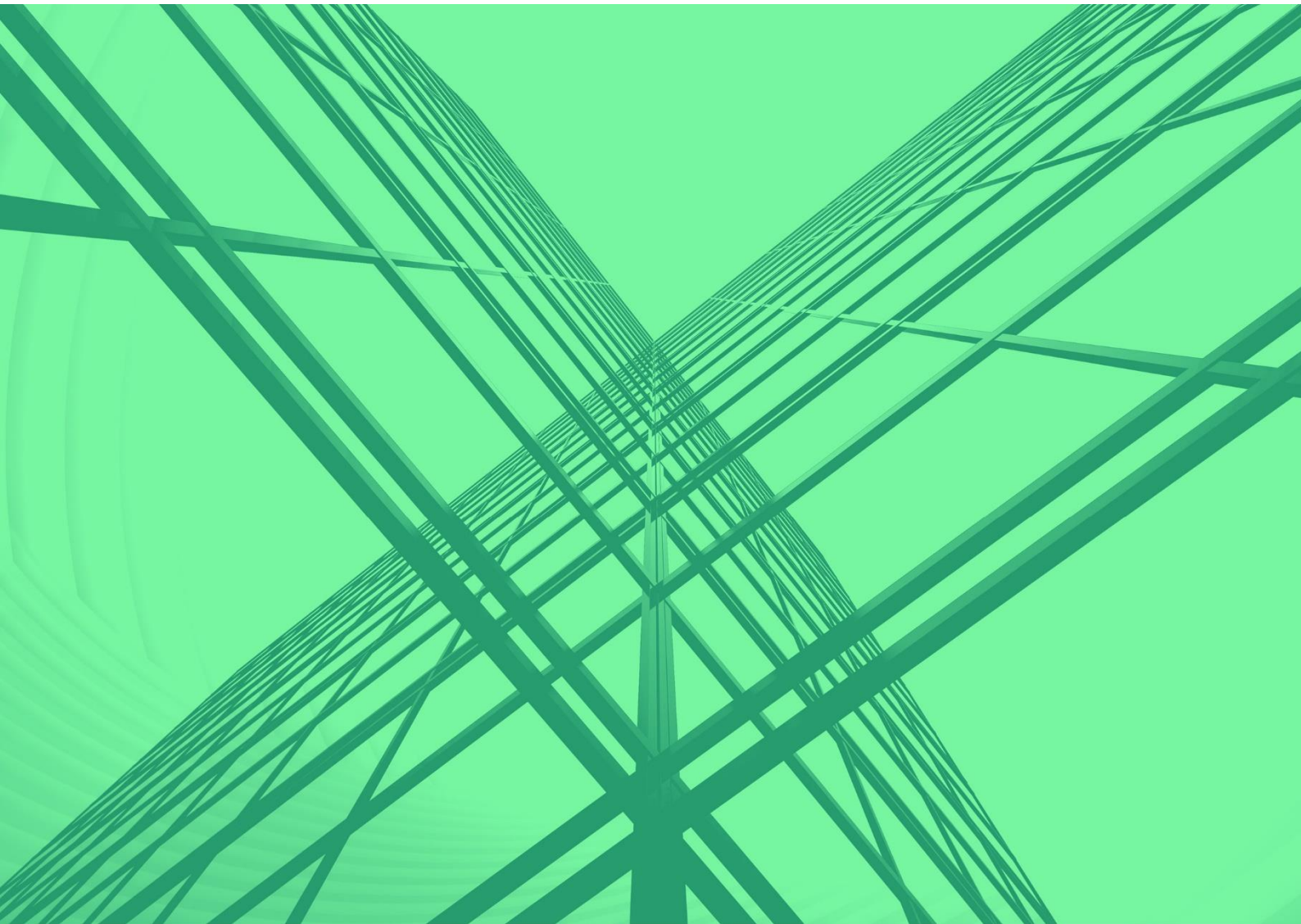


Professional Conduct Coordinator (FTC)

CANDIDATE PACK

Business and Administration Apprenticeship – Level 3
35 hours per week inclusive of learning time



The Professional Conduct Team

Our Professional Conduct team are a small team of 3 that report into the Head of Professional Conduct.



