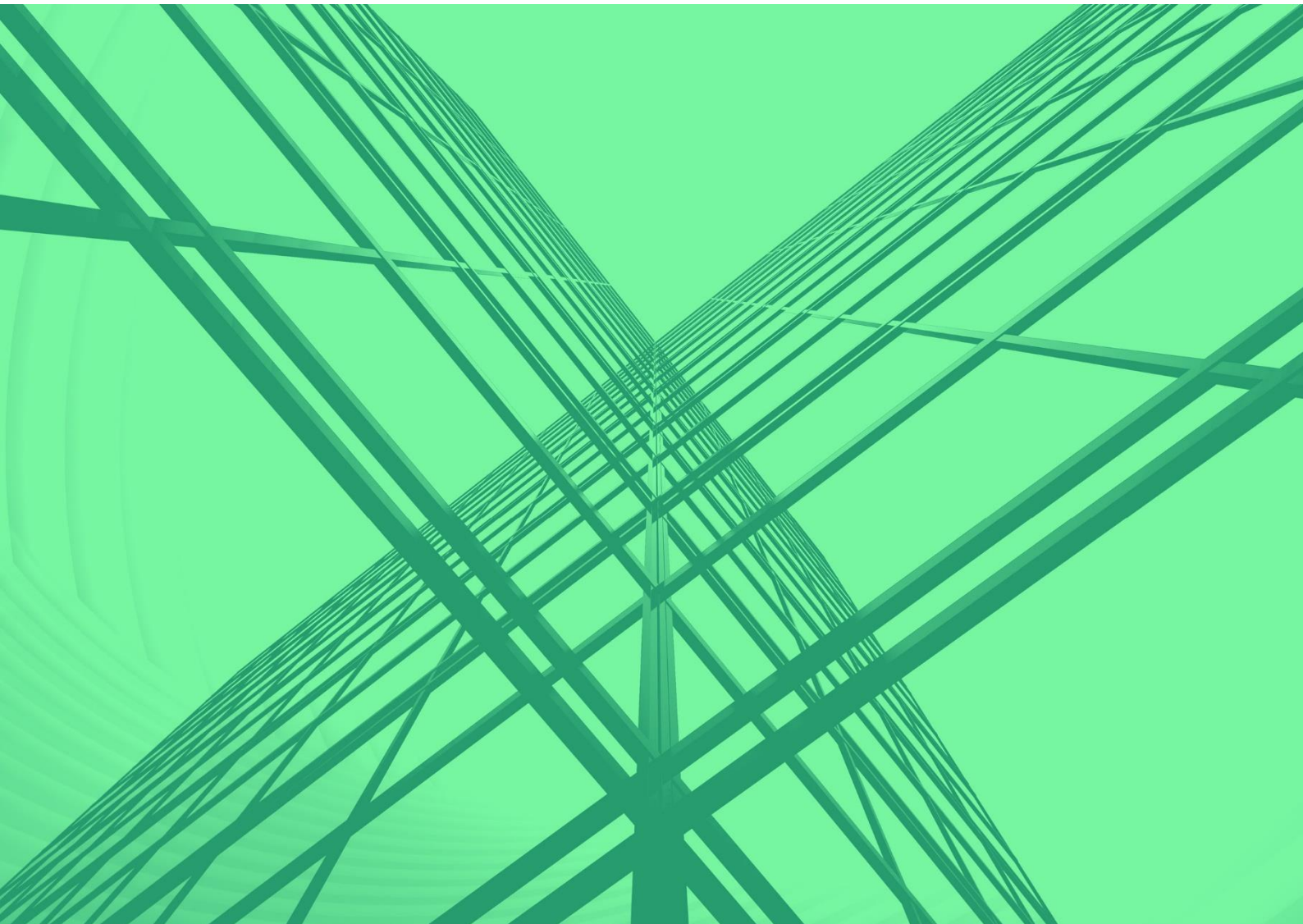


Membership Recruitment and Engagement Manager

CANDIDATE PACK

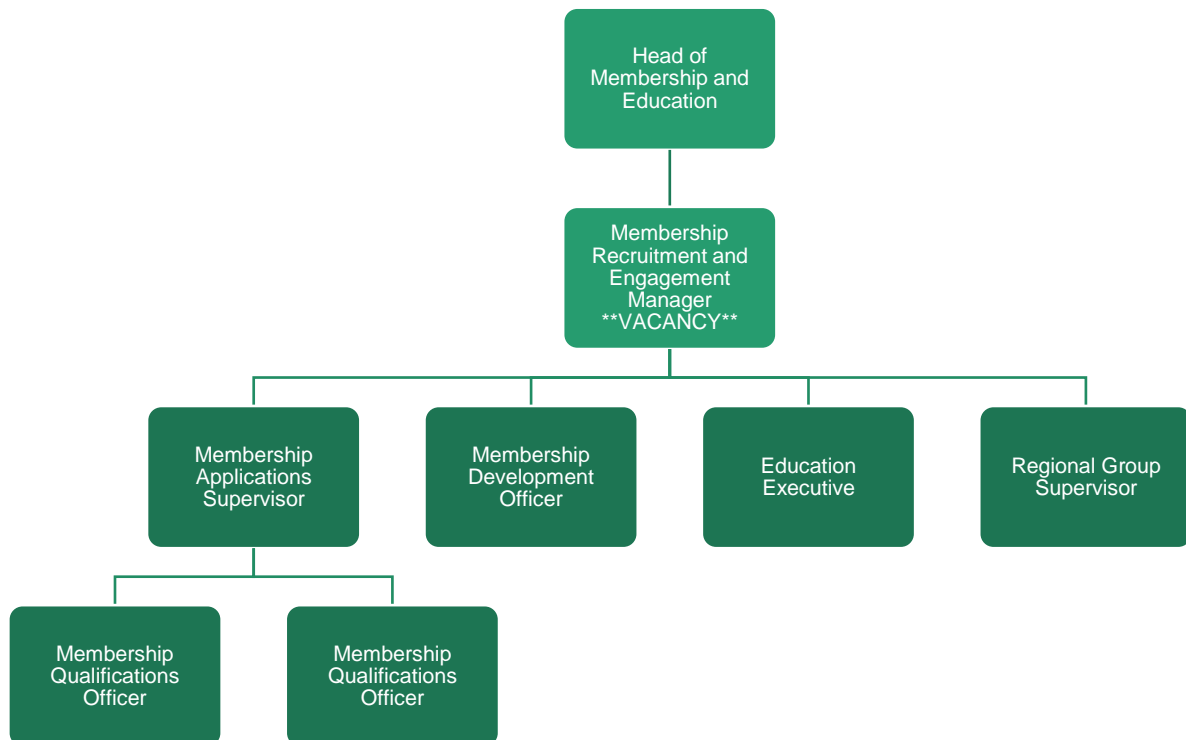
Full Time

35 hours per week



The Membership Team

Our Membership Team comprises seven people and reports in to the Head of Membership and Education.



The Membership Recruitment and Engagement Manager will be responsible for bringing together various elements of the membership journey, from initial engagement at university, through to professional registration and engagement with Regional Groups and local member support. The manager will take a strategic role in ensuring membership growth and retention, as well as enhancing engagement with both members and non-members, working collaboratively with other Institution teams develop new services and materials. They will be responsible for overseeing operational activities across the team to ensure that targets are met, and strategies are implemented.

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 - 8

Salary and package details page 9

How to apply page 10

More about us :

Our organisation, governance and values page 11

Organisational Structure page 13

Job description and person specification

1. Job details

Job holder:

Job title: Membership Recruitment and Engagement Manager

Reports to: Head of Membership and Education

Responsible for: Membership Development Officer, Membership Applications Supervisor, Education Executive and Regional Group Supervisor.

Date: August 2022

Location: The Institution's HQ, London or elsewhere as reasonably required.

2. Job purpose

To work closely with the Head of Membership and Education and any other relevant staff/teams to support continued membership growth.

To oversee the operational activities of the Membership Recruitment and Engagement Team to ensure targets are met and strategies are implemented.

To develop and implement proactive member engagement strategies to increase membership recruitment, retention and progression through the membership grades in line with agreed targets.

To improve and enhance engagement with stakeholders (both members and non-members) by identifying and assisting in the development of new services and materials to add value to membership.

