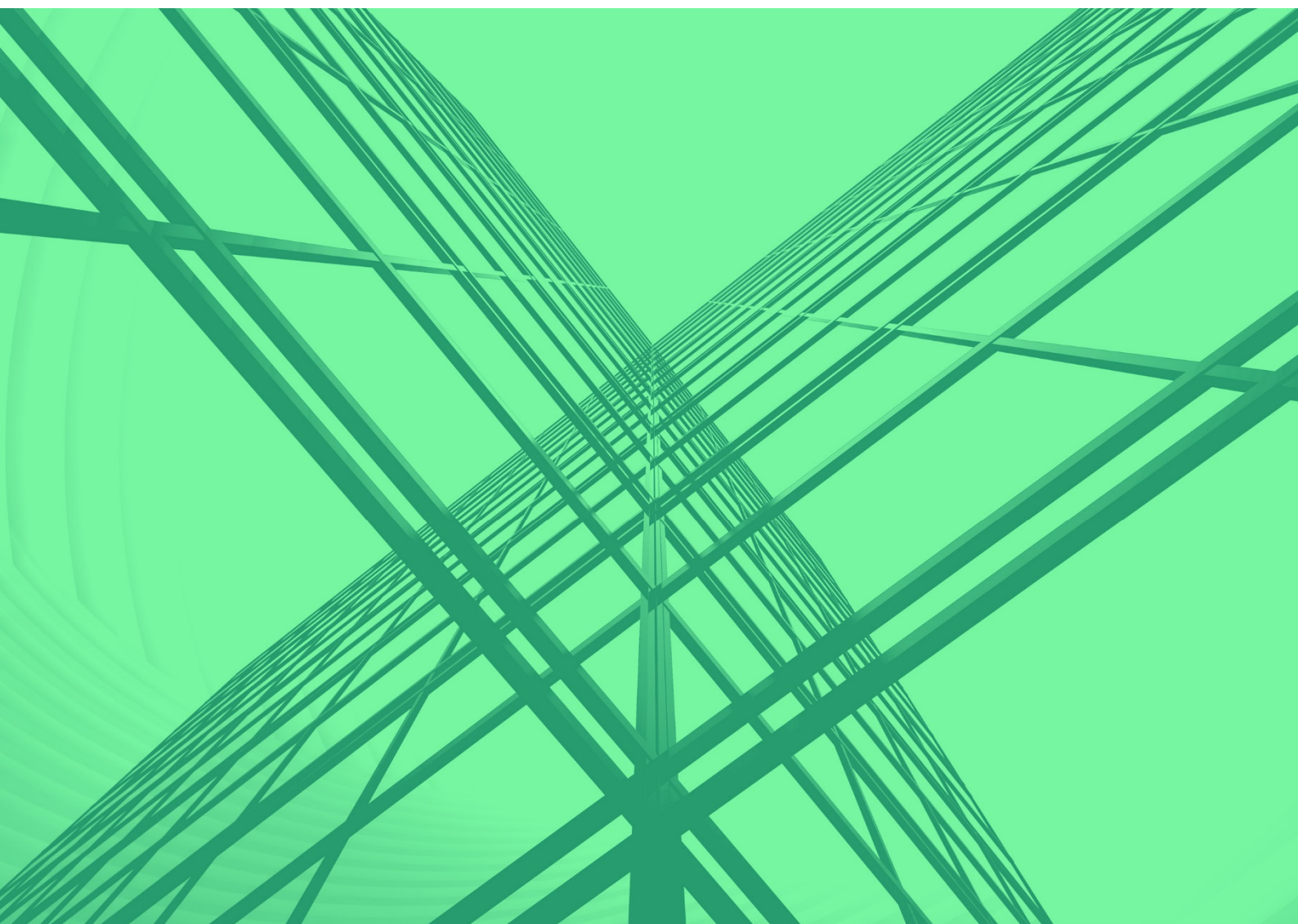


Membership Qualifications Officer

CANDIDATE PACK

Full time

35 hours per week



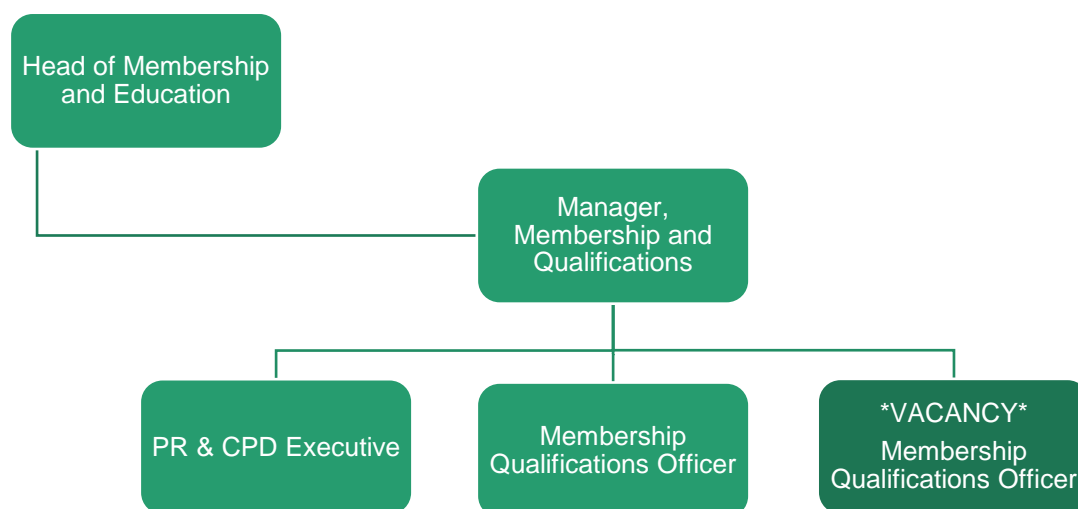
Please Note:

▶ Advertised as 'Membership Officer'

The Membership Promotion and Support Team

Our Membership Promotion and Support team are a small team of four that report into the Head of Membership and Education and sit within the wider Membership and Education directorate.

The team's objectives vary, from supporting our members to become professionally qualified, to developing and retaining members through the provision of training and Continuing Professional Development (CPD). They also provide guidance and information to current and prospective members to prepare them for a career in structural engineering.



As one of the Membership Qualifications Officers, your main contribution will come from overseeing and undertaking activities associated with our Graduate member application process. The Institution have just launched a brand-new online Graduate application form and ultimately it will be your responsibility to monitor and manage this system. Working closely with the Manager of Membership and Qualifications, particularly in these early stages, you will identify potential issues or development needs for the system to ensure our prospective members receive the best possible experience.

To become a Graduate member of the Institution, individuals can take a few different routes. As the owner of the Graduate member application process, it will be your responsibility to provide guidance and advice to potential members on the best route for that individual. As such, your customer service must be to the highest standard.

To find out more about our memberships and the routes to becoming a member, please visit our [website](#).

An integral part of this role will also be to act as secretary to the [Academic Qualifications Panel](#). They assess degrees, diplomas and certificates that are not on our accredited or approved list of academic qualifications which in turn hopes to provide more flexibility and access to membership for potential members.

In order to succeed in this role, you should have the ability to work proficiently and independently with the confidence to manage your own workload. You should also be comfortable working collaboratively in a team environment.

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. In the short to medium term the Institution is currently operating a mix of office based and remote working as part of our phased response to Covid-19.

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 4-6

Salary and package details page 7

How to apply page 8

More about us :

Our organisation, governance and values page 9

Organisational Structure page 10

Job description and person specification

1. Job details

Job title:	Membership Qualifications Officer
Reports to:	Manager of Membership & Qualifications
Date:	September 2020
Location:	The Institution's HQ, London or elsewhere as reasonably required.

2. Job purpose

To efficiently undertake the day to day operational activities pertaining to the Institution's academic qualifications process.

To act as panel secretary to the Academic Qualifications Panel (AQP).

To support Departmental activities in relation to Initial Professional Development (IPD) regulations and Professional Review Interview (PRI).