An apprenticeship at The Institution of Structural Engineers will provide the opportunity to learn from industry experts, gain new skills and develop talents. This is an exciting new role that will be part of the Professional Conduct team who ensure a culture of ethical behaviour within the organisation. The Professional Conduct Coordinator will be responsible for being the first point of contact for all enquiries via email, phone calls and ensuring they are managed and logged appropriately. The role will also be involved in attending committee meetings, working with committee members and taking on administrative duties which includes preparing agendas and minute taking.

Why work for the Institution?

Working for the Institution of Structural Engineers is an opportunity to learn, develop and make a difference.

Join our team of approximately 75 employees and help support our vision to lead, support and nurture the development of structural engineering worldwide.

Our head office is only a short walk from Barbican, Old Street and Farringdon. It's bright, modern and open plan, supporting a collaborative environment.

We pride ourselves on the flexibility we can provide to our staff and offer a wide variety of benefits to enhance your work life balance and wellbeing as detailed later in this pack.

To thrive with us, bring:

- An open-minded and flexible approach. Enhance our diverse and inclusive team.
- A creative attitude to work. Help us strengthen and improve in a workplace where you are encouraged to innovate and share new ideas.
- Enthusiasm and commitment. Provide our members with the best service possible to maintain our worldwide respected status.
- A friendly and communicative approach. Fit into our organisation where staff know each other well and strive to work collaboratively.
- The ambition to take on new challenges. We always look to the future to embrace change, so we continue to evolve.

For more information, please read on :

Full job description and person specification pages 4-7

Salary and package details page 8

How to apply page 9

More about us :

Our organisation, governance and values page 10-11

Organisational Structure page 12

Job description and person specification

1. Job details

Job title: Professional Conduct Coordinator (Business and Admin Apprentice)

Length: Fixed term Contract for 18 months

Reports to: Professional Conduct Manager

Date: January 2025

Location: The Institution's HQ, London or elsewhere as reasonably required

2. Job purpose

To support the Professional Conduct Manager in administration functions relating to the effective operation of the Professional Conduct Department.

To be the first point of contact for all enquiries related to Professional Conduct, ensuring that queries are managed and logged appropriately.

3. Role and responsibilities

1. Be the first point of contact for enquiries relating to professional conduct and the disciplinary process. This includes logging and responding to all initial enquiries and coordinating all follow up correspondence and actions.
2. Supporting the Professional Conduct Manager with the preparation and compilation of case papers for each complaint for adjudication by the PCC within prescribed timescales.
3. Supporting the administrative and secretarial duties for PCC meetings including the preparation and circulation of agenda and papers, minute taking and completion of action points where appropriate. Maintaining a log of PCC actions and their status.
4. Support the dissemination of the Institution best-practice guidance on professional conduct matters to the membership, including through publication in The Structural Engineer, the e-newsletter and at meetings.
5. Support the updating of the relevant areas of the IStructE website to ensure information is correct and current.
6. Process and log all invoices for the Professional Conduct Department.
7. Update membership database according to the stage of the Complaint, monitoring and updating records on the appropriate dates.

4. General responsibilities

1. Attend all training and coaching sessions related to the Business and Admin apprenticeship, keeping up to date with all coursework and assessments.
2. Make suggestions for improving processes, systems etc. which support the efficiency and stability of the Institution.
3. Comply with all Institution Policies and Procedures.
4. Any other reasonable ad hoc duties as requested.

5. Communications and working relationships

1. All members of the Institution
2. Panel and committee members and task group members of the PCC (Professional Conduct Committee).
3. All employees of the Institution
4. Members of the Public and Other Bodies

