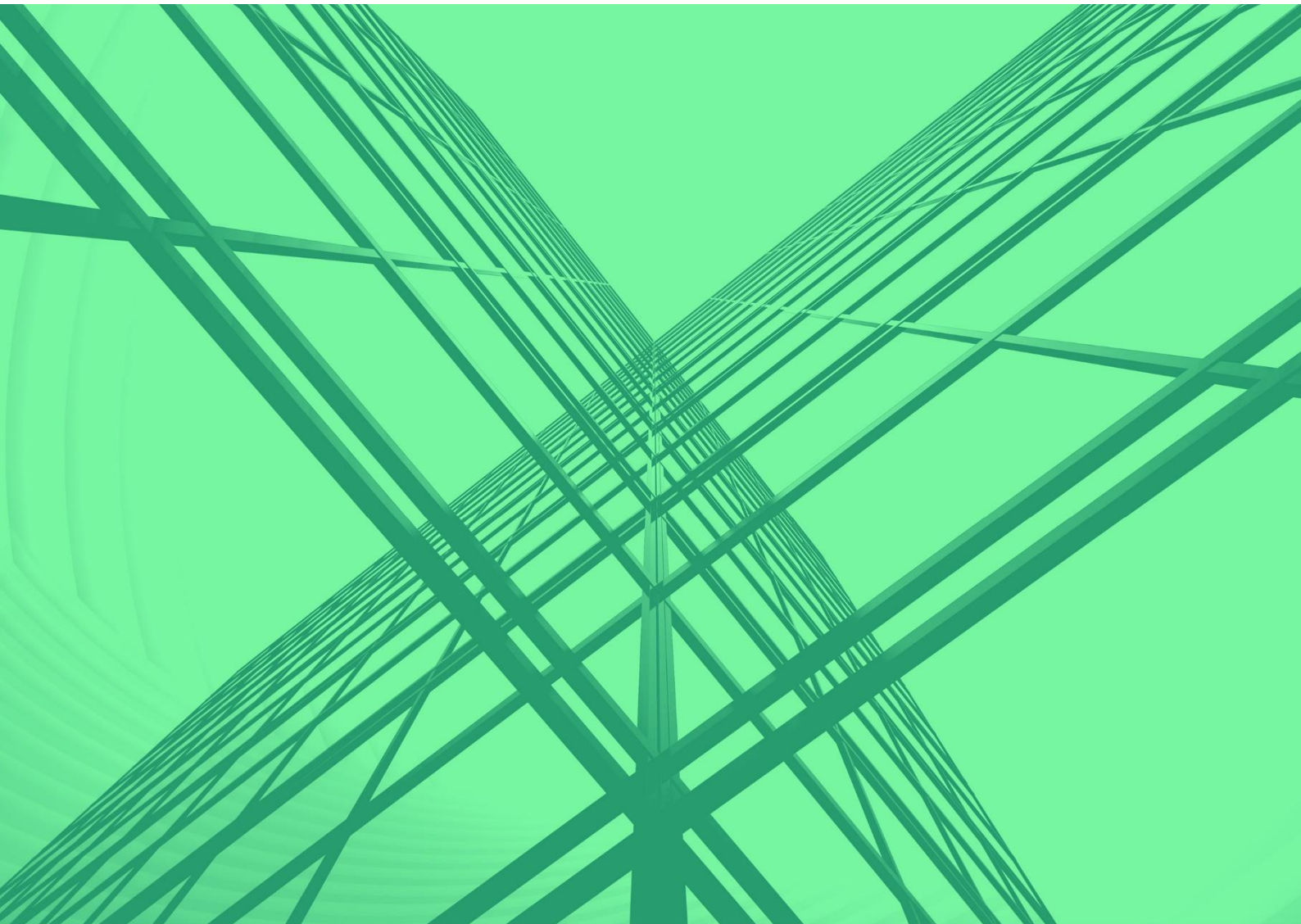


Registration Schemes Executive

CANDIDATE PACK

Part Time

25 hours per week over 4- or 5-days including Thursday & Fridays



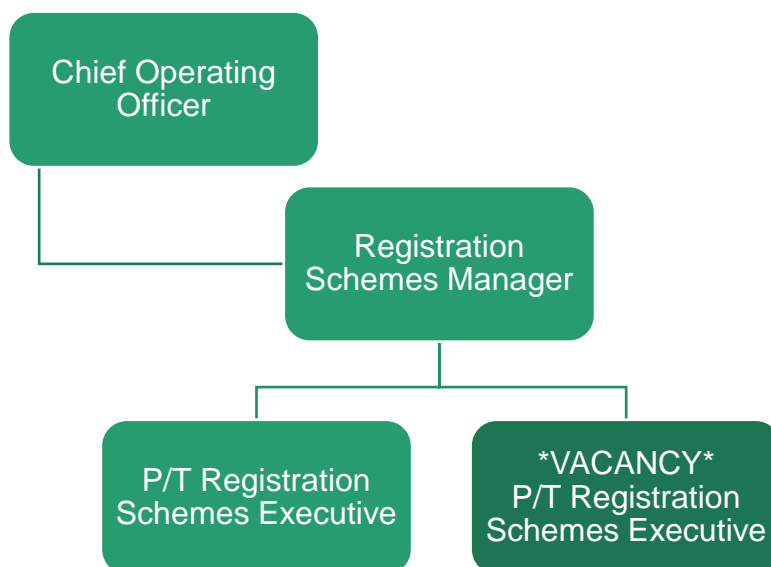
Please Note:

▶ Advertised as 'Scheme Support Officer'

The SER Team

Our Structural Engineers Registration (SER) team are a small team of three reporting to the Chief Operating Officer.

