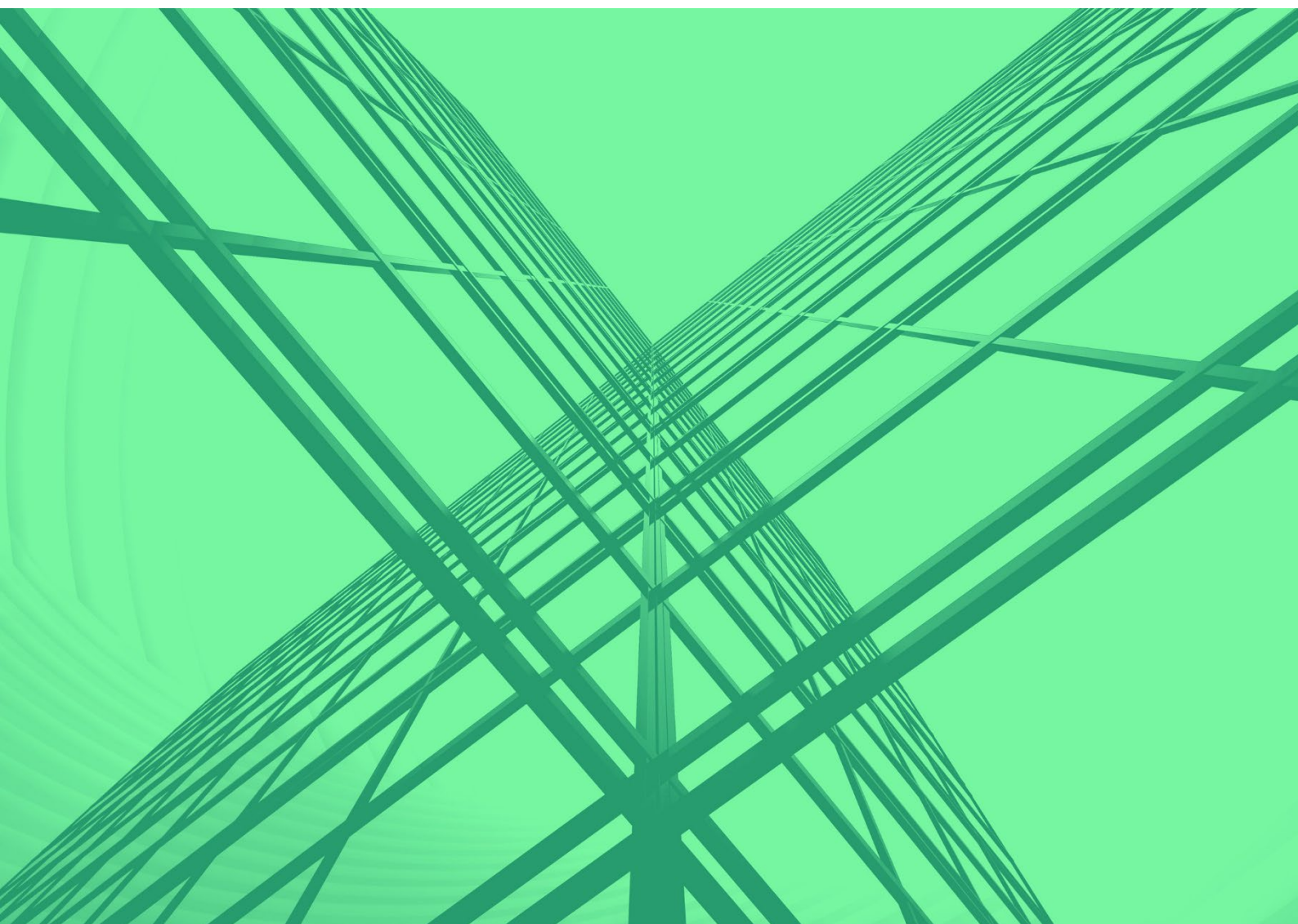


Senior Membership Officer

CANDIDATE PACK

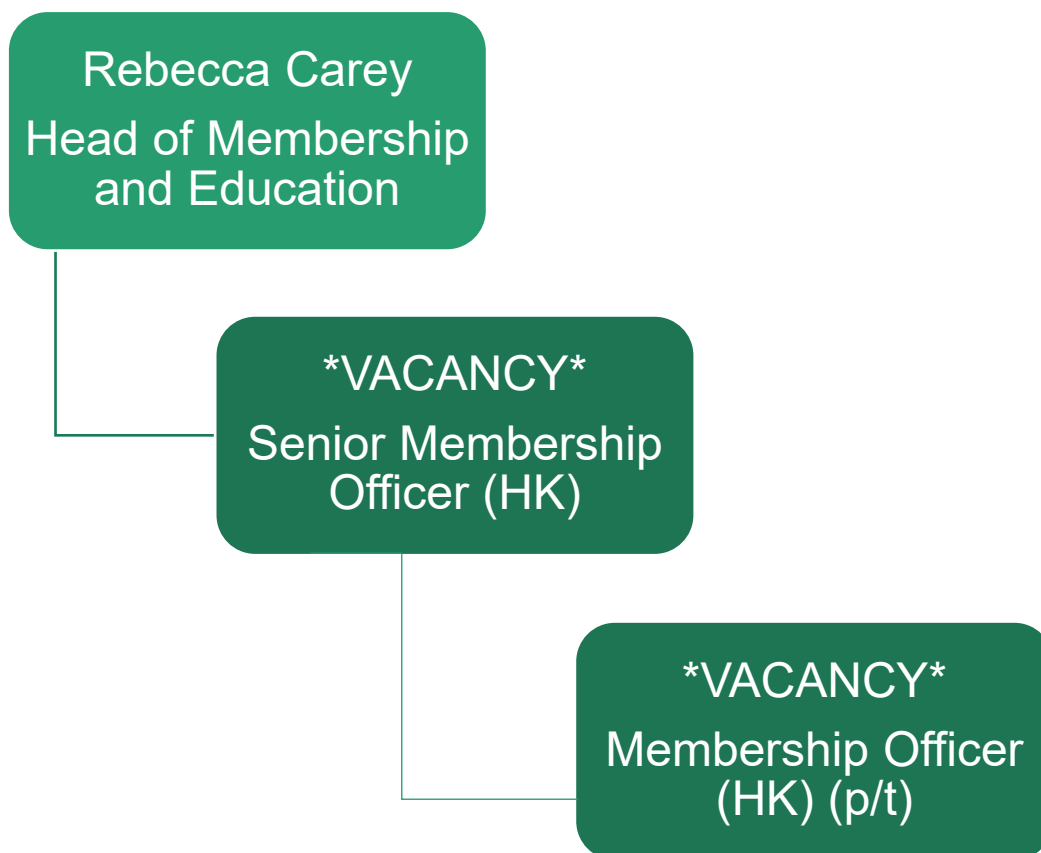
Full Time

35 hours per week



The Membership Team

Our Membership (Hong Kong) team is a small team of two that report into the Head of Membership and Education (based in the UK).



This is a new role which has been established to help support the membership journey for IStructE members in Hong Kong. This role will manage the administrative support provided to the Hong Kong Regional Group. Additionally, you will work with the Hong Kong Regional Group to promote and develop their regional work, to include building relationships with universities within Hong Kong as well as supporting the creation and delivery of CPD, technical and social events for local members.

This role will be part of the Membership and Education Team (which is based in the UK office) to encourage collaboration and sharing of best practice.

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 70 employees and help support our vision to lead, support and nurture the development of structural engineering worldwide.

Our new Hong Kong office is only a short walk from Causeway Bay Station and is a bright, modern office within a clean and professional serviced office block with shared kitchen and rest areas.

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 in to our small 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

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:	Senior Membership Officer (Hong Kong)
Reports to:	Head of Membership and Education (UK)
Responsible for:	1 PT Membership Officer (HK)
Date:	November 2023
