

## Role & Responsibilities

<b>Team</b>	Member Services
<b>Job Title</b>	Intern, Member Services
<b>Reports to</b>	Senior Manager, Member Services & Head, Future Energy Leaders Programme

<b>Band:</b> Intern	<b>Type of position:</b> Full-time	<b>Contract Type:</b> Preferably 6 months +
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<b>The organisation</b>	<p>The World Energy Council is the principal impartial network of leaders and practitioners promoting an affordable, stable and environmentally sensitive energy system for the greatest benefit of all.</p> <p>Formed in 1923, the Council is the UN-accredited global energy body, representing the entire energy spectrum, with more than 3000 member organisations located in over 90 countries and drawn from governments, private and state corporations, academia, NGOs and energy-related stakeholders.</p> <p>The World Energy Council informs global, regional and national energy strategies by hosting high-level events, publishing authoritative studies, and working through its extensive member network to facilitate the world's energy policy dialogue.</p>
<b>General Description of role</b>	<p>The World Energy Council is seeking a dynamic intern to join a fast paced, multi-national and multi-cultural environment. The Council has the largest global network of energy leaders and practitioners, as an intern you will support and deliver proactive service to this community, whilst broadening and deepening your knowledge and stakeholder experience in the global energy field, in an international and multi-cultural environment.</p> <p>The Intern provides support to the World Energy Council's Membership team, which is part of the Council's Networks and Communities department. He/She helps the team build, enhance and manage the World Energy Council's member committee relationships, ensuring strong engagement, support and industry expertise for our work across thought leadership, research, and high-level events.</p> <p>The Intern provides excellent customer service to our internal and external clients by helping identify and resolve administrative priorities, ensures up to date and accurate stakeholder records, supports successful communication and engagement with individual stakeholders and stakeholder communities, carries out research on stakeholders, and supports delivery on our value proposition.</p> <p>The intern will contribute to the implementation of member-related programmes and processes and supports the work of the Senior Manager at the global and regional level. In addition, s/he will support the team in preparation for key events organised by the Council such as the 2018 World Energy Week or 2019 World Energy Congress.</p>
<b>Objective of role</b>	<ul style="list-style-type: none"> <li>• Support the Networks and Communities department in delivering high-quality promotion and delivery of the Council's products and services to our members.</li> <li>• Support the development and delivery of action plans to develop regional engagement.</li> <li>• Coordinate and support the delivery of effective departmental administration relating to member committee services enabling smooth functioning of the department's activities with the Council</li> </ul>

	<ul style="list-style-type: none"> <li>• Support the delivery of the Council’s value proposition, building awareness and mutually beneficial contributions to the Council’s work to increase engagement and expansion.</li> <li>• Build effective internal relationships to ensure awareness and active support of member engagement by other teams</li> <li>• To present a professional and knowledgeable face to our stakeholders</li> <li>• To ensure our external stakeholders have a positive experience interacting with the Council’s London office and support a high standard of service to our member committees and other stakeholders</li> </ul>
<b>Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>• Highly organised, with strong attention to detail</li> <li>• Able to coordinate and manage administrative tasks with a keen eye for prioritising and planning critical issues</li> <li>• Great communication skills, and written and spoken fluency in English essential – knowledge of French highly regarded</li> <li>• Pro-active and committed to delivering excellent customer service</li> <li>• Strong problem-solving, organisational, analytical and drafting skills</li> <li>• Has a positive and enthusiastic attitude</li> <li>• Self-starter, flexible and adaptable in approach, ready to go the extra mile and able to work autonomously</li> <li>• Excellent team working and diplomatic skills, appreciating the complexities of a cross-cultural and international workplace</li> </ul>
<b>Outputs &amp; Deliverables:</b>	<ul style="list-style-type: none"> <li>• Administrative support to the Member Services team and specific World Energy Council communities</li> <li>• Designing, writing or editing member related communications or newsletters</li> <li>• Preparing and updating databases</li> <li>• Monitoring and updating the website, including online events list</li> <li>• Assistance with event planning and event related communications and activities</li> <li>• Invitation tracking and any related follow up</li> <li>• Providing general support and other duties as assigned</li> <li>• Provide members with support on how to use the Council’s works that are relevant to them</li> </ul>
<b>Background &amp; Profile:</b>	<ul style="list-style-type: none"> <li>• Prior experience in stakeholder engagement, membership and events, or international organisations is desirable</li> <li>• Experience using social media</li> <li>• English fluency, knowledge of French desirable</li> <li>• Strong analytical and relationship building skills</li> <li>• Genuine interest in energy-related issues</li> <li>• IT literacy – in particular Windows and MS Office, knowledge of Microsoft Dynamics CRM desirable</li> <li>• Ability to design a flyer or brochure using Adobe Design Package desirable</li> </ul>