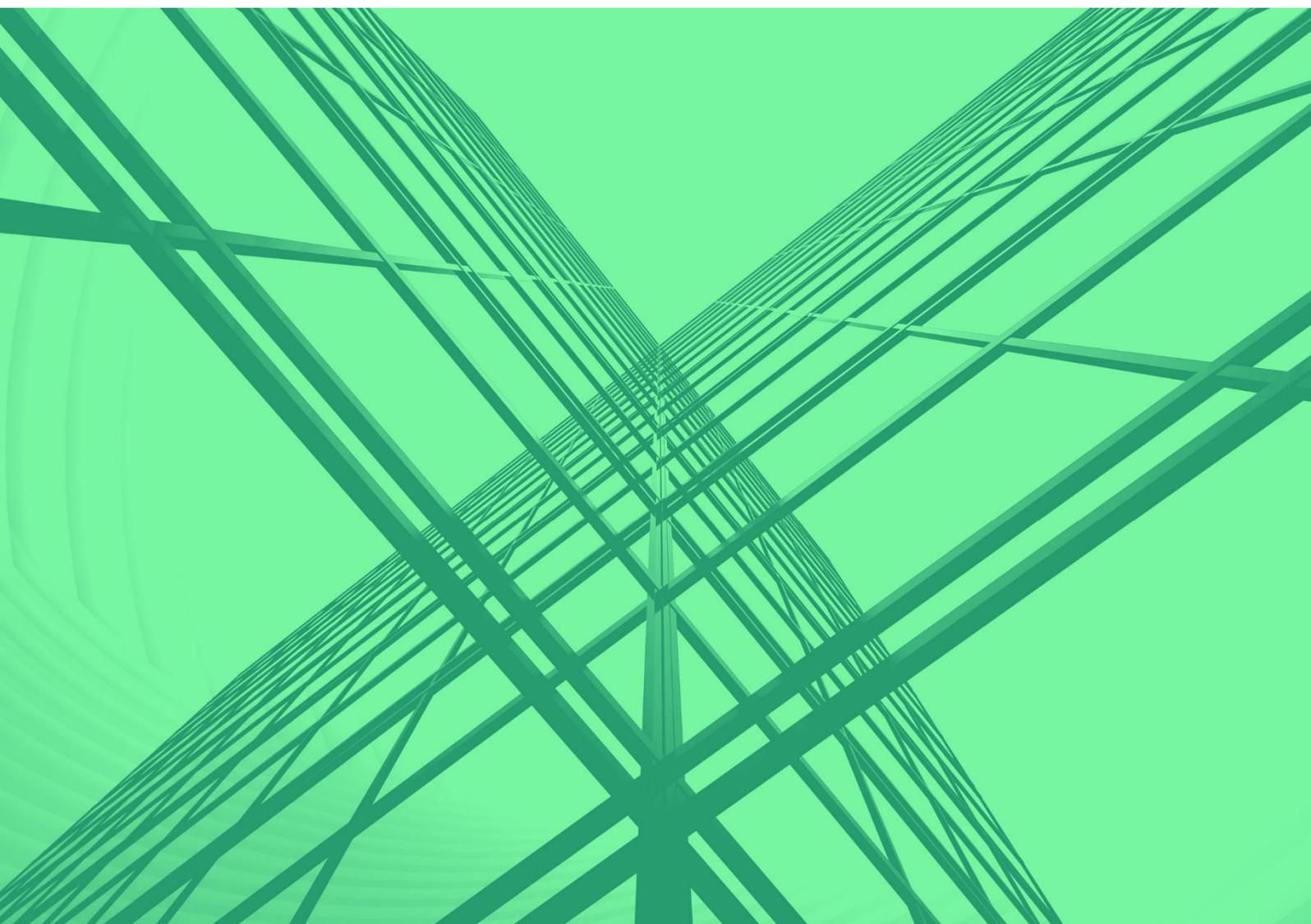


Governance and Compliance Executive

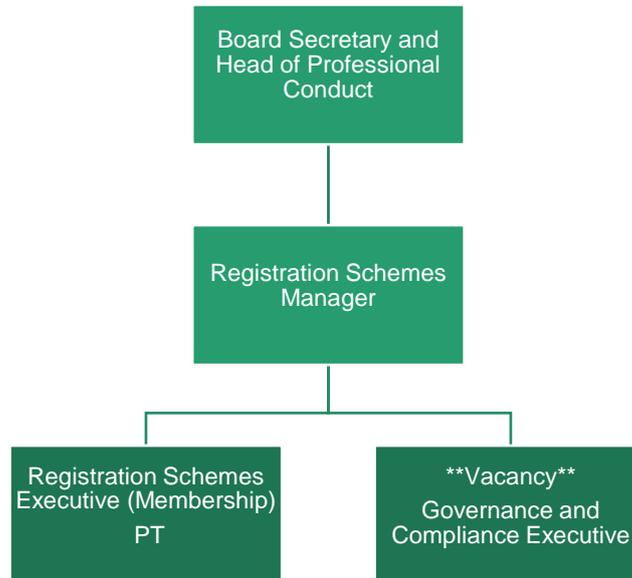
CANDIDATE PACK

Full Time
35 hours per week



The SER Team

Our SER team consists of three members that report into the Board Secretary and Head of Professional Conduct. As a small team we work collaboratively supporting each other.



We currently operate two registration schemes, one in Scotland and another in Jersey. Individual structural engineers and structural engineering firms apply to become members of the schemes. Their role is to certify the structural designs of buildings and ensure the design satisfies statutory requirements.

For more information on the current schemes, visit the [SER website](#)

With your ability to provide a high level of compliance and governance support, you will deliver secretariat support for our Structural Engineers Registration Scheme (SER Ltd), ensuring the SER audit programme is conducted according to the required procedures. You will also manage the complaints, disciplinary, and appeals processes, and provide financial and data management support to the Registration Schemes.

The Governance and Compliance Executive role will be varied, as alongside the above core functions you will provide statistical analysis, website content and support the development of the scheme and any future schemes. This role will also be responding to email and phone enquiries from members and other stakeholders,

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 65 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 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

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:	Governance and Compliance Executive (SER) (Full time)
