

Head of Learning & Development

RECRUITMENT INFORMATION PACK

Please note:

Advertised as 'Head of Commercial Learning & Development'



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WELCOME



Dear applicant,

Thank you very much for your interest in the position of Head of Learning and Development at the Institution of Structural Engineers.

This is a new position for the Institution which will bring together and lead existing teams within the organisation to form a new holistic and more efficient Learning and Development team. This is an exciting opportunity for the successful individual to both develop their career and help us mature and expand our commercial learning and development products to take

them to the next level.

The Institution's current suite of excellent learning and development products includes over 100 training courses a year, a suite of publication products including our monthly magazine and a well-respected academic journal, world class events and a sponsorship programme to support these products. These principally cater for our members. As the largest worldwide professional body, singularly devoted to structural engineering and with members across the globe, one of the important next steps for L&D will be ensuring more and more of our products can be accessed internationally and by non-members.

This role reports to me and is a great, challenging and rewarding opportunity.

I joined the Institution in late 2018, as the final stage of a very positive senior management restructure and am impressed by the great work of our teams.

I am looking for someone who can be part of our team, bringing people together, and working well with others to get the best out of our talented workforce. Someone who can respect, maintain and improve existing products, and also look at things with a fresh pair of eyes to identify new products and new markets, capitalising on the Institutions reputation and wealth of knowledge to create products for those working in and around structural engineering but who are not structural engineers. We require an individual with good commercial instinct but also with the ability to balance this with the charitable imperatives of the organisation.

We look forward to hearing from you if you feel you have the skills, experience and expertise we're looking for and would like the opportunity to help drive change at the Institution whilst keeping us at the forefront of the structural engineering profession.

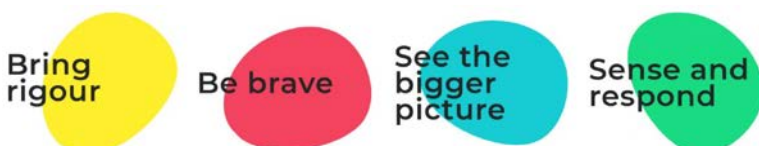
For an informal discussion about this opportunity, you can contact our advising consultant at Peridot Partners: John Powley (E: john@peridotpartners.co.uk or M: 07399 528307) or James Hunt (E: james@peridotpartners.co.uk or M: 07711 405444)

Regards,

Simon Flanagan

Chief Operating Officer

The Institution of Structural Engineers



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ABOUT 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.

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.

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 Board is the governing body of the Institution. Its members are the Institution's Trustees.

[Download our annual reports and accounts](#) for more information.



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Our Objectives

In order to support our vision, the Institution focuses delivery through two headline concepts; Competence and Communities.

An Institution committed to competency recognises the responsibilities of a structural engineer and the importance of safety when it comes to structures built by our members. We are active in continuing to provide a wide range of opportunities to our members for them to develop.

We provide career long development & learning through the:

- Launch & promotion of the Institution online structural behavioural examination
- Development of Continued Professional Qualifications

To ensure we are internationally comparable, we are:

- Aligning our examinations with industry and world standards and trends
- Ensuring examination comparability with international tests of competency
- Encouraging peer review assessments
- Reviewing academic standards

A community Institution recognises the ongoing needs of our international members and the added value of communities and networks. We aim to bring together our global community through:

- Creation of digital platforms & enhanced capabilities to use social media channels
- Breadth of membership: overhaul of membership and fee grouping structure
- Regional Communities
- Engineering & Technical Communities

Our values

The Institution of Structural Engineers has three core values in which our work is focused. These areas aim to support the role of the structural engineer around the world and help to ensure that the environment we build will inspire future generations.

Professional standards

We endeavour to ensure that our members are highly skilled and work to the highest level by maintaining a commitment to professional standards within structural engineering.

We strive for continued technical excellence; advancing safety and innovation across the built environment.

Celebrating excellence

It is our goal to celebrate and reward the most talented structural designers in the field.

We promote greater understanding of the structural engineering profession by sharing the achievements and milestones of the industry with the public, creating an immediate and lasting impression of how structural engineers shape the environment.