3. Role and responsibilities

Membership development and applications activities:

1. Oversee the activities of the membership applications team, providing line management to the Membership Applications Supervisor
2. Set team targets to encourage membership growth across all grades
3. Assist in the development of operating plans including the identification and delivery of new services and materials to add value to the membership proposition.
4. Project manage the implementation of operating plans, which improve member recruitment, engagement and progression through the membership grades, ultimately leading to improved membership retention and overall growth in all grades.

5. Oversee the management of the Membership Committee to ensure that preparation of meeting agendas and papers is on time and of a high standard, and that the appropriate actions are undertaken.
6. Work collaboratively with the wider membership directorate to develop project plans and ensure timely delivery of initiatives
7. Support the Membership Development Officer to increase engagement with all stakeholders, working across the Department to implement the business plan.

Regional Groups activities:

1. Manage the Regional Group Supervisor to oversee and ensure delivery of departmental tasks and objectives. Lead and provide day to day management, proactively resolving any issues.

Education activities:

1. Manage the Education Executive to oversee the delivery of departmental targets and objectives
2. Oversee the management of the Education Committee to ensure that the preparation of meeting agendas and papers is on time and of a high standard, and that the appropriate actions are undertaken
3. Increase engagement with academic communities around the world to improve student recruitment and transfer into Graduate/professional membership. This will involve participation in Joint Board of Moderators (JBM) accreditation visits to universities as secretary, oversight of Student Liaison Officer relationships and monitoring the education environment.

4. General responsibilities

1. Support the Head of Membership and Education in meeting departmental targets.
2. Oversee the Department's relationships with external bodies, particularly the Engineering Council and the various committees which deal with registrations, UK-SPEC standards and Engineering Council Audits. Attend relevant meetings and report back to the Head of Membership & Education accordingly.
3. Maintain an understanding of the academic/employer environment and a broad knowledge of routes to membership.
4. Continuously review and improve processes, systems etc. which support the efficiency and day to day running of the department which support the efficiency and stability of the Institution.
5. Comply with all Institution Policy and Procedures.
6. Any other reasonable ad hoc duties as required.

5. Communications and working relationships

1. Members of the Institution both existing and potential.

2. Committees and panels in particular the Membership Committee and the Education Committee.
3. Employees and other departments within the Institution.
4. External Bodies e.g. universities, JBM, Engineering Council, Royal Academy, Engineering UK and companies.

6. Knowledge, skills and experience required

Criteria	Essential/Desirable
Qualifications and Knowledge	
Educated to degree level or equivalent experience.	E
Knowledge of the professional body/membership/education environment, preferably with an engineering context.	E
Skills	
Excellent organisational skills, able to work independently with minimal supervision and with a systemised/methodical approach to managing multi-stream workload with the ability to work under pressure to meet tight deadlines/targets.	E
Excellent written and oral communication skills with the ability to present and explain detailed information clearly and succinctly to a wide range of audiences.	E
Excellent interpersonal skills with the confidence to work with professionally qualified volunteer Chairs/panel members, internal colleagues and external stakeholders.	E
Flexible, resourceful and self-motivated with a passion to deliver organisational improvement visibility and awareness of the profession.	E
Persuasive and influential, able to build and develop professional networks to promote the Institution's routes to membership, services and activities.	E
Attention to detail, accuracy and ability to check detailed information, able to critique own work and the work of others.	E
IT Skills:	
IT Skills – Word/Outlook/Excel/PowerPoint to Intermediate/Advanced standard.	E
CRM/Database systems	E
Experience	
A proven track record of meeting targets and delivering improvement and new services/materials through the management of staff, member and external stakeholder resources.	E

Criteria	Essential/Desirable
A proven track record of developing and implementing engagement strategies.	E
Working with and influencing stakeholders to achieve organisation goals.	E
Delivering presentations to a variety of audiences with the ability to adapt personal style to engage with the key audience	E
Secretariat experience, working with volunteer chairs, developing agendas, taking minutes and delivering on action points.	E
Supporting budget preparation, management and reforecasting.	E
Managing and leading a small team.	E

Other

The job holder will be required to travel in the UK to deliver presentations, attend meetings and this necessitates occasional overnight stays.

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

Salary and package details

Salary: £44,000 - £48,000 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 line manager for this post (Rebecca Carey, 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 Rebecca Carey and Darren Byrne, 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