6. Knowledge, skills and experience required

Criteria	Essential/Desirable
<u>Qualifications and Knowledge</u>	
A good standard of education at Level 2, a minimum of GCSE grades C or 4 or equivalent qualifications in Maths and English.	E
Knowledge and understanding of GDPR and Data Protection and how to apply the legislative framework to internal processes to ensure active compliance and engagement.	D
<u>Skills</u>	
Ability and willingness to learn and develop.	E
Good organisational and prioritising skills, able to work independently with minimal supervision	E
Strong interpersonal skills (face to face and over the phone), able to appropriately handle individuals facing challenging circumstances, client focused with a professional approach to work, colleagues and external contacts.	E
Able to be diplomatic and discreet at all times, managing confidential information.	E
Ability to work under pressure to meet tight deadlines and sensitively support executive level professionals when they are under pressure.	E
Good written communication skills with the ability to present and explain detailed information clearly and succinctly.	E
Attention to detail, accuracy and ability to check detailed information, able to critique own work and the work of others.	E
Clear commitment to equality of opportunity and an understanding of the importance of respecting and valuing diversity.	E
Flexible and resourceful and able to work autonomously and in a small team and self-motivated with a passion to deliver organisational improvement.	E
IT Skills:	
Word/Outlook/Excel and PowerPoint to a good standard	E
Ability to learn relational databases	E
<u>Experience</u>	
Experience working in a support or/and administrative role.	E
Being the first point of contact for enquiries and able to respond appropriately.	E
Using integrity and discretion in the handling of highly confidential and sensitive information.	D

Criteria	Essential/Desirable
Compiling (sometimes complex) documentation for circulation.	D
Arranging and coordinating the administration aspects of high-level meetings (Board or other) which includes booking rooms, circulating papers and agendas, taking minutes, chasing actions and filing all relevant documentation.	D
Relationship building with internal and external stakeholders.	D
Office administration, including processing invoices and expenses.	D
Other	
Flexibility to adjust working days/times and sometimes location to meet the needs of the role and practical needs of the organisation.	E
Interest in the work of structural engineering, membership bodies and charity sectors.	E

This job description does not form part of the contract of employment and may be subject to change.

Salary and package details

Salary: £25,300 per annum (Starting Salary)

Contract: Apprenticeship – 35 hours within a flexi-time system in 20% off the job learning time

Benefits: The Institution offers a range of non-contractual discretionary benefits including:

Benefits on commencement:

- Life Insurance (death in service benefit)
- Eye care and glasses- eye tests paid for and contribution towards any glasses specific for DSE use
- Access to some parts of the employee assistance programme
- Pension- can join the pension scheme from any date after commencement in Tier 1 (employer 6%, employee 3% minimum contributions)
- 25 days paid annual leave (increasing with service to 28 days) plus bank holidays and flexi leave
- Flu vaccination voucher

Benefits from three months:

- Pension- automatic enrolment in Tier one: employer 6%, employee 3% minimum contributions
- Pension- you can request to join Tier two: employer 9%, employee 5% minimum contributions
- Full pay sickness absence up to 65 days in a 12-month rolling period
- Income protection insurance: you may be eligible for this support if you are absent due to sickness for a continuous period of 13 weeks or more, subject to acceptance of the claim
- Full access to our employee assistance programme which includes a discounts and savings platform and access to additional health services (e.g. counselling, physio, 24 hour online GP, nutritionist and personal training sessions) via an app-based service

On successful completion of a 6-month probation period, you will be eligible to the following optional benefits:

- Private medical insurance (PMI) currently provided by AXA (voluntary and subject to tax and NI)
- Health cash plan, currently provided by BUPA (voluntary and subject to tax and NI)
- Reimbursement of an agreed and appropriate Membership subscription
- Season ticket loan (non-taxable)
- Cycle to Work Scheme
- Paid maternity, paternity, adoption and carers leave at rates of pay higher than statute, subject to service requirements as per the current policies
- Opportunities for pay progression.
- Two paid days annually for volunteering

How to apply: the recruitment process

Please submit an up-to-date CV and cover letter demonstrating how you meet the knowledge, skills and experience required for the role as described in the job description. The cover letter should be no more than 500 words.

To apply please see our [website](#).

On receipt, your application will be sifted by the recruitment panel and assessed against the criteria for the role. All successfully shortlisted candidates will be contacted by telephone and invited for interview. We reserve the right to close or extend this position depending on application numbers. Therefore, we would urge candidates to apply as soon as possible.

If you have not heard from the Institution within two weeks of your application, it is with regret that you have been unsuccessful on this occasion. Due to the volume of applications we receive we cannot write to all applicants.

Applicants must possess a current right to work in the UK. Applicants who do not have the right to work in the UK and/or require visa sponsorship in order to continue working in the UK cannot be considered.

