Work closely with the Board of Directors, working groups, and stakeholders to:
 - Develop and deliver workers.coop's strategy and business plan.
 - Engage in long-term thinking/planning in relation to workers.coop finances.
- Develop and implement a strategy for increasing workers.coop's outreach and alliances with like-minded organisations.
- Develop and implement a strategy for volunteer and member democratic engagement.

Strategic Group Support and Development

- Provide strategic oversight and direction for the Movement Building Strategic Group, ensuring projects align with worker.coop goals and movement building priorities.
- Drive a culture of collective leadership within the Strategic Group by enabling and mentoring members to take ownership of key functions, fostering distributed decision-making and shared accountability.
- Embed resilience within the Group by progressively ensuring continuity of operations beyond individual roles or tenures.
- Work with members and volunteers to ensure that core workers.coop offerings (including but not limited to Peer Learning, Industry Networks and Local Co-op Meet-ups) are sustained and delivered effectively to meet the needs of current and prospective members.
- Help to set up, and ensure the longevity of Movement Building projects, such as the Mentoring Programme.
- Work with the Movement Building Strategic Group, and related working groups, to ensure that members and external stakeholders are aware of events and projects.

Member and Volunteer Support and Administration

- Oversee the design of systems for on-boarding, ensuring that new volunteers and members are equipped to contribute effectively.
- Deliver the on-boarding and inductions of new Enterprise Members, Worker Members and volunteers.
- Act as a point of escalation for member concerns, complaints and renewal issues.
- Support the Business Operations and Cooperative Support and Development Coordinator in processing membership applications and renewals, keeping records up to date in CiviCRM as and when required.
- Work with the Business Operations and Cooperative Support and Development Coordinator to carry out administration for Solid Fund in line with the service level agreement.

Major Federations Events

- Work with members and the Business Operations and Cooperative Support and Development Coordinator to:
 - Design and ensure successful delivery of two large workers.coop events (Autumn Assembly, Worker Co-op Weekend) each year.
 - Establish a self-sustaining Events Working Group, and devolve responsibility for the Autumn Assembly and Worker Co-op Weekend to this group.

Outreach & Alliances

- Forge strategic alliances with aligned organisations, campaigns, and networks.
- Represent the Movement Building Group and workers.coop externally, articulating the movement's vision and achievements while supporting and empowering others to serve as spokespeople.

- Serve as the strategic liaison for worker.coop's key partnerships (currently Solidfund and CoTech).

Administration and Operations

- Ensure ongoing compliance with workers.coop's policies, including the Privacy Policy

Key attributes

- Experience of worker cooperatives or similar democratically run organisations.
- Well developed understanding of the benefits, challenges and complexities of democratic organising.
- Experienced self-organiser, with well developed skills in time-management and goal setting, and an ability to self-motivate.
- A good problem-solver, with the ability to use initiative, reflect on past successes / challenges, and seek advice from others when needed.
- Ability to link daily tasks to long-term organisational goals and anticipate future challenges, risks, and opportunities.
- Experienced collaborator with well developed communication skills, and the ability to resolve conflict and respond to the diverse needs and perspectives of others.
- Excellent communicator and facilitator, able to engage confidently with people online and in person.

Desirable attributes

- Understanding of cooperative values and principles, and how these apply in the context of a worker cooperative.
- Experience coordinating volunteers.
- Experience of organising and/or managing events or campaigns
- Familiarity with CRM and online collaboration tools (e.g. Open Office, shared inboxes).

Relationship to other roles

This role works closely with the Business Operations and Cooperative Support and Development Coordinator. You will be required to collaborate closely, but each role has distinct responsibilities.

This role is accountable to the Board of Directors. The People, Policy and Culture working group will act as a first point of contact and support for employees.