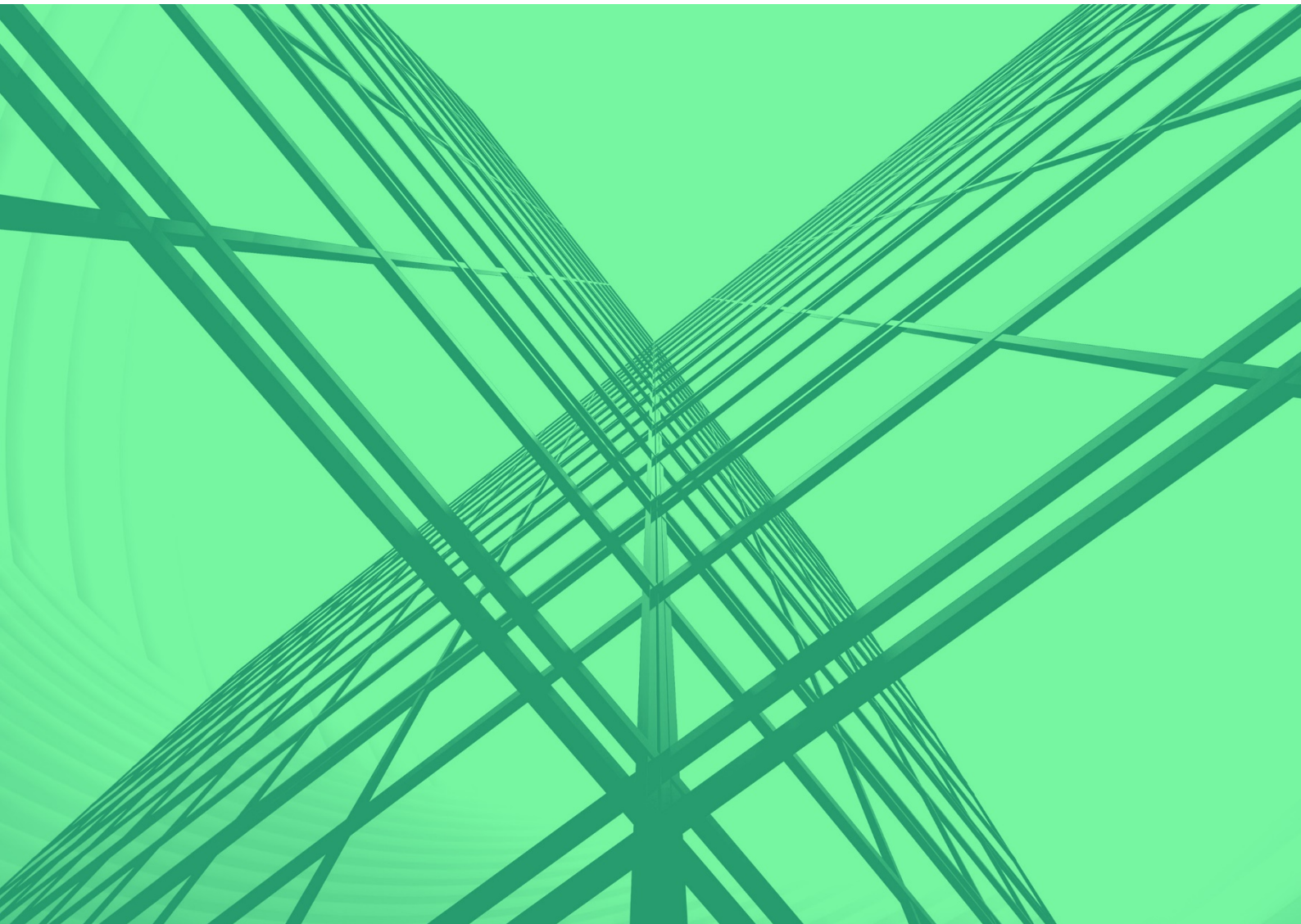


Professional Conduct Manager and Assistant to Board Secretary

CANDIDATE PACK

Full or Part Time

35 hours per week or 28 hours per week over 4 days

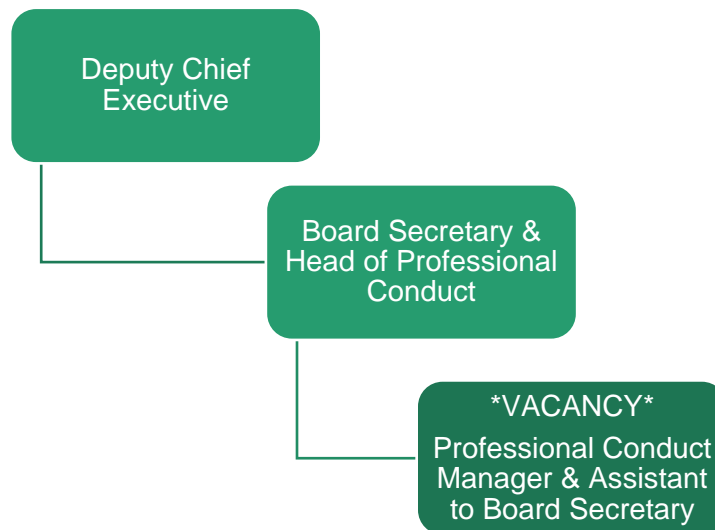


Please Note:

▶ Advertised as 'Professional Conduct Manager'

The Conduct Team

Our professional conduct team are a small team of two that report in to the Deputy Chief Executive.



The Institution has nearly 32,000 members working worldwide. We're a prestigious Institution and our Royal Charter gives us the power to devise, promulgate and enforce high standards of professional conduct for our members through the Professional Conduct Committee ("the PCC"). The PCC meets five times a year and it will be your responsibility to ensure the processes they carry out are managed effectively.

You will manage the Institution's complaints process in accordance with our rules and regulations, exercising judgement on jurisdiction; preparing and compiling case papers for each complaint for adjudication by the PCC. Organisation and attention to detail is key to ensure everything is logged and filed accurately and in accordance with GDPR.

As the first point of contact for our members and their clients, you will provide guidance, as appropriate, on the complaint process and review submissions to ensure they meet the required format. Exceptional interpersonal skills are essential, as is being able to deal with challenging situations empathetically, confidentially and with discretion.

Part of this role will also include assisting with the preparation of papers and correspondence for Board (four times annually), Council (twice annually) and the Nominations Committee (twice annually) meetings. Your manager will act as secretary to these with you proactively supporting by circulating agendas beforehand, and afterwards checking agreed actions have been carried out and updating necessary parties.

A professional approach and the ability to work under pressure and sensitively is crucial as you will be managing confidential information and working with executive level professionals daily.

We are looking for someone who is able to work autonomously in small team, who is self-motivated and with a passion to deliver organisational improvement.