Sustainability

The Institution leads best practice on the key issues facing the structural engineering industry.

We aspire to create and promote sustainable solutions that can be used in practice in the built environment.



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JOB DESCRIPTION AND ROLE PROFILE

1. JOB DETAILS

JOB TITLE:	Head of Learning & Development (L&D)
REPORTS TO:	Chief Operating Officer
RESPONSIBLE FOR:	Head of Publishing Professional Development Manager Events Manager Sponsorship and Venue Manager
DATE:	May 2019
LOCATION:	The Institution's HQ, London or elsewhere as reasonably required.
SALARY:	circa £75,000 gross per annum subject to experience
HOURS:	The Institution operates a 35-hour working week within a core hours and flexi-time system. The job holder will be required to work the hours necessary to fulfill the duties of the role.
BENEFITS:	<p>The Institution offers a range of non-contractual discretionary benefits including:</p> <p>From the join date:</p> <ul style="list-style-type: none"> • 23 days annual leave per annum plus bank holidays, rising with service • Life Insurance – death benefit subject to scheme eligibility rules <p>From the successful completion of the probation period, whilst provided at the Institution's discretion, may be subject to scheme eligibility rules:</p> <ul style="list-style-type: none"> • Participate in the Institution's pension plan arrangements • Private Medical Insurance • Health Cash Plan • Permanent Health Insurance • Season Ticket Loan • Reimbursement of one membership subscription to an agreed appropriate professional association, including this Institution.

The Institution reserves the right to exercise its discretion to amend or withdraw any or all of the above benefits.



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2. JOB PURPOSE

To build, lead and manage a commercially focused Learning and Development Centre. Delivering a portfolio of products and services which support career-long learning aligned to specific career stages, and a knowledge hub for members and other interested parties.

To create financially sound business plans, reviewing the technical case for each product and/or service or portfolio and ensure they meet the expected level of commercial return prior to execution.

To oversee the operational management of the departments of publications, library and information, training, events, sponsorship and front of house, and ensure maximised revenue, balanced with effective spend, in line with protocol and the charitable needs of the organisation.

To act as an ambassador for the Institution. To build and manage relationships and alliances with other membership and like-minded organisations to develop commercial opportunities both L&D focused and otherwise.

3. ROLE AND RESPONSIBILITIES

1. Work with the Technical Products Panel to determine what products and services, with a learning and development bias, should be offered and in what formats. Determine the target audience of all or some of members, academia, and non-members.
2. Translate these topics/areas of interest into business cases for products/services with the corresponding financial models. Seek approval to progress the business cases that meet revenue targets that are deemed to meet the member focus outcomes of the Institution.
3. Drive learning and development products and services to increase their international appeal and reach through increased digitisation.
4. Work with Department leads to bring the approved business cases/approved products & services to go-live. Drive the marketing of learning and development products in conjunction with the Head of Marketing, exploiting persona led marketing wherever possible.
5. Manage the strategic plan and overall learning journey for the development of new L&D offerings, tracking progress and providing status reports.
6. Assess the ongoing effectiveness and viability of all products/service – current and new. Review them using purchasing/attendee data wherever possible and other qualitative measures and seek to remove or improve them to embed into the operational products and services portfolio of L&D activity at the Institution.
7. Seek alliances with other membership organisations and interested commercial partners who can support the delivery of products and services where the Institution does not have the resources to deliver and/or it is more profitable to co-develop or co-market products/services. Agree the commercial contracts for those alliances.
8. Devise and develop policy, protocols, practices and procedures for the L&D function to ensure consistent controls, efficiencies and high-quality administration across the teams.
9. Work with COO and Finance to effectively manage the budgeting, forecasting and recharging across IStructE and



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IStructE Ltd and to ensure the balance of revenue generation and delivery of charitable member and other activity, products and services.

10. Publishing and Library

- Oversee the Institution's publishing activity in line with agreed strategic plans and parameters for growth and development.
- Oversee the implementation and drive the Institution's plans for increased publication output.

11. Professional Development

- Oversee a professional career-long learning offering that will continue to improve the Institution's international reputation as a knowledge hub for structural engineers and professions with an interest in or linked to structural engineering.

