

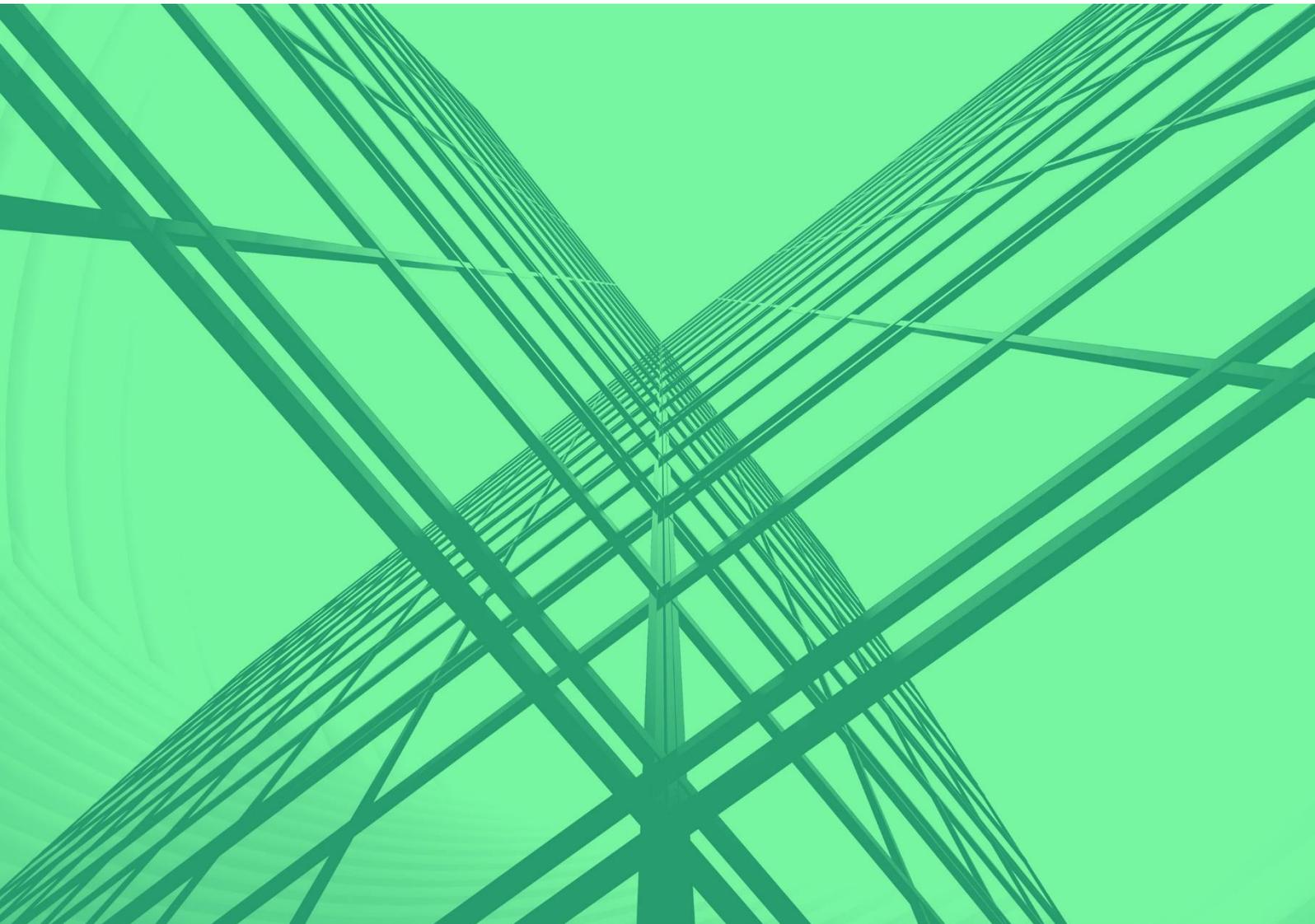
# Memberships Applications Supervisor

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**CANDIDATE PACK**

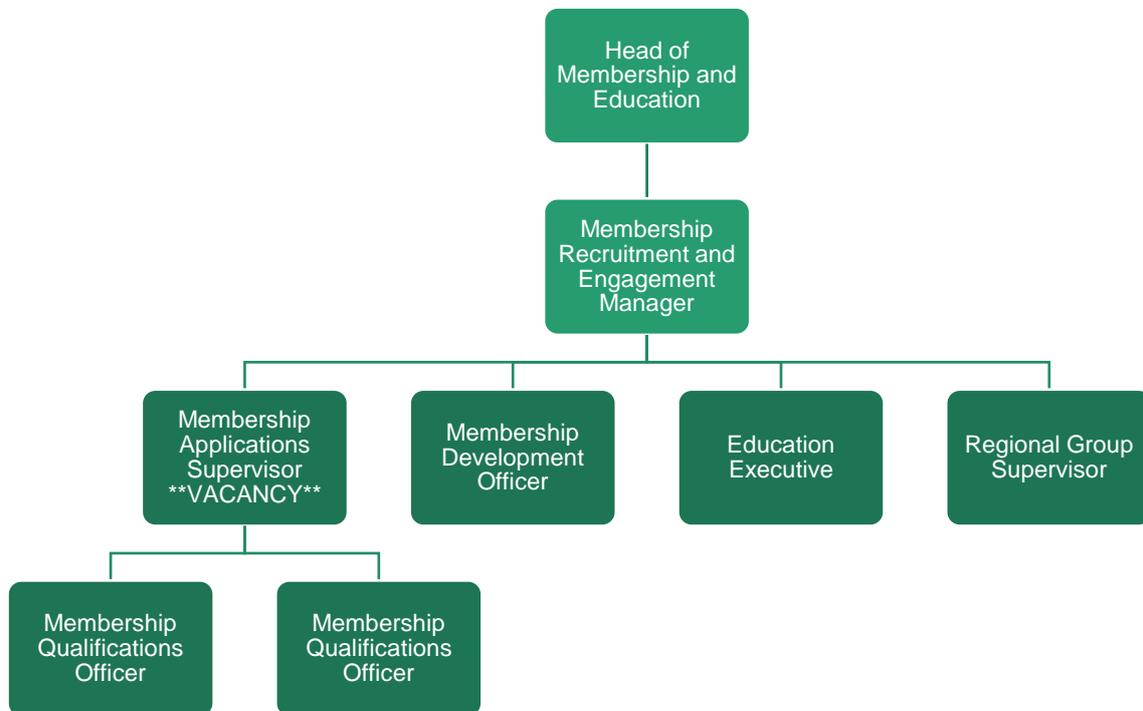
Full Time

35 hours per week



## The Membership Applications Team

The small team of three sits within the broader Membership Recruitment and Engagement Team which reports into the Head of Membership and Education.



The role of the Membership Applications Supervisor is twofold. Firstly, the role holder will have responsibility for supervising the work of the two Membership Qualifications Officers, ensuring that all applications are processed within agreed timeframes and in an accurate manner. Part of this will also be to understand and review the processes that are followed by the team, making improvements where appropriate. Secondly, the Supervisor will manage the development and implementation of the Institution’s policy in relation to Continuing Professional Development and will work collaboratively with other teams within the organisation to ensure the completion of all activities associated with the mandatory review cycle.

## 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.

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## **Job description and person specification**

### **1. Job details**

<b>Job title:</b>	Membership Applications Supervisor
<b>Reports to:</b>	Membership Recruitment and Engagement Manager
<b>Responsible for:</b>	Membership Qualifications Officer (x2)
<b>Date:</b>	July 2022
<b>Location:</b>	The Institution's HQ, London or elsewhere as reasonably required.

### **2. Job purpose**

To supervise the work of the Membership Applications team, ensuring that a high level of service is provided to members and potential members, through the processing of all types of applications in a timely and accurate manner.

To regularly review membership application procedures, ensuring they are fit for purpose and are being followed by the team.

To manage the development and implementation of the Institution's policy in relation to Continuing Professional Development, including all activities associated with the annual cycle of mandatory CPD reviews.

### **3. Role and responsibilities**

#### **Supervisory duties**

1. To undertake the line management of the Membership Qualifications Officers, including setting and monitoring targets, carrying out quarterly performance reviews and supporting their training and development.
2. To regularly review the departmental procedures to ensure they are fit for purpose, implementing changes/improvements where needed.
3. To oversee and approve the production of formal lists for the reporting membership movements, such as elections, resignations and reinstatements.
4. To oversee the Membership Qualification Officers' secretariat duties for the Application and Professional Review Panel and the Academic Qualifications Panel, ensuring that paperwork is prepared on time and to a high standard.