The selection process will consist of a job-related assessment followed by a virtual interview with the manager for this post Rui Carvalho Pais (Professional Conduct Manager) and Lakeisha Wayland-HR Resourcing and Support Executive.

The interview will comprise of competency questions designed to test your skills and experience required for this role. It also gives you the opportunity to ask any questions you may have about the role, the team or the Institution.

The second stage of the selection process will be a face-to-face interview with Rui Carvalho Pais (Professional Conduct Manager) and Tina Russell (Interim Head of Professional Conduct).

We want to support you. If you require any reasonable adjustments during our recruitment process, this could be for the application, assessment and/ or interview, please let us know as soon as possible so that adequate provisions can be made for you.

The Institution of Structural Engineers

With over 32,000 members working in 105 countries, we are the world's largest membership organisation dedicated to the art and science of structural engineering.

The Institution is an internationally recognised source of expertise and information concerning all issues that involve structural engineering and public safety within the built environment.

The core work of the Institution is to support and protect the profession by upholding professional standards and acting as an international voice on behalf of structural engineers.

Governance

The Institution of Structural Engineers is governed under its Royal Charter, byelaws and the applicable regulations.

The Institution Council consists of the President, Vice-Presidents, past Presidents, representatives of regional groups and members who are elected for a period of three years. The Institution is supported by an executive of 75 staff. The Board is the governing body of the Institution. Its members are the Institution's Trustees.

Our values

We strive towards a structural engineering profession that is built on competence, accessibility, and community.

Competence

Championing competence is at the core of everything we do.

We offer a wide range of opportunities for our members to develop, refresh and extend personal competencies. We also help members specialise by offering tailored courses, resources and specialist qualifications.

Accessibility and diversity

We are committed to making the structural engineering profession more accessible. We are constantly reviewing our routes to membership to provide flexibility in the process, offering more choice for all our candidates.

We value diversity and the perspectives people from different backgrounds bring to the engineering profession. We work with other professional bodies and our members to identify and remove barriers to anyone becoming a structural engineer.

Community

We work to create an international community of structural engineering excellence, facilitated by our digital platforms, Regional Group activity and networks of special interest.

For more detailed information about the Institution please visit our [website](https://www.istructe.org).

Our Work

Climate Change

The climate emergency is the greatest threat to our planet. Structural engineers have a responsibility to help mitigate its effects by changing the way buildings and infrastructure are designed, commissioned and constructed. The Institution, our [Climate Emergency Task Group](#) and [Sustainability Panel](#), supports these vital efforts through its role as an international centre of knowledge, sharing information and opinion with its membership and beyond.

Resilience

The Institution support the efforts to build [resilient](#) communities. Members take measures to avoid, reduce, resist and aid recovery from extreme events including Tsunamis, flooding, explosions and seismic events. Our [Humanitarian and International Development Panel](#) as well as our [Seismic and Dynamic Events Panel](#) includes experts from regions around the world. They help structural engineers confront the challenges faced by the poorest and most vulnerable people and progress activities to support the development and understanding of seismic and resilient design.

Safer Structures

Structural engineers consider the safety of structures from design and construction through to operation and demolition, in accordance with local legislation. The [Institution of Structural Engineers](#) along with [CROSS](#) investigates failures and near misses (including [Grenfell](#)) in order to share knowledge and insight to Structural Engineers to avoid any potential or future disasters.

Young Members

The Institution is committed to ensuring the profession of Structural Engineering is accessible to everyone. We offer tailored visits, events and networking opportunities to our [young members](#) to help them get support at a crucial time in their career. Our values extend to our work in [education](#) that encourages young people from diverse backgrounds to choose and access structural engineering careers.

Mentoring Programme

We support professional and career growth through our [mentoring programmes](#). It offers mentees an effective way to progress their career to accessing knowledge and experience of expert and impartial mentors. For mentors it develops existing leadership skills by supporting mentees growth.

Support

Our [Benevolent Fund](#) offers support to current and former members and their dependants going through tough times who may need financial support. Partnered with Anxiety UK, our members will also be able to quickly access therapeutic support if needed and have access to a range of learning materials to support managers and their staff on mental health awareness.

Organisational Structure

