

Job Description – Member Development Officer
(Full time – 37.5 hours per week)



Reporting to: Membership Manager

Location: Hybrid - up to 50% of the hours may be worked from home.

Purpose of the post: The Chartered Institute of Ecology and Environmental Management (CIEEM) is the professional membership body for applied practitioners of the science