12. Event Management

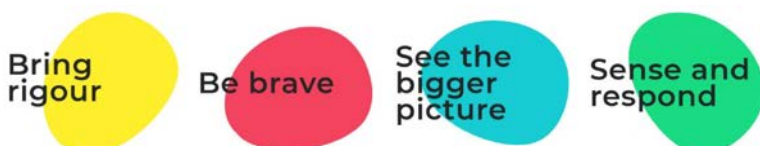
- Oversee and develop the Institution's events ensuring the provision of a wide-ranging programme including dinners, awards, lectures, seminars and meetings.
- Develop ideas and concepts for new events that might be organised by the Institution or its affiliates in order to better serve Institution members and those with an interest in structural engineering and promote the Institution and its potential to be influential.

13. Commercial and Venue

- Maintain and develop current commercial activities such as event sponsorship, findanengineer and industry workshops.
- Look for opportunities to support third party conferences and events to support the Institution's charitable aims and develop co-marketing packages.
- Oversee the effective revenue stream and management of the venue of Bastwick Street and its customer facing front of house team, ensuring Institution standards are maintained at all times.

4. GENERAL RESPONSIBILITIES

1. Manage, motivate, mentor and provide day to day line management for reportees. Ensure appropriate staffing and workload distribution, while proactively resolving any issues of performance, attendance etc. Organise and manage regular team meetings, one-to-ones and appraisals etc. with reportees.
2. Attend and proactively input into Directorate meeting, attend various management meetings and take part in developing organisation strategy.
3. Make suggestions for improving processes, systems, use of technology etc. which support the efficiency and stability of the department, the venue and the Institution. As directed, contribute to income generating activities on behalf of the Institution, mobilising fully, your expertise to the commercial benefit of the Institution.
4. Comply with all Institution Policy and Procedures.
5. Any other reasonable ad hoc duties as required



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5. COMMUNICATIONS AND WORKING RELATIONSHIPS

1. Members of the Institution; both existing and potential.
2. Key stakeholders, panels, other similar bodies, government, general public.
3. All employees of the Institution.
4. Third party suppliers, sponsors, authors, presenters and trainers.
5. Like minded organisation with whom you can build beneficial relationship