Reports to:	Registration Schemes Manager
Date:	January 2023
Location:	The Institution's HQ, London or elsewhere as reasonably required.

2. Job purpose

To provide the best service delivery and support to members of the Schemes of Certification of Design (Building Structures) operated by Structural Engineers Registration (SER) Ltd.

To provide secretarial support to the SER Board and the Registration Boards (Scotland and Jersey), including, in liaison with the Registration Schemes Manager, the preparation and circulation of papers, agendas, and minute taking.

To ensure the programme of regular audits of Approved Certifiers and Approved Bodies is conducted according to the procedures including, in liaison with the Scheme Manager, the selection of the Approved Certifiers and Approved Bodies to be audited and the assignment of auditors from the Registration Boards and the Audit Pool.

To provide financial and data management support to the Registration Schemes, including the preparation and analysis of Scheme statistics and the timely processing of invoices.

To provide administrative support to the SER team and the Registrations Schemes, including preparing material for website updates, communications with members, and responding to queries from members, Clients, and other stakeholders.

To assist the Registration Schemes Manager with the development of the current Schemes and any future Schemes.

3. Role and responsibilities

1. Provide secretariat activities for the SER Ltd Board, SRB and JRB, in liaison with the Registration Schemes Manager. To include preparing and distributing papers and agendas, minute taking, and the circulation of management accounts and statistics as required.
2. To deputise for the Registration Schemes Manager as necessary.