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

Organisational Structure page 11

Job description and person specification

1. Job details

Job title:	Professional Conduct Manager and Assistant to Board Secretary
Reports to:	Board Secretary and Head of Professional Conduct
Date:	May 2019
Location:	The Institution's HQ, London or elsewhere as reasonably required.

2. Job purpose

To manage the processes carried out by the Institution's Professional Conduct Committee ("the PCC") and any constituent panels so that collectively they effectively fulfil their obligations to the Institution's Trustee Board.

To support the Board Secretary and Head of Professional Conduct in all administration functions relating to the effective operation of the Board, Council and relevant constituent committees within strict regulation parameters and abiding by the charity status of the Institution.

3. Role and responsibilities

Professional Conduct (approximately 75 % of role)

1. Be the first point of contact for enquiries from members, their clients and others relating to professional conduct and the disciplinary process in the context of the Institution's code of conduct and supplementary guidance notes. This includes logging and responding to all correspondence and providing initial guidance on matters of professional conduct and the disciplinary process.
2. Manage the complaints process in accordance with the Institution's Regulations and Procedural Rules including:
 - i. Reviewing preliminary submissions and making a judgement as to whether complaints fall within the jurisdiction of the PCC and whether these submissions are made in the correct format as prescribed by the Institution's Complaints Procedure, reformatting where required.
 - ii. Progressing the complaint in accordance with Regulations whilst recognising the individual circumstances pertaining to each case.
 - iii. Prepare and compile case papers for each complaint for adjudication by the PCC within prescribed timescales.
3. Undertake administrative and secretarial duties for PCC meetings including the preparation and circulation of paper, minute taking, completion of action points where appropriate, filing and booking rooms.

