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Interim Director of Membership Services

Department/Division/Faculty:	Imperial College Union
Campus/Location:	South Kensington based within Imperial College Union with a requirement to visit other sites as necessary
Job Family/Level:	£68,005 - £77,703 Professional Services Level 5
Responsible to:	Managing Director, ICU
Line management for:	Student Activities Manager x 2, Representation Manager, Advice Manager, Felix Editor
Key working Relationships (Internal):	ICU Operational Management Group, Officer Trustees, ICU Trustee Board, ICU Senior Management Team
Key Working Relationships (External):	Senior College Staff, College Departments, developing new strategic partnerships
Contract type:	Full-time, Fixed-term

Purpose of the Post

The post-holder provides strategic leadership for the Membership Services directorate and is therefore responsible for the development and implementation of the ICU strategy relating to Student Activities, Representation, Advice, and Policy. The post holder will ensure the delivery and resourcing of operating plans, policy and operating procedures to ensure that the Union delivers its strategic objectives across its Membership Services.

The post holder will ensure that the directorate develops and delivers impactful and inclusive services which champion and enhance the Student Experience at Imperial College. The post-holder will ensure that the Union values of integrity, inclusivity, innovation guide the work of the directorate and will develop and maintain excellent working relationships with internal, College and external stakeholders.

The post holder will be a member of the Union's Operational Management Group and Leadership Team, as such will be responsible for the strategic development of the Union and ensuring that the Union works towards delivering its mission and aims.

Key Responsibilities

1.0 Strategic Management and Leadership

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To contribute to the development delivery of the Union's Strategic Plan and to develop relevant annual and multi year plans for areas of the directorate as appropriate and requested.

To develop, monitor, deliver and review operating and financial plans for the directorate to ensure the delivery of the Union's strategic and financial aims.

To work in partnership with the Officer Trustees and Sabbatical Officers, providing advice, support, coaching and assistance with the delivery of objectives as appropriate.

Along with Officer Trustees and SMT Colleagues to form an effective Leadership Team with collective responsibility for the whole Union.

To take lead responsibility for relevant themes of the strategic plan as requested.

2.0 Staff Management

To lead by example including upholding our values.

To provide leadership, direction and coaching for direct reports and relevant members of the Union

To coordinate the work and monitor the workloads of direct reports and ensure that staffing levels are adequate and efficient.

To undertake performance and development reviews of direct reports, in line with Union policy and to identify individual training and development needs

Along with other Senior Managers, to ensure the ongoing development of the Union staff and officers by leading a learning and development culture.

To, where appropriate, prioritise providing our members with employment when planning the delivery of services, and to ensure that the employment experience for Student Staff provides learning and development opportunities where possible.

3.0 Financial Management

To oversee, via delegated budget holders, budgets for the Membership Services Directorate.

To oversee production of annual budgets in these areas and to report on any variances to these budgets on a monthly basis and as required

To ensure the maintenance of financial controls across the directorate, including full compliance with Financial procedures and any other relevant policies and to provide all information required by the Finance department in a timely manner.

To ensure that best value for money is obtained at all times and to be accountable for the security of all resources, including stock and cash.

To guide staff in best practice in financial management and lead a culture of full compliance to financial procedures.

4.0 Service Development and Delivery

To lead a culture of excellent service, ensuring that all staff treat students and customers in an exemplary manner

To lead a culture of welcoming feedback as an opportunity to develop our standards and services

To develop Service Promises for all service areas, ensuring that they are stretching and achievable, and that all services achieve or exceed these promises

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To develop, in conjunction with relevant Union staff members, Service Level Agreements for services in the Membership Directorate.

To deal with feedback and complaints from customers, members and any other stakeholder in a courteous and efficient manner and to ensure that feedback contributes to the learning and development of the organisation.

To ensure that, where appropriate, services and activities are student-led, and empower students to shape their own experiences.

To work with the Marketing & Communications Team to ensure that the directorate's services are responsive to the developing and diverse needs of Imperial students.

5.0 Health and Safety Management

To have overall responsibility for Health and Safety Matters within the directorate, ensuring that Imperial College Union's Health and Safety Policy and appropriate legislation and best practice is adhered to.

To provide leadership on health and safety management within the directorate and report to the relevant committees as and when required.

To ensure the health and safety of students, services users, customers, staff and visitors to premises at all times.

6.0 Ethical and Environmental Management

To provide leadership of equality of opportunity, challenging discrimination, championing diversity and promoting inclusiveness.

To provide leadership of ethical and environmental issues and compliance with relevant legislation and Union Policy.

To identify and achieve best practice models for ethical and environmental management as appropriate.

7.0 Other Duties

To attend appropriate meetings and develop reports as and when required by the Union.

To abide by the Union's Constitution, Policies and procedures and all relevant College policies and regulations at all times.

To contribute to the positive image of the Union with students, the College and the local community.

To undertake other task and responsibilities compatible with the level and nature of the post as required by the Managing Director.

To carry out the above duties at other sites of the College as necessary.

Training and Professional Development

Imperial College Union considers regular and on-going training as essential to job satisfaction and career development. It is expected that the post-holder will be offered the opportunity to participate in training that is relevant to their duties and the post-holder will be expected to undertake such training as may be reasonably practicable.

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Person Specification

Requirements	Essential (E)/ Desirable (D)
Candidates/post holders will be expected to demonstrate the following:	
Education	
Degree or equivalent	(D)
Appropriate management or professional qualification	(D)
Experience	
Appropriate experience of management and leadership of teams in a Students' Union or similar environment	(E)
Experience of managing multiple budgets	(E)
Successfully building partnerships for the benefit or the reputation of an organisation	(E)
Experience of leading services in a customer and people focused culture	(E)
Experience of working effectively in student or membership led environment	(E)
Knowledge	
A working knowledge of membership-led activities	(E)
Knowledge of trends and best practice in training and development	(E)
Knowledge of trends and networks in Higher Education and Students' Union	(D)
Knowledge of best practice in democracy and inclusion in member led or charitable organisations	(D)
Skills & Abilities	
Ability to work in a complex environment with the skills to develop productive relationships with a range of stakeholders	(E)
Excellent communication skills with the ability to relate to and communicate efficiently with people at all levels	(E)
Sound judgment and the ability to handle competing priorities and a challenging workload in a pressurized environment	(E)
Strong project management skills	(E)

Further Information

Please note that job descriptions cannot be exhaustive, and the post-holder may be required to undertake other duties, which are broadly in line with the above key responsibilities.

[Our values](#) are at the root of everything we do and everyone in our community is expected to demonstrate Imperial:

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- Respect
- Collaboration
- Excellence
- Integrity
- Innovation

Employees are also required to comply with all Imperial policies and regulations.

We are committed to equality of opportunity, to eliminating discrimination and to creating an inclusive working environment for all. We encourage candidates to apply irrespective of age, disability, marriage or civil partnership status, pregnancy or maternity, race, religion and belief, gender reassignment, sex, or sexual orientation. You can read more about our commitment [on our webpages](#).

We particularly encourage applications from Black, Asian and Minority ethnic candidates and Disabled candidates who are currently underrepresented in our workforce.

As part of our commitment to sustainability, every role within Imperial College Union contributes to our environmental and social goals. This includes actively participating in initiatives to reduce waste, conserve energy, and promote eco-friendly practices within every department.

May 2025