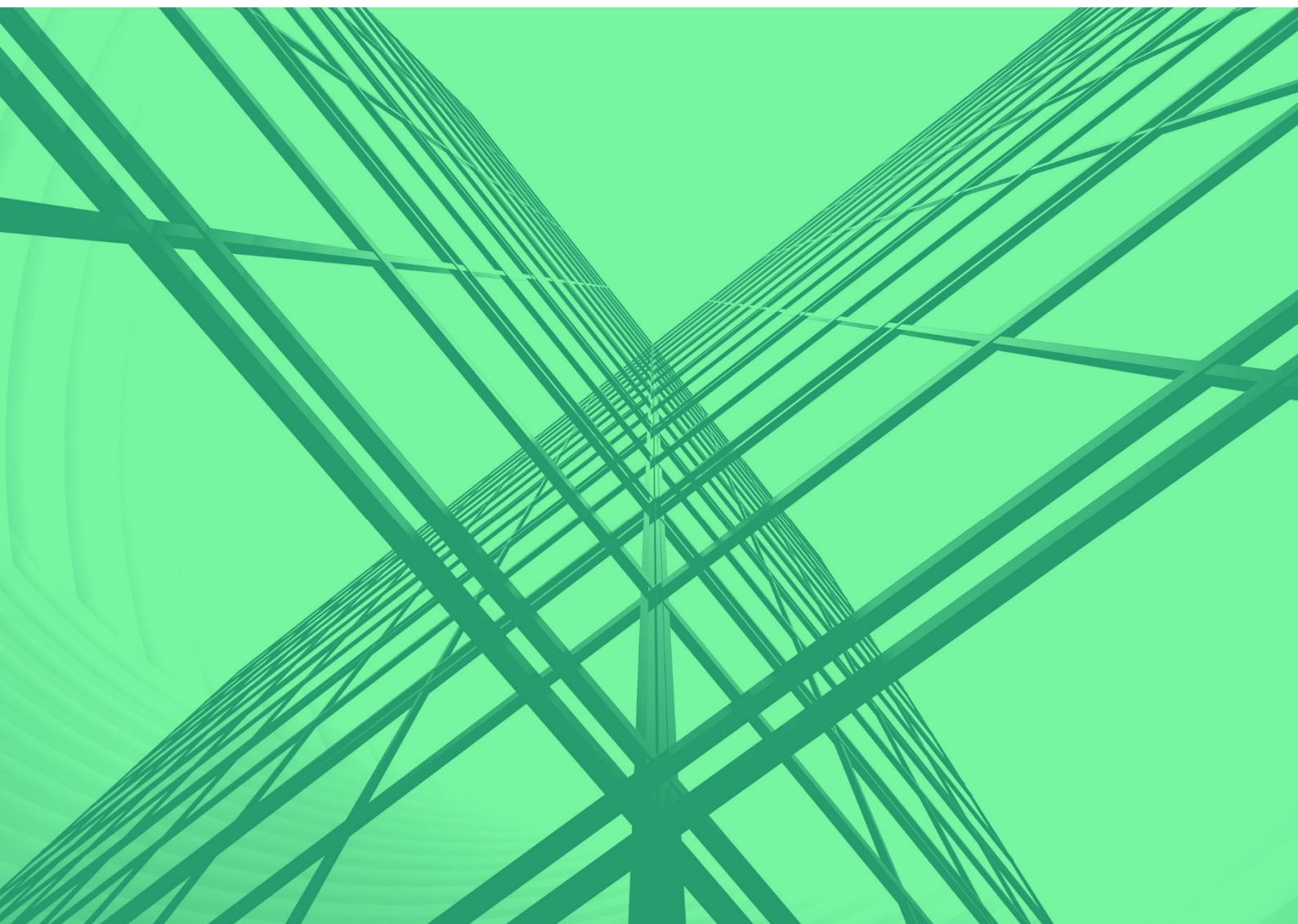


Registration Schemes Manager

CANDIDATE PACK

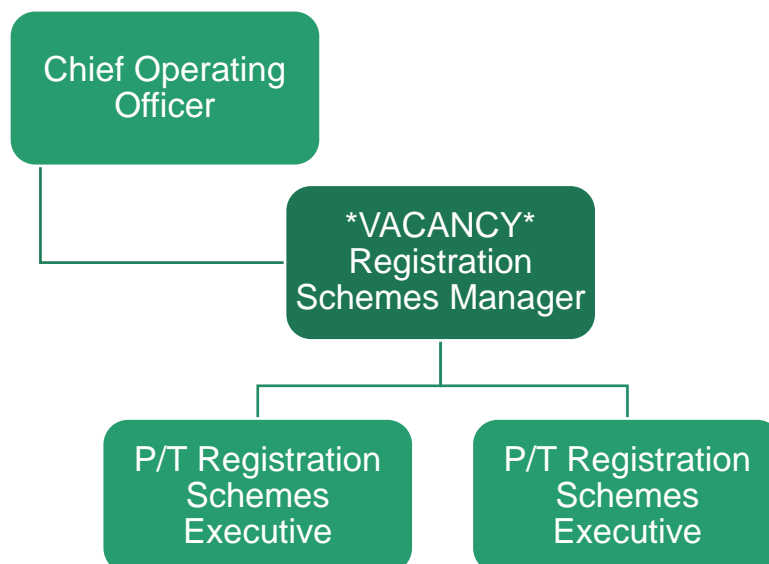
Full Time

35 hours per week



The SER Team

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



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

As Registration Schemes Manager, you will oversee and manage the registration process for individuals and firms who want to join these schemes and ensure that the service delivered by the team is to the highest standard. Previous knowledge and experience of overseeing or managing a registration or certification scheme is highly desirable.