Location:	The Institution's Hong Kong Office, Hong Kong or elsewhere as reasonably required

2. Job purpose

Supporting the membership journey for IStructE members in Hong Kong.

To manage the administrative support provided to the Hong Kong Regional Group.

Work with the Hong Kong Regional Group to promote and develop their regional work, to include building relationships with universities within Hong Kong.

Work in partnership with the UK Membership and Education Team to encourage collaboration and sharing of best practice.

3. Role and responsibilities

1. Manage the Hong Kong Membership Officer and oversee their activities to ensure quality and consistency in the level of support provided.
2. Provide secretariat support that includes the production of agendas, minutes, associated papers and at times the organisation of the HK Regional Group meetings. This will include regional visits.
3. Act as the liaison between the HK Regional Group and staff at HQ including, but not limited to, the Finance Team, Communications, Governance, etc
4. Provide support in the creation, delivery, and promotion of the HK Regional Group CPD (continuous professional development)/technical/social activities.
5. Undertake stakeholder engagement (e.g., with Student Liaison Officers), as appropriate, to support and increase Student Membership.
6. Oversee the lifecycle of Student Members and work in collaboration with Membership Team colleagues to support the Student to Graduate Member transfer.
7. Work with the UK Examinations and PRI (professional review interview) team to establish examination centers and promote take up of the professional exam and PRIs.

