

Position Opening

Membership Development Senior Officer 80%

Location Geneva, Switzerland or remote (within EU time zones)

Start date 1 June 2026

End date 31 December 2027

FTE 80%, 4 days per week

Summary

The Membership Development Senior Officer assumes a pivotal role in enhancing and strengthening ICN's global membership community. This position is accountable for driving membership growth by fostering engagement and retention among existing members, devising targeted recruitment strategies for prospective members, identifying opportunities for new membership categories and ensuring members have a high-quality, value-driven experience.

Responsibilities also include collaborating with current ICN members to strengthen their local membership recruitment tools and processes. The position requires an experienced and independent professional, adept at leading initiatives, managing intricate stakeholder relationships, and ensuring consistent and efficient management of membership processes and data.

Key Responsibilities

Membership Strategy

- Perform comprehensive market and sector analyses to inform targeted recruitment and retention strategies.
- Formulate and execute a robust membership recruitment and retention strategy for traditional member category (NNA and affiliates), ensuring alignment with ICN's constitutional membership rules and guidance provided by the Membership Committee and Board.
- Proactively focus on engaging new member categories and increasing representation from underrepresented regions.

Member Engagement & Development Support

- Oversee the recruitment process for new members, ensuring that it is thorough, well-informed, and effectively facilitated.
- Develop and implement membership retention strategies that enhance members' perceived value and overall satisfaction.
- Collect and analyze member feedback to identify needs and expectations, using these insights to guide communication planning and content creation.

- Help ICN members better understand their nursing communities' needs and priorities, making membership of an NNA more relevant and valuable.

Digital & Data Management

- Supervise the integrity, quality, and relevance of membership data in the Zoho CRM system.
- Generate comprehensive membership dashboards and analytical reports for members, EXCOM and Board review.
- Ensure strict adherence to data protection and privacy regulations.

Partnership & Collaboration

- Collaborate with the Nursing, Leadership & Organizational Development, Humanitarian, and Communications teams to develop and implement high-quality membership initiatives, campaigns, and communications.
- Partner with new membership categories to broaden the membership base and develop innovative value-add initiatives for nursing and health systems.
- Support NNA's in acquiring new skill and knowledge sets (programme management, planning and budgeting, governance, fundraising, etc.)

Autonomy, Leadership & Continuous Improvement

- Demonstrate a high level of independence in managing priorities and achieving objectives with limited supervision.
- Take initiative to identify areas for enhancement, propose effective solutions, and lead efforts to optimize membership processes and tools.
- Maintain up-to-date knowledge of best practices in membership development across international NGOs and professional associations.
- Serve as ICN's representative at relevant external meetings and events.

Skills & Competencies

- Proven experience (7-10+ years) in membership development, stakeholder engagement, or membership association management.
- Proficiency in English is mandatory, with a strong preference to candidates who are also fluent in either/or Spanish and French.
- A background in nursing or healthcare is a significant advantage.
- Solid understanding of CRM systems and data-driven decision making.
- Strong analytical, communication, and project management skills.
- Excellent relationship building skills with diverse stakeholders across cultures and regions.
- Ability to work autonomously and manage multiple priorities.

Application Process

Please submit your CV and cover letter detailing relevant experience and motivation to decurnex@icn.ch.

Deadline 24 April 2026

ICN is committed to diversity and inclusion and encourages individuals from all backgrounds to apply. Join us in our mission to support and strengthen nursing worldwide. **Together, we can make a difference.**