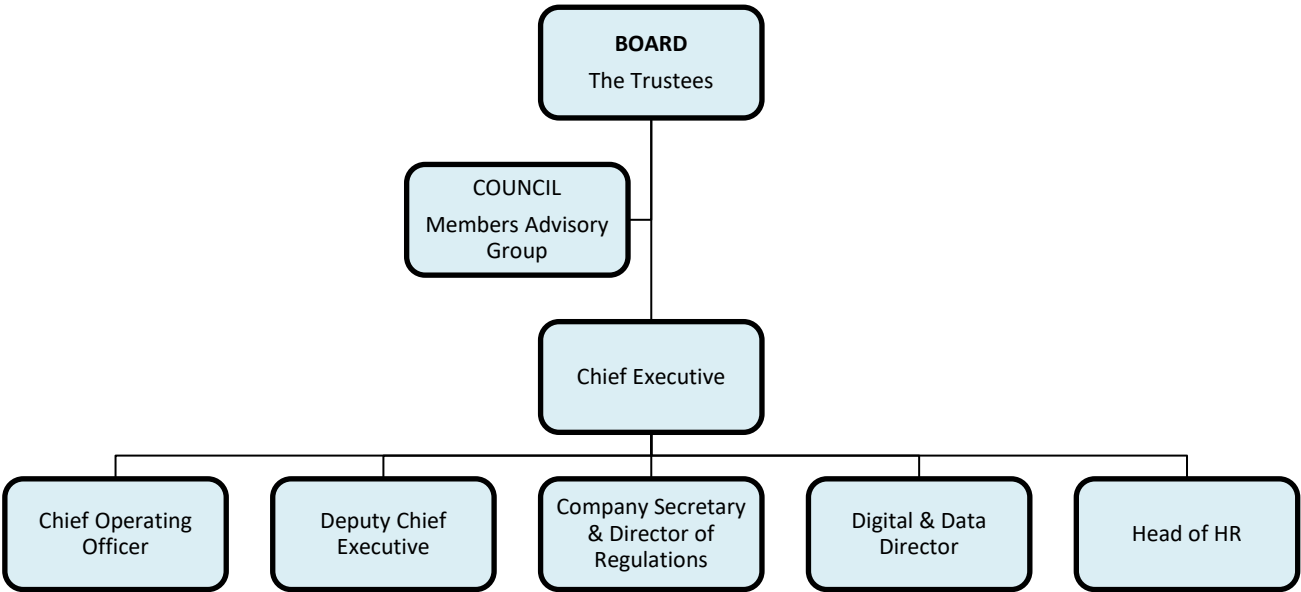
6. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Criteria	Essential/Desirable
Qualifications and Knowledge	
Ideally educated to degree level.	D
Strong commercial and financial understanding with evidence of development of commercial strategies (ideally on a national and international basis).	E (D)
Demonstrable knowledge and understanding of commercial strategy techniques such as customer segmentation and building value-added opportunities (ideally on an international basis).	E (D)
An understanding of the role marketing plays in a commercial activity.	E
Knowledge and understanding of data analysis and performance/operation metrics.	E
Knowledge and understanding of balancing commercial and organisational needs and the nuance between financial and charitable needs.	E
Skills	
Highly numerate with the ability to interpret financial information, calculate ROI and forecasting with excellent budgeting and budget management skills.	E
Strong negotiation skills, persuasive and influential, able to drive change and build and develop professional networks to promote the Institution's activities and work with external suppliers/partners/sponsors. Ability to negotiate and manage contracts.	E
Innovative and creative to identify new commercial opportunities and products.	E
Ability to develop, deliver and monitor a business case.	E
Ability to set plans for the end to end delivery of a discrete programme of activity with challenging timescales and to manage the plan to successful completion.	E
Strong leadership ability, capable of strategic thinking and influencing at a senior level.	E
Excellent interpersonal skills with the confidence to work with all levels of internal colleagues and external stakeholders and the ability to establish professional credibility quickly.	E
Excellent written and oral communication skills with the ability to write and develop solid business cases that demonstrate and to present and explain detailed information clearly and succinctly.	E
Good networking skills in relation to building meaningful relationships with key contacts.	E