**CPD duties**

5. To manage the implementation of the Institution's CPD policy, including the annual mandatory CPD review cycle, overseeing the calendar of reminder activities to maximise submissions.
6. To monitor and analyse the rate of CPD returns and to implement additional actions to encourage submissions when needed.
7. To facilitate the review of all CPD returns, both mandatory and voluntary, in a reasonable timeframe and to undertake the recruitment and training of new CPD Reviewers.
8. To act as secretary for the Professional Development Panel, including the production of agendas, papers, minutes, reports and the completion of tasks/actions as directed by the Panel.
9. To act as the first point of contact for any queries relating to CPD and to respond to queries in a timely manner.
10. To oversee the annual process of lapsing CPD non-submitters including the production of reporting lists, creation and sending of lapse letters, and subsequent messaging as part of a win-back campaign.

**Other duties**

11. To manage the Membership Inbox, assigning emails to the relevant team member and ensuring that queries are answered in a timely manner.
12. To liaise with the Engineering Council on registration issues and to oversee the production of the reports for registration of new members.
13. To act as secretary to the Membership Committee, advising them on the Institution's strategic goals and guiding on topics of discussion. Also, to provide administrative support including the production of agendas, papers, minutes and reports.
14. Support the Membership Recruitment and Engagement Manager in meeting departmental targets.
15. To oversee and coordinate the audit requirements within the Department, ensuring that annual application audits take place and that any actions are followed up.
16. Develop an in-depth understanding of academic qualifications and a broad knowledge of routes to membership.
17. Undertake university visits via the Joint Board of Moderators, acting as visit secretary, developing a broad understanding of the education environment.
18. To represent the Institution at appropriate internal and external events to promote the routes to membership.

#### **4. General responsibilities**

1. Attend and participate in team meetings
2. Work collaboratively with other departments of the Institution
3. Proactively manage and mentor reportees.
4. To be an active data owner for your department and have accountability for the management of data within your area of responsibility. Implement data governance policies in your department, ensuring compliance and application of best practice
5. Comply with all Institution Policy and Procedures.
6. Any other reasonable ad hoc duties as requested.

#### **5. Communications and working relationships**

1. Members and potential members of the Institution
2. The Membership Committee; the Applications and Professional Review Panel; the Professional Development Panel; the Academic Qualifications Panel
3. All employees of the Institution.
4. External Bodies, such as the Engineering Council and other PEIs.

## 6. Knowledge, skills and experience required

Criteria	Essential/Desirable
<b><u>Qualifications and Knowledge</u></b>	
Knowledge and understanding of GDPR and Data Protection and how to apply the legislative framework to internal processes to ensure active compliance and engagement	E
Knowledge of professional registration processes and assessment requirements	E
Knowledge and understanding of a professional institution, membership or licensing/regulatory body environment would be advantageous	D
<b><u>Skills</u></b>	
Excellent written and oral communication skills with the ability to present and explain detailed information clearly and succinctly	E
Experience of producing reports would be advantageous	D
Excellent organisational skills, ability to work independently with minimal supervision and with a systemised/methodical approach to managing multi-stream and complex workloads with the ability to work under pressure to meet tight deadlines	E
Attention to detail, accuracy and ability to check detailed information, able to critique own work and the work of others	E
Excellent interpersonal skills to be client focused with a professional approach to work, colleagues and external contacts	E
Numerate	E
Flexible, resourceful and able to work in a small team, collaborative to work with other departments and with volunteers who make up the committees and panels	E
IT Skills:	
Database knowledge and experience is essential as is the ability to query data and understand the returned information.	E
Intermediate knowledge of the MS Office suite	E
Knowledge of other packages would be advantageous.	D
<b><u>Experience</u></b>	
Ideally the candidate should have at least three years line management experience in a similar position.	D
The candidate should be confident and comfortable working in a busy environment. They should be capable of working alone and as part of a team. They should also be able to self manage and self motivate within a pressurised environment. Due to the nature of this role some flexibility is required as there are peaks and troughs of work.	E