3. Ensure the programme of regular audits of Approved Certifiers and Approved Bodies is conducted according to the procedures, including ensuring that auditors have the relevant details and documentation in preparation for those audits and carrying out the administration and all correspondence and further tasks relating to the outcome of the audit.
4. Conduct the administration of the complaints, disciplinary and appeals process in relation to members' conduct in accordance with the procedural rules.
5. Check and process invoices from suppliers and contractors, monitor payments against cost codes, deal with queries in relation to invoices and payment queries in relation to SagePay.
6. Ensure that the departmental email inbox is always monitored and that email and/or phone queries are responded to in a professional and timely way.
7. Draft and circulate email communications to Scheme members, ensuring correspondence lists are up to date.
8. Collate and circulate regular membership data and Scheme statistics to the Boards, Scottish Government Building Standards Division and any other relevant stakeholders, managing this process and any queries relating to it.
9. Support the Registration Schemes Manager with the regular review of information and guidelines relating to SER processes, in particular the audit and disciplinary procedures.
10. Identify and prioritise issues with the website and admin system and log and progress these with relevant external web developers.
11. Develop new website content ensuring information about the Registration Schemes is up-to-date, relevant and easily accessible to the members.
12. Assist the Registration Schemes Manager in the potential development of other Schemes of Certification.
13. In liaison with the Registration Scheme Manager, act as IStructE Digital Editor for SER

4. General responsibilities

1. Attend and proactively input into team meetings.
2. Develop and grow personal knowledge and expertise of the Schemes of Certification and the Building Control processes in Scotland and Jersey and other territories as they become relevant. Make suggestions for improving processes, systems etc. which support the efficiency and stability of the Scheme.
3. Maintain member registration records and other sensitive or personal data securely, complying with data protection regulations.
4. Comply with all Institution Policy and Procedures.
5. Any other reasonable ad hoc duties as requested.

5. Communications and working relationships

1. All current and potential members of the Certification Schemes.
2. Members of all relevant boards, audit pools etc.
3. All employees of the Institution.
4. Relevant employees of the Scottish Government Building Standards Division and other relevant government and civil service departments.

6. Knowledge, skills and experience required

Criteria	Essential/Desirable
Qualifications and Knowledge	
Good basic standard of education (educated to degree level or equivalent)	E (D)
An understanding of secretarial duties/activities required to support a board	E
Skills	
Excellent written and oral communication skills with the ability to present and explain detailed information clearly and succinctly.	E
Excellent organisational skills, able to work independently with minimal supervision and with a systemised/methodical approach to managing multi-stream and complex workload with the ability to work under pressure to meet tight deadlines.	E
Excellent interpersonal skills to be client focused with a professional approach to work, colleagues and external contacts.	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 work in a small team, collaborative to work with other departments and relevant stakeholders.	E
Appetite to learn, build on knowledge and current experience.	E
IT Skills:	
Word/Outlook/Excel and PowerPoint to Intermediate standard.	E
Beginner to Intermediate experience of using a CMS.	E
Understanding of HTML.	D
Experience	
Providing secretariat support to committees, including producing agendas and reports and minute taking.	E
Ensuring processes are completed in compliance with published guidance and delivering administrative support (gained in a professional membership body or similar)	E (D)
Checking and processing invoices and monitoring payments against cost codes	D
Providing information on complex issues to enquirers via email and/or over the telephone, including escalating as necessary	E
Managing content for websites.	E
Producing regular performance statistics or similar.	E (D)
Other	
The job holder may be required to travel in the UK to meetings, which may include an overnight stay.	D

Salary and package details

Salary: Circa £32,000 per annum subject to experience

Contract: Full time – 35 hours a week within a flexi-time system

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 (UNUM Lifeworks)
- Pension- can join the pension scheme from any date after commencement in Tier one (employer 5%, employee 3% minimum contributions)
- 25 days paid annual leave (increasing with service to 28 days) plus bank holidays and flexi leave

Benefits from three months:

- Pension- automatic enrolment in Tier one: employer 5%, employee 3% minimum contributions
- Pension- you can request to join Tier two: employer 8%, 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 (Lifeworks)
- Full access to additional health services (e.g. counselling, physio, virtual GP) via an app-based service (Help@hand)

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)
- Paid parental leave at rates of pay higher than statute, subject to service requirements as per the current policies

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 send your CV and Cover Letter to: 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 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.

The Institution does not hold a visa sponsor licence, therefore, 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 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 face-to-face interview with the manager for this post and The 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, 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 65 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

