

TERMS OF REFERENCE

Department: Group on Earth Observations (GEO) Secretariat

Section: Member Services

Title of post: Member Services Associate

Grade: P1

Duty Station: Geneva, Switzerland

1. ORGANIZATIONAL SETTING AND REPORTING RELATIONSHIPS

The Group on Earth Observations (GEO) is an intergovernmental partnership that provides trusted Earth Intelligence as a public good to support evidence-based decision-making. Hosted by the World Meteorological Organization, GEO brings together 116 governments and over 160 organizations, including leading space agencies, research institutions, UN bodies, and private sector innovators. Through interdisciplinary collaboration, GEO empowers everyone, everywhere, to access and contribute to open, actionable Earth observation data; enabling better decisions for people, planet, and nature.

The Member Services Associate will work under the overall supervision of the Chief of Member Services and will support the work of the Member Services Associate (P2). The incumbent will assist in the implementation of member engagement and resource mobilization strategies and provide administrative and coordination support to the team. This role is essential for maintaining smooth operations and ensuring consistent and effective communication with GEO's global membership.

2. DUTIES AND RESPONSIBILITIES

The Member Services Associate will:

- Assist in conducting research on Member State profiles, national priorities, and past engagement with GEO to support the development of tailored outreach strategies.
- Help prepare materials for Member engagement, including contributing to briefing notes, talking points, and correspondence (letters/emails) that emphasize the value of financial and in-kind contributions.
- Support the maintenance of a structured tracking system for all outreach and follow-up interactions with Member States, ensuring information is accurate and up-to-date.
- Assist in the coordination of meetings with Member States, including scheduling, preparing background materials, taking notes on key outcomes, and tracking follow-up actions.

- Liaise with the Operations Team to help ensure contributions are properly recorded and acknowledged.
 - Contribute to identifying potential opportunities for secondments, technical assistance, or other in-kind support from Members.
 - Provide administrative and logistical support for meetings, workshops, and other events organized by the Member Services team.
 - Assist in drafting routine correspondence, summaries, and internal memos.
 - Help organize and maintain team files and documentation on shared platforms.
 - Perform other related duties as assigned by the supervisor, contributing to the overall success of the Secretariat.
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3. WORK RELATIONSHIPS

Internal:

- Frequent contact with GEO Secretariat teams, including Member Services, GWP coordination, Operations and Communications & Partnerships.

External:

- Regular contact with Members and other stakeholders, including governments, international organizations, research institutions, and civil society actors.
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4. QUALIFICATIONS

Education:

A first-level university degree (Bachelor's or equivalent) in business or public administration, social or political sciences, international relations, or a related field is required.

Experience

- A minimum of one (1) year of relevant professional experience in an international organization, government agency, or non-profit organization.
- Experience providing administrative or coordination support to a team.
- Familiarity with international cooperation or science-policy environments is an asset.

Languages

Fluency in English (both oral and written) is required. Knowledge of another UN language is an asset. Note: The working language of the GEO Secretariat is English.

Other Requirements

- Excellent organizational and time management skills, with strong attention to detail.
- Excellent English writing skills including the ability to provide clear, concise, audience-appropriate briefs, reports and concept notes.
- Proficiency in Microsoft Office applications (Word, Excel, PowerPoint) and familiarity with collaborative tools (e.g., SharePoint).
- Strong interpersonal and communication skills, with the ability to interact professionally with a wide range of stakeholders.
- A proactive and collaborative approach, with a commitment to supporting team goals.
- Ability to work effectively in a multicultural environment and foster team spirit.