8. Provide support in the delivery of the HK Regional Group elections.
9. Provide support in the production of other documentation including but not limited to the annual report, budgets and election materials.
10. Support the Regional Group in the development of relationships with stakeholders including local Universities, industry and other PEI's (professional engineering institutions).

4. General responsibilities

1. Contribute to the development and delivery of the Structured for Success programme of work.
2. Work collaboratively with the wider membership team to support team objectives and outcomes
3. Manage, mentor and provide day to day line management for the Membership Officer proactively resolving any issues.
4. Manage the Hong Kong Office, liaising with providers as appropriate.
5. Make suggestions for improving processes, systems etc. which support the efficiency and stability of the Institution.
6. Comply with all Institution [Hong Kong] Policy and Procedures.
7. Any other reasonable ad hoc duties as requested.

5. Communications and working relationships

1. All Hong Kong members of the Institution, particularly the Hong Kong Regional Group representatives who will be liaised with regularly in this role.
2. External providers for events, meetings etc.
3. Universities and other stakeholders
4. All employees of the Institution in all subsidiaries
5. External Bodies.

6. Knowledge, skills and experience required

Criteria	Essential/Desirable
<u>Qualifications and Knowledge</u>	
A good standard of education, including a Hong Kong Diploma of Secondary Education and Hong Kong Advanced Level Examinations.	E
A University degree	D
Demonstrable knowledge and experience of supervising staff	E/D
Strong understanding and experience of providing a broad range of administrative and coordinating activities	E
Knowledge and appreciation of working with volunteers	E
<u>Skills</u>	
Excellent organisational skills, able to work independently with minimal supervision and with a systemised/methodical approach to managing multi-stream workload with the ability to work under pressure to meet tight deadlines.	E
Excellent written and oral communication skills (in English and Cantonese) with the ability to present and explain detailed information clearly and succinctly.	E
Able to persuade and motivate volunteers/members to increase activity and engagement	E
Attention to detail, accuracy, and ability to check detailed information, able to critique own work and the work of others.	E
Flexible and resourceful and able to manage and work in an independent office and collaborate with a wider team and departments based in the UK.	E
IT Skills:	
Word/Outlook/Excel and PowerPoint to Intermediate standard	E
Knowledge of writing agendas, minutes and reports	E
<u>Experience</u>	
Working with and supporting volunteers to deliver outcomes	E
Setting up and promoting meetings, events, examinations, learning seminars, lectures etc	E
Leading, managing and delivering on new initiatives	E/D
Working within a membership organisation	D

Criteria	Essential/Desirable
Other	
The job holder will be required to travel within Hong Kong to support meetings and events as well as attend occasional meetings in the UK.	E
The job holder must speak and be able to write in English, Cantonese and Mandarin	E

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

Salary and package details

Salary: Subject to experience

Contract: Full time – 5 days per week (35 hours)

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

Benefits on commencement:

- Private medical insurance (PMI) – local benefit provided by IStructE
- Life insurance
- Eye care and glasses – contribution towards eye tests, glasses frames and lenses specific for DSE use
- Pension- you will be enrolled in the pension scheme within 60 days from your start date with 9% employer contributions (employee 5% minimum contributions)
- 33 days paid annual leave (increasing with service to 36 days) inclusive of UK and HK bank holidays
- Flexi-time system within a core hours structure
- An accrual of two days paid sick leave a month from month one to three

Benefits from three months:

- Full pay sickness absence up to 65 days in a 12-month rolling period

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

- Reimbursement of an agreed and appropriate Membership subscription
- Paid maternity, paternity, adoption and carers leave at rates of pay higher than statute, subject to service requirements as per the current policies
- Provision of private counselling service

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 and must include your salary expectations for the role.

To apply please email HR@istructe.org

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 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 Hong Kong.

The Institution does not hold a visa sponsor licence, therefore, applicants who do not have the right to work in HK and/or require visa sponsorship in order to continue working in HK cannot be considered.

The selection process will consist of a job-related assessment (online) followed by a virtual interview with the manager for this post, Rebecca Carey (Head of Membership and Education) and a member of the Human Resources Team. 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 Virtual interview with Rebecca Carey (Head of Membership), Joseph Chi (Regional Group Chair) and a member of the Human Resources Team.

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, bye-laws 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 70 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](#).

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- taking 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

IStructE 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.

Support

Our [Benevolent Fund](#) offers support to current and former IStructE 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

