



United Kingdom
Charter Chapter

Director of Membership Responsibilities and Requirements

Board Purpose and Scope

The UK ICF is a Charter Chapter of the International Coaching Federation. It is both a professional membership association and a company limited by guarantee. The Board leads the UK ICF to achieve the vision and mission of the International Coaching Federation in the UK.

The ICF Vision

Coaching is an integral part of a thriving society, and every ICF Member represents the highest quality of professional coaching.

The ICF Mission

ICF exists to lead the global advancement of the coaching profession.

Core Values of the ICF

At ICF, we place diversity, inclusion, belonging and justice at the forefront of everything we do. In addition, we hold the following 4 values:

Equity	Professionalism
Collaboration	Humanity

Responsibilities of the UK ICF Chapter

The UK ICF has a responsibility to the members of this chapter to:

- Raise awareness of professional coaching and the ICF
- Provide opportunities for learning and development
- Support members to achieve ICF credentials
- Offer opportunities for networking and connecting
- Provide accurate and timely information
- Manage the business of the Chapter professionally in line with ICF values

Role Overview

The Director of Membership provides leadership and direction for the chapter's membership program, focusing on maintaining and increasing ICF membership while enhancing member engagement and satisfaction.



Requirements	● ICF Global Member in good standing (Required) ● Signed and submitted Chapter Leader Pledge (Required) ● ICF Credentialed Coach ● Willingness to dedicate the time, energy, and enthusiasm required for the role ● Strong networking and relationship-building abilities ● Strategic thinking and the ability to see the big picture ● Strong organisational and communication skills
Time Commitment	8-12 hours per week

Key Responsibilities

Chapter & Board Leadership

- Promote ICF's Vision, Mission, Values, and Strategic Plan at the chapter level
- Complete all required ICF Volunteer Leader Training within three months of appointment
- Serve as a voting board member, actively participating in discussions, decisions, and monthly meetings
- Attend chapter events, the ICF Global Leadership Forum, and EMEA Directors of Membership quarterly meetings
- Support and uphold Board-adopted policies, programs, and procedures
- Collaborate with board members to advance chapter goals and sustainability
- Contribute to the completion of the Annual Report of the UK Chapter

Membership Strategy and Engagement

- Lead the development of the membership value proposition, with Board colleagues
- Set clear, measurable goals for membership growth, engagement, and retention
- Develop member recruitment and renewal campaigns and targeted interventions
- Monitor membership data to identify trends, opportunities, and risks
- Develop understanding of members' needs, surveys/feedback, and global insights
- Develop and oversee new member onboarding and foster a sense of belonging and community
- Liaise with ICF Global regarding membership data, policies, and best practices

Local and Special Interest Groups

Lead a small team of Associate Board Members in fulfilling the following responsibilities:

- Expand and refine the network of coaching groups to align with member needs and the evolving coaching environment.
- Guide the team to ensure coaching groups operate within the governance framework in a sustainable and cost-effective manner
- Maintain consistent communication with Coaching Group Leaders, fostering their active involvement.
- Promote and champion the value of ICF membership to group members
- Recognise and advocate for the vital contributions of coaching group leaders.

Other responsibilities

- Oversee Team Coaching initiatives with Team Coaching ABM's
- Work with the marketing lead to develop the membership communications strategy and oversee the monthly member update

Team Leadership

- Appoint and oversee team members, addressing performance issues as needed
- Provide regular updates to the Board on team progress, challenges, and resource needs
- Ensure fiscal responsibility and sound budget management for teams
- Develop a Team Charter defining scope, objectives, roles, and success measures
- Coach, mentor, and support team members' leadership development and engagement
- Expand long-term volunteer involvement and succession planning to sustain chapter operations

Benefits of being a Director

- The opportunity to influence ICF strategy both within the UK and beyond
- Playing an active role within the UK ICF community as part of a motivated leadership team, shaping and growing professional coaching in the UK
- Access to ICF UK Chapter events
- Satisfaction from contributing to the growth and evolution of the UK coaching profession
- Opportunity to increase networks and profile within the coaching profession

Volunteer Opportunities

If you are keen to support the Directorate's mission but are unable to commit to a full board position, then please consider registering your interest in our ad hoc volunteering opportunities by submitting the **Raise Your Hand as a Volunteer** form.

The ICF encourages people from diverse backgrounds, institutions, and experiences to apply. The ICF does not and shall not discriminate on the basis of race, colour, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, and vendors.