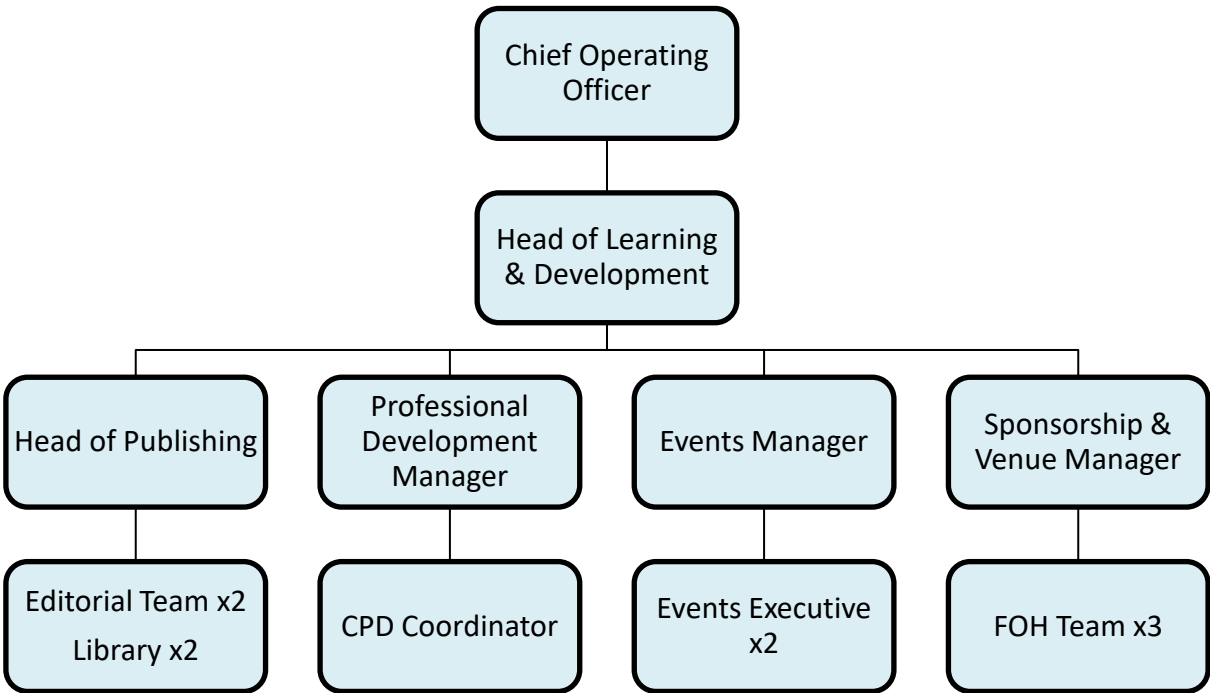
Excellent organisational skills with a systemised/methodical approach to managing multi-stream and complex workload with the ability to work under pressure to meet tight deadlines.	E
Attention to detail, accuracy and ability to check detailed information; ability to critique own work and that of others.	E
IT Skills: Word/Outlook/Excel and PowerPoint to Intermediate standard. Project Management Systems	E E
Experience	
Commercial delivery against financial targets, both as an individual and in leading and managing a multi-project team.	E
Delivering a complex programme of activity in a large-scale organisation within challenging timescales (ideally across multiple sectors; private and non-profit).	E (D)
Writing detailed business plans detailing learning and development-based products and services, with financial projections, marketing proposals etc.	E
Measuring the effectiveness of learning interventions and providing summary metrics e.g. return on investment	E
Management and growth of long-term partnerships with key supply partners/stakeholders/sponsors.	E
Evaluating effectiveness of commercial initiatives and using financial and non-financial analytics to drive decision-making.	E
Developing new products with accompanying commercial opportunities.	E
Leadership and managing at departmental level, setting objectives, conducting appraisals, providing feedback, training and support etc.	E
Working within a membership organisation or similar and working with volunteer members.	E
Other	
Some UK travel, and international travel, on occasion, and out of hours/evening working will be required to deliver this role.	E
Demonstrates an interest for, commitment to, and knowledge of the Institution and the role the organisation plays.	E

ORGANISATIONAL STRUCTURE

Management Team



New L&D Centre



HOW TO APPLY

To formally apply, please submit a CV and supporting statement that clearly outlines your suitability for the role by addressing the criteria focused on experience within the person specification. We kindly ask that your CV and supporting statement should be no more than two pages each (use Arial 10pt as a guide) and should be sent in MS Word format in one document (thus no more than four pages total).

Please send your application to: response@peridotpartners.co.uk

If you would like to have an informal conversation about this opportunity you can contact our advising consultants at Peridot Partners, John Powley (E: john@peridotpartners.co.uk or M: 07399 528307) or James Hunt (E: james@peridotpartners.co.uk or M: 07711 405 444)

Equal Opportunities Monitoring

Peridot and The Society of Professional Pensions are committed to promoting equality and diversity. To help us raise awareness and support a culture that is diverse and recognises and develops the potential of all, we need to appreciate the profile of candidates who apply for positions. We would therefore be most grateful if you would complete this [equality monitoring survey](#)

The information will be treated confidentially and anonymously and will help us to support our commitment to fair recruitment practice. All information provided will be held in the strictest confidence and will not be shared with anyone, in line with the new Data Protection Act 2018 launched on 25 May 2018. The information provided does not form part of the decision-making process and will not affect your application.

Data Processing, Protection and Privacy Policy

By completing the form to view, or if you have access to this page from an email invitation, Peridot Partners will have processed your personal information. For more information about Peridot Partners' data processing activities and your rights, please read our [Privacy Policy](#).

RECRUITMENT TIMETABLE

Closing date:	9am, Monday 17 th June 2019
Peridot preliminary interviews:	Tuesday 25 th June to Thursday 27 th June 2019
IStructE - First stage interviews:	w/c Monday 8 th July 2019
IStructE - Final stage interviews:	early w/c Monday 22 nd June 2019



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