3. Role and responsibilities

1. Oversee the online application process for Graduate members, including managing the online system, tracking applications and following up where necessary. Identify potential issues or development needs for the system.
2. Provide support and act as Secretary to the Institution's Academic Qualification Panel (AQP) including the production of agendas, papers, minutes and reports and complete tasks/actions as directed by the Panel or line manager.
3. Manage the Academic Assessment process, including, identifying applicants and providing guidance and support through the process; ensuring that the AQP completes assessments in a timely manner and advising applicants of the outcome.
4. To act as secretary on Joint Board of Moderators (JBM) accreditation visits to Universities as required.
5. Attend meetings of the (JBM) or Sub-committee, as required.
6. Assist in the processing of applications for the Professional Review and in particular those applying for the Supplementary Examinations.
7. To support visits to Regional Groups and companies to deliver presentations that promote IPD and routes to membership.

8. Work collaboratively with the Membership and Education Department and other departments/panels/committees.

4. General responsibilities

1. Support the Manager of Membership & Qualifications in meeting departmental targets.
2. Develop an in depth understanding of academic qualifications and a broad knowledge of routes to membership.
3. Make suggestions for improving processes, systems etc. which support the efficiency and day to day running of the department.
4. Comply with all Institution Policy and Procedures.
5. Any other reasonable ad hoc duties as required.

5. Communications and working relationships

1. Members of the Institution both existing and potential.
2. Committee and panel, in particular the Academic Qualifications Panel.
3. Employees and other departments within the Institution.
4. External Bodies e.g. universities, JBM, Engineering Council and companies.

6. Knowledge, skills and experience required

Criteria	Essential/Desirable
<u>Qualifications and Knowledge</u>	
A good basic standard of education (ideally educated to Degree level or vocational equivalent)	E (D)
In-depth knowledge and understanding of academic qualifications relating to Further Education/Higher Education sectors	E
Knowledge of the civil/structural engineering discipline	D
<u>Skills</u>	
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

Criteria	Essential/Desirable
Excellent written and oral communication skills with the ability to present and explain detailed information clearly and succinctly.	E
Excellent interpersonal skills with the confidence to work with professionally qualified volunteer Chairs/panel members and internal colleagues.	E
Attention to detail, accuracy and ability to check detailed information, able to critique own work and the work of others.	E
Flexible, resourceful and self-motivated with a passion to deliver an excellent level of service to the members.	E
Ability to work in a small team and collaboratively with other departments committees and members.	E
Appetite to learn, build on knowledge and current experience to further develop an understanding of academic qualifications and routes to membership.	E
IT Skills:	
Word and Outlook to advanced standard	E
Excel and PowerPoint to intermediate standard	E
Experience	
Delivering administrative and secretariat support (ideally gained in a professional membership environment, engineering/construction, or an examination/awarding body/regulator)	E (D)
Preparing agendas, producing minutes, letters and report writing.	E
Using CRM systems to ensure effective data maintenance, processing/inputting and ongoing updating of information/applications.	E
Acting as a first point of contact providing information and guidance to external existing and potential clients/members and educational establishments ideally regarding professional recognition routes or similar	E
Preparing and delivering presentations	D
Other	
The job holder may be required to travel in the UK to deliver presentations to companies and attend meetings.	

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

Salary and package details

Salary: circa £27,500 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:

From the join date:

- 23 days annual leave per annum plus bank holidays, rising with service
- Flexible working system whereby additional hours worked may be accrued and taken as flexi-leave
- Life Insurance – death benefit subject to scheme eligibility rules

From the successful completion of the probation period, whilst provided at the Institution's discretion, may be subject to scheme eligibility rules:

- 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.

How to apply; the recruitment process

Applicants should submit their up to date CV demonstrating how they meet the knowledge, skills and experience required for the role as depicted in the job description along with a cover letter of between 200-500 words.

All applications should be submitted through [Webrecruit](#).

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 selection process will consist of a job-related assessment and interview with the Membership & Qualifications Manager 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.

Applicants will be asked to specify whether there are any reasonable adjustments needed for them to participate in a selection process. Wherever possible and reasonable, we will meet any declared needs.

A second interview or assessment may be applicable and is likely to be held in person at our Institution headquarters in London.

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](#).

Organisational Structure

