DTb theme group name – Member services & engagement

Type

This is a standing operational group of the Dons Trust board

Purpose

To support DT members and membership, to engage members and encourage participation, to communicate the Dons Trust’s message and grow its membership.

Scope

Administration of memberships

Promotion of membership

Engagement with members and beyond – direct communications, surveys, website, social media channels, meetings (formal and informal), programme pages

Preparing and managing member meetings (formal and informal), including two SGMs and one AGM each year

Authority

The group operates under devolved authority from the DTb and is empowered to implement the annual plan as approved by the DTb.

Membership

There should normally be a minimum of three DTb members in the group, ideally four.

Skills required are in communications, event management, membership management (experience of membership software would be very useful, and knowledge of Secutix would be ideal)

The DTb members of the group will be appointed by the DTb based on their interest in the group and also their skills sets.

The chair of the group will be chosen by the DTb members of the group from among their number.

The group may propose additional members, from outside the DTb but within the wider membership, to add skills, experience and diversity and to improve inclusion across our communities. Additional members can be proposed by the group following an open recruitment process, and put to the wider DTb for confirmation.

Meeting arrangements

Will meet at least once a month, online and / or face-2-face (or hybrid) as chosen by members. Any papers or issues for submission must be shared no later than four days before the meeting, making clear any decisions/actions required. Meetings must be minuted and minutes agreed by group members at the following meeting.

Reporting

The group will report on a monthly basis to the DTb. This report will include minutes of any meetings and any other papers.

Resources and budget

The group will produce annual plans and budgets which will be submitted to the DTb for discussion and approval .

The group will manage the DT membership secretariat

Deliverables

* Annual membership plan and budget
* Annual comms plan and budget
* Planning and delivery of formal member meetings to meet DT rules requirements
* Planning and delivery of informal member meetings as agreed
* Support for other theme groups and the DTb as a whole as required

Review

These ToR were agreed by the group on --------------------------------------------------------------

And then approved by the DTb 0n ----------------------------------------------------------------------

The ToR will be reviewed annually. The next review date will be [1 October 2023]

Terms of Reference are not forever! Requirements or other circumstances can change over time and it will be necessary to periodically review the ToR of your *DTb theme group*.   
It's best practice to schedule a ToR review at least once a year to make sure you are still on track! (E.g. make a habit to add this to the agenda of the first meeting of each year)