

JOB DESCRIPTION

Position:	Member Engagement Officer	Line Manager:	Head of Member Experience
Department:	Directorate of Member Experience & Professional Learning	Location:	Rugby
Job Grade:	C	Date:	August 2024

Role Purpose:

The Member Engagement Officer will guarantee outstanding service delivery for our diverse range of member groups and their committees by taking a lead on formalising operations and driving engagement.

They will ensure compliance with governance requirements and legislation, alongside innovation and continuous improvement for the benefit of our members.

Successful execution of the role relies on the highest degree of professionalism when liaising with high-profile external stakeholders such as Trustees, volunteers, and equally with staff across the matrix in IChemE.

Through providing the highest quality of professionalism and service delivery, you will be a key contributor to achieving IChemE's strategic goal of supporting a vibrant and thriving profession.

Key Responsibilities and Accountabilities:

Essential

Delivering a confident, competent professional service whether in person, in a virtual meeting, or in written correspondence.

Member Committees and Groups

- Drawing on exceptional time management and proficient project management skills to support a large number of groups across our global membership, providing an equal service to all.
- Oversight of committee and group membership including: vacancies, elections, terms of office and maintaining accurate records.
- Developing and ensuring adherence to SOP's, processes, and key documentation, including identifying opportunity for continuous improvement and efficiencies.

- Budget management including forecasting, processing of purchase orders, and ensuring strict spend against budget.
- Robust oversight of annual calendars of activity, ensuring an even spread in terms of topics, timing and geography, and providing expertise on best practice and how to increase engagement.
- Working within the Member Support Centre to provide specialist support where needed, so guaranteeing an excellent customer experience.
- Ownership of relevant pages on the IChemE website and online community groups (IChemE Connect), ensuring a seamless and positive member experience across the board.
- Development of, and compliance with, Service Level Agreements.
- Confidently escalating issues, challenges and opportunities to other members of the team and SLT as necessary.
- Providing an efficient event management service for both online and in-person member events.

Committee Secretariat

Provide a professional and proactive secretariat role to guide and support collaboration across our member communities, supporting them to achieve common goals and drive increased engagement. Working with committee Chairs, senior members and staff the role holder will provide effective and efficient support of committee operations as follows:

- Ensuring an efficient and effective secretariat service through standardisation of processes, documents, storage, and guidance.
- Ensuring accurate records and due diligence of committee membership and terms of office, taking appropriate action where non-compliance is noted.
- Offering sound and trusted advice on established delegations, regulations and policy.
- Ensuring adherence to SOP's, processes, and key documentation, and identifying opportunity for continuous improvement and efficiencies.
- Supporting recruitment, onboarding and offboarding of members into committees
- Efficient and professional meeting management, including production of summary reports for senior Trustees on any items of delegated responsibility.
- Advise on risks and opportunities relating to the committee and business plans.

General

- Provide a confident, competent professional service whether in person, in a virtual meeting, or in written correspondence.
- Advocating for members, ensuring their needs and expectations are met and their voices are heard.
- Deliver strong project management including: planning, time and task management, change management, adaptability, risk management.
- Review, advise and support increased engagement with all member benefits, including making regular suggestions for innovative new products and services.
- Proactively working with internal teams to ensure a regular flow of information to make our voice heard with society and influencers of policy.
- Collaborating with counterparts in other PEIs to share best practice and maintain relevance.
- Compliance with Health and Safety responsibilities will also be an important feature of this role.

Desirable

As part of a dynamic team, there will be many opportunities to demonstrate your broader skills, these include:

- Engagement communications activity e.g. drafting emails; website editing; production of promotional materials; social media posts.
- Acting as an advocate and champion for IChemE at networks, groups and other professional gatherings around the world.

In addition to duties and responsibilities listed above, the employee may be required to perform other duties assigned by their line manager from time to time.

IChemE is an international membership organisation and activities often take place outside of normal working hours. The job holder must be willing to attend and participate in such activities and associated travel. Additionally, the job holder will be required to liaise with colleagues located in different time zones on an adhoc basis to meet the needs of the business.

Person Specification:

Person Specification:

We expect all staff to demonstrate behaviours in the workplace and support our values which are:

- Trusted
- Collaborative
- Agile
- Innovative
- Impactful

Education / Qualifications:

Essential

- Degree level education or 5+ years' work experience
- Relevant professional qualification (or studying towards) in business management, project management, community management, customer service management or similar.

Knowledge and experience:

Essential

- Knowledge and proven experience in a member organisation, corporate, charity or University
- Proven expertise in driving engagement and continuous improvement for the benefit of the end user (members in this case)
- Evidence of proactive management and applying due diligence
- Involvement in budget management, forecasts and management accounts
- Experience of working with members, volunteers and communities of practice
- High level of IT literacy including common Microsoft Office applications, website content management systems, Teams on-line conferencing, web-meetings and bespoke membership/customer databases

Desirable

- A sound understanding of the role of a professional membership organisation

- Experience contributing to evaluation and assessment of impact

Specific skills and personal attributes:

Essential

- Polite and courteous manner with the ability to handle customer service matters professionally
- Looks for ways of improving on current procedures and working practices
- Reliable and remains calm under pressure
- Identifies the key elements of a problem and proactively seeks solutions
- Excellent written, verbal and communication skills
- Strong attention to detail, with an excellent level of accuracy
- Analyse costs and statistics to make informed decisions and use cost effective methods to achieve results
- Able to work successfully as part of a team, as well as individually
- Develops good working relationships with other departments and consults/shares information when necessary
- Consults others to assess the potential impact of decisions on other areas
- Responds promptly and effectively to changes in priorities and deadlines
- Confident, polite and assertive with stakeholders at all levels
- Looks for further ways in which IT can help do the job more effectively
- Plans ahead, sets realistic timetables, allowing time for dealing with unforeseen problems
- Keeps up to date with changes and developments which affect their area of work and openly shares information with colleagues.

Work Pattern and any other specifics:

Full Time / Part time

37.5 Hours per week (Monday – Friday)

Based at IChemE offices in Rugby but frequent business travel will be involved.

IChemE is an international membership organisation and the job holder will be regularly required to liaise with colleagues located in different time zones to meet the needs of the business. The role holder must be willing to work flexibly to attend and participate in such activities and associated travel.

Reviewed By:	Dr Rachel Bibby	Date:	August 2024
---------------------	-----------------	--------------	-------------