In order to ensure that we provide the best possible service to current and future members of our schemes, we have introduced a second part-time Registration Schemes Executive. You will be supporting a full-time Registration Schemes Manager and another part-time Registration Schemes Executive who currently works 21 hours a week over 3 days. To ensure adequate cover for the team, it is a requirement of the role to be able to work Thursdays and Fridays.



We currently operate two registration schemes, in Scotland and 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 our SER website](#).

The SER team provide administrative support to the scheme members, resulting in a truly varied workload. You will be supporting the Registration Schemes Manager with secretarial activities, including preparing agendas and distributing papers. Exceptional organisational skills are imperative to ensure meetings run smoothly. As you develop in your role, there will be scope for you to take on more of these duties as appropriate. You will also take the lead on basic financial processes for the SER team to ensure budgets are accurate.

The team works collaboratively, and you will thus also cover for other key tasks required to ensure continuity. Your IT skills should be to an intermediate level, especially in Excel, and you should ideally have experience of using a CMS to manage and maintain a website.

We're looking for someone who has experience of delivering administrative support within a membership environment. This should include experience of acting as first point of contact and being reactive to provide information and guidance on complex queries. It's crucial that you have exceptional customer service skills with a client-focused and professional approach.

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:	Registration Schemes Executive (Part time – 0.71 FTE)
Reports to:	Registration Schemes Manager
Date:	November 2019
Location:	The Institution's HQ, London or elsewhere as reasonably required.

2. Job purpose

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

To provide administrative support to the SER team and the Registrations Schemes.

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

3. Role and responsibilities

1. Support the Registration Schemes Manager in secretarial activities for the SER Board, SRB and JRB, to include preparing and distributing papers and agendas; to deputise for the Registration Schemes Manager as Secretary to the SRB/JRB as required.
2. Check and process invoices from suppliers and contractors and monitor payments against cost codes.
3. 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.
4. Support the Registration Schemes Manager with administration relating to the auditing of Approved Certifiers and Approved Bodies.
5. Manage and develop website content ensuring information about the Registration Schemes is always up-to-date, relevant and easily accessible to the members.
6. Identify and prioritise issues with the website and admin system and log these with relevant external web developers.

7. Provide regular membership data to the Scottish Government Building Standards Division and any other relevant stakeholders, managing this process and queries relating to it.
8. Process applications to join the registration schemes within set timeframes, dealing with them in a professional manner, liaising with all stakeholders and following through the process.
9. Process membership renewals for Approved Bodies and Certifiers, ensuring all relevant documentation has been submitted.
10. Process application, renewal and certificate payments issued under the Schemes.
11. Support the process of submission of Continuous Professional Development (CPD) evidence from Approved Certifiers and provide information and/or support where the process has not been adhered to.
12. Assist the Registration Schemes Manager in the potential development of other Schemes of Certification.
13. Support the Registration Schemes Manager with the regular review of information and guidelines relating to the registration process, renewals, audits and continuous professional development requirements making sure they are up to date, informative and accessible to all current and future members of the scheme in a variety of formats.

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 Institution.
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 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	
Delivering administrative support (gained in a professional membership body or similar)	E (D)
Providing information on complex issues to enquirers via email and/or over the telephone, including escalating as necessary	E
Writing agendas, minutes and reports, ideally gained by providing a secretariat service to a committee	D
Checking and processing invoices and monitoring payments against cost codes	E
Managing content for websites.	E
Providing regular performance statistics or similar.	E
Other	

Criteria	Essential/Desirable
The job holder may be required to travel in the UK to meetings, which may include an overnight stay.	D

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

Salary and package details

Salary: £25,000 – £28,000 per annum FTE subject to experience
(pro rata for part time hours)

Contract: Part time – 25 hours a week over 4 or 5 days (including Thursday and Fridays)
within a flexi-time system

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

From the join date:

- Pro rata of 23 days annual leave per annum plus pro rata of bank holidays for hours worked, rising with service
- 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 and cover letter demonstrating how they meet the knowledge, skills and experience required for the role as depicted in the job description.

It is a requirement of the role to be able to work Thursdays and Fridays. Your cover letter should specify which days and hours you propose to work over the remainder of the week.

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 on a permanent basis.

The selection process will consist of a job-related assessment followed by a face to face interview with the Registration Schemes 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.

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

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