This is an exciting opportunity to work with the Chief Operating Officer and SER Board Director with the development of our current schemes and the potential introduction of future schemes.

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

This role has many facets that the successful candidate will be involved in, from managing the team to acting as Board Secretary to the SER Board. Part of this role will also include acting as Head of Certification, a role defined in the Scheme Guide, leading on the administration of the scheme, taking on certain critical tasks such as managing complaints, and communicating assessment decisions to applicants made by the SER Board.

In order to succeed, you should have experience of managing an audit process through to delivery, working within a Board structure and be confident in delivering professional secretariat services, and suggesting and delivering improvements to processes and procedures. We're also looking for someone who possesses a professional approach to their work and the ability to work collaboratively with the team and with key 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

Organisational Structure page 11

Job description and person specification

1. Job details

Job title:	Registration Schemes Manager
Reports to:	Chief Operating Officer
Responsible for:	Registrations Schemes Executive (x2)
Date:	September 2019
Location:	The Institution's HQ, London or elsewhere as reasonably required.

2. Job purpose

To lead the administrative team for Structural Engineers Registration (SER) Ltd (a trading subsidiary of the Institution of Structural Engineers).

To oversee and manage the registration process for individuals and firms who want to join the Schemes of Certification of Design (Building Structures) operated by SER Ltd in Scotland, Jersey and any other new areas, to ensure high service delivery standards.

To organize and co-ordinate regular audits of all Approved Certifiers and Approved Bodies.

To act as Head of Certification, liaising with BSD (Building Standards Division, in Scotland) and any other relevant bodies.

To act as Board Secretary to SER Board, preparing papers, agendas, sending out monthly data and accounts.

To lead in the development of other Schemes of Certification with which SER may become involved, as well as any reapplications required.

3. Role and responsibilities

1. Lead and manage the SER administrative team and liaise with consultants, board members, government officials and other relevant bodies. To strive to improve and develop SER schemes.
2. Organise and co-ordinate regular audits of Approved Certifiers and Approved Bodies, within specified timescales. Select the Approved Certifiers and Approved Bodies that need to be audited and assign appropriate auditors from the Registration Boards and the Audit Pool to carry out the task.
3. Ensure auditors have the relevant details and documentation in preparation of those audits and carry out the administration and all correspondence and further tasks relating to the outcome.

This may include outcome notifications, assigning mentors where failings have been identified, suspensions or terminations of membership.

4. Maintain strong relationships with the Scottish and Jersey Registration Boards and any other relevant boards.
5. Oversee and where necessary support the processing of applications to join the SER Scheme as well as renewals and payments within set timeframes.
6. Deal with appointments to the Registration Boards and audit pool.
7. Lead on the complaints and disciplinary process, including identifying any potential improvements to the procedures.
8. Manage, with support from suitably qualified engineer as needed, audit outcome correspondence.
9. Lead communications from SER, to include, but not limited to; blogs, website updates and promotional material.
10. Liaise with Directors, sending out ratification lists; recommendations from audits and communications around suspensions.
11. Lead all processes on a periodic basis and look for improvements.
12. Oversee the submission of Continuous Professional Development (CPD) evidence from Approved Certifiers.
13. Oversee all administrative processes including the submission of Continuous Professional Development (CPD) evidence from Approved Certifiers.
14. Line manage the team.
15. Work with the Chief Operating Officer in budget preparation and reforecasting for the SER department. Managing the day to day finances of the business.

4. General responsibilities

1. Lead team meetings.
2. Develop and grow personal knowledge and expertise of the Schemes of Certification and the Building Control processes in Scotland and Jersey. Make suggestions for improving processes, systems etc. which support the efficiency and stability of the Institution.
3. Comply with all Institution Policy and Procedures.
4. 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 SER Board, Scottish Registration Board, Jersey Registration Board and Audit Pool.
3. All employees of the Institution.
4. Employees of the Scottish Government Building Standards Division and States of Jersey Planning and Environment Department, when required.

6. Knowledge, skills and experience required

Criteria	Essential/Desirable
<u>Qualifications and Knowledge</u>	
Educated to degree level or equivalent.	E
Experience of a registration scheme.	Highly D
Exposure to engineering practice in construction.	D
Knowledge of Building Regulations and Building Control Processes.	D
Knowledge of Continuous Professional Development (CPD) processes.	D
<u>Skills</u>	
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 including professionally qualified volunteer Chairs/panel.	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/Advanced standard	E
<u>Experience</u>	
Overseeing/managing a certification scheme or similar (ideally gained in a membership body or regulator or similar).	Highly D

Criteria	Essential/Desirable
Managing an audit process through to delivery of outcome and providing support where targets have not been met.	E
Working within a Board structure and delivering secretariat services, working with Chair to prepare agendas, produce minutes, letters and report writing.	E
Processing of applications submitted through an on-line web-based system.	D
Managing the processing of CPD submissions or similar.	D
A proven track record of meeting targets and delivering improvement through the management of staff, member and external stakeholder resources.	E
Managing and regularly improving processes.	E
Drafting and producing guidance material to support processes or similar.	E
Managing and leading a small team - conducting appraisals, providing feedback, training and support etc.	E
Managing stakeholders.	E
Budget preparation, reforecasting and management.	E
Other	
The job holder will be required to travel in the UK to meetings, particularly in Scotland, which may include an overnight stay.	E

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

Salary and package details

Salary: circa £42,000 per annum dependant on 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; 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 an 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.

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 is likely to consist of a job-related assessment followed by a face to face interview with the manager for this post (Chief Operating Officer) 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.

Candidates successful at first interview will be invited for a second interview or assessment with the Chief Operating Officer and Deputy Chief Executive.

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