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

## Salary and package details

Salary: Circa £33,000 per annum FTE subject to experience  
(pro rata for part time hours)

Contract: Full time – 35 hours a week within a flexi-time system

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

### Benefits on commencement:

- Life Insurance (death in service benefit)
- Eye care and glasses- eye tests paid for and contribution towards any glasses specific for DSE use
- Access to some parts of the employee assistance programme (UNUM Lifeworks)
- Pension- can join the pension scheme from any date after commencement in Tier one (employer 5%, employee 3% minimum contributions)
- 23 days paid annual leave (increasing with service to 28 days) plus bank holidays and flexi leave

### Benefits from three months:

- Pension- automatic enrolment in Tier one: employer 5%, employee 3% minimum contributions
- Pension- you can request to join Tier two: employer 8%, employee 5% minimum contributions
- Full pay sickness absence up to 65 days in a 12-month rolling period
- Income protection insurance: you may be eligible for this support if you are absent due to sickness for a continuous period of 13 weeks or more, subject to acceptance of the claim
- Full access to our employee assistance programme which includes a discounts and savings platform (Lifeworks)
- Full access to additional health services (e.g. counselling, physio, virtual GP) via an app-based service (Help@hand)

### On successful completion of a 6-month probation period, you will be eligible to the following optional benefits:

- Private medical insurance (PMI) currently provided by AXA (voluntary and subject to tax and NI)
- Health cash plan, currently provided by BUPA (voluntary and subject to tax and NI)
- Reimbursement of an agreed and appropriate Membership subscription
- Season ticket loan (non-taxable)
- Paid parental leave at rates of pay higher than statute, subject to service requirements as per the current policies

## How to apply; the recruitment process

Please submit an up-to-date CV and cover letter demonstrating how you meet the knowledge, skills and experience required for the role as described in the job description. The cover letter should be no more than 500 words.

To apply please see our [website](#).

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 Institution does not hold a visa sponsor licence, therefore, applicants who do not have the right to work in the UK and/or require visa sponsorship in order to continue working in the UK cannot be considered.*

The selection process will consist of a job-related assessment followed by a face-to-face interview with the Head of Membership and Education 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. The second stage of the selection process will be a face-to-face interview with the Head of Membership and Education and the Deputy CEO.

We want to support you. If you require any reasonable adjustments during our recruitment process, this could be for the application, assessment and/ or interview, please let us know as soon as possible so that adequate provisions can be made for you.

## **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](#).

## Our Work

### Climate Change

The climate emergency is the greatest threat to our planet. Structural engineers have a responsibility to help mitigate its effects by changing the way buildings and infrastructure are designed, commissioned and constructed. The Institution, our [Climate Emergency Task Group](#) and [Sustainability Panel](#), supports these vital efforts through its role as an international centre of knowledge, sharing information and opinion with its membership and beyond.

### Resilience

The Institution support the efforts to build [resilient](#) communities- taking measures to avoid, reduce, resist and aid recovery from extreme events including Tsunamis, flooding, explosions and seismic events. Our [Humanitarian and International Development Panel](#) as well as our [Seismic and Dynamic Events Panel](#) includes experts from regions around the world. They help structural engineers confront the challenges faced by the poorest and most vulnerable people and progress activities to support the development and understanding of seismic and resilient design.

### Safer Structures

Structural engineers consider the safety of structures from design and construction through to operation and demolition, in accordance with local legislation. The [Institution of Structural Engineers](#) along with [CROSS](#) investigates failures and near misses (including [Grenfell](#)) in order to share knowledge and insight to Structural Engineers to avoid any potential or future disasters.

### Young Members

IStructE is committed to ensuring the profession of Structural Engineering is accessible to everyone. We offer tailored visits, events and networking opportunities to our [young members](#) to help them get support at a crucial time in their career. Our values extend to our work in [education](#) that encourages young people from diverse backgrounds to choose and access structural engineering careers.

### Support

Our [Benevolent Fund](#) offers support to current and former IStructE members and their dependants going through tough times who may need financial support. Partnered with Anxiety UK, our members will also be able to quickly access therapeutic support if needed and have access to a range of learning materials to support managers and their staff on mental health awareness.

# Organisational Structure