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. Respond to Logo licence queries. Approving, processing and issuing licenses for member applications.

Board, Council and the Nominations Committee (approximately 25 % of role)

1. Undertake administrative and secretarial duties for Board and Council meetings including the preparation and circulation of papers, checking that agreed actions are carried out, filing and booking rooms as appropriate.
2. Liaise with the Events Team as necessary for the organisation of Board away days and Council dinners including venue sources and booking, coordinating catering/travel as needed, sending out information etc. Organise all practical arrangements for Board and Council meetings held at Head Office.
3. Be the first point of contact for Board and Council correspondence; filing all correspondence received and copies of replies sent; and support reporting the activities of the organisation and future programmes to members.
4. Assist, as directed, with the administration for election processes in support of the work of the Nominations Committee. This will include circulating agendas and papers, sending out approved minutes and checking that agreed actions are carried out.

4. General responsibilities

1. Network and build positive working relationships, attending relevant conferences, as required.
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 – Board and Council.
2. Panel and committee members and task group members, in particular members of the PCC (Professional Conduct Committee) and Nominations Committee.
3. All employees of the Institution, particularly the Executive Leadership Team.
4. Members of the Public, Other Bodies and Lawyers etc.

6. Knowledge, skills and experience required

Criteria	Essential/Desirable
<u>Qualifications and Knowledge</u>	
Excellent standard of education with a degree or appropriate equivalent vocational qualification.	E
Membership of an appropriate professional body.	D
Knowledge and understanding of codes of conduct and disciplinary procedures in a professional context (ideally in an engineering body).	E (D)
An understanding of the roles and responsibilities of a board of trustees and reporting requirements in a charitable status organisation.	E
An understanding of a professional institution, membership or licensing/regulatory body environment, specifically committee, panel and working group structures.	E
Knowledge of GDPR and other organisational compliance regulations.	E
<u>Skills</u>	
Excellent organisational and prioritising skills, able to work independently with minimal supervision and with a systemised/methodical approach to managing multi-stream activity.	E
Excellent 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
Able to make judgements and decisions against a set of rules and procedures.	E
Ability to work under pressure to meet tight deadlines and sensitively support executive level professionals when they are under pressure/stress.	E
Excellent written and oral 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 Intermediate/Advanced standard	E
Understanding and practical use of CRM (ideally Integra).	E (D)

Criteria	Essential/Desirable
Experience	
Working in a professional or regulatory body (particularly in the field of conduct or similar).	E (D)
Being the first point of contact for all enquiries and able to respond to some more complex issues, providing first level advice on the process of conduct cases, or similar.	E
Making judgements and decisions against a set of rules and procedures.	E
Working effectively in a senior team which deals with complex caseloads and providing all the administrative support this needs such as, compiling case packs and ensuring these and all correspondence are accurately recorded and filed.	E
Using integrity and discretion in the handling of highly confidential and sensitive information.	E
Producing complex documentation for circulation.	E
Managing enquiries from a variety of sources, including the general public and those for whom English is not their first language.	E
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. Diary management being a crucial aspect of this role.	E
Relationship building with internal and external stakeholders at high level.	E
Office administration, including processing invoices and expenses.	E
Other	
Flexibility to adjust working days/times and sometimes location to meet the needs of the role and practical needs of the organisation, particularly Board, Council and Committee meetings.	E

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

Salary and package details

Salary: £36,000 - £40,000 per annum FTE subject to experience
(pro rata for part time hours)

Contract: Full time – 35 hours a week within a flexi-time system
OR part time – 28 hours a week over a minimum of 4 days 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; pro rata annual leave and bank holidays for part time hours
- 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.

Applicants should also submit a covering letter advising whether they would like to be considered for a full time or part time contract. If the applicant wishes to be considered for part time hours, they should outline the days they propose they could work.

All applications should be sent 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 selection process will consist of a job-related assessment followed by a face to face interview with the manager for this post (Board Secretary and Head of Professional Development) 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.

A second interview or assessment may be applicable.

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

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.

For more detailed information about the Institution please visit our [website](#).

Organisational Structure

Effective from 01/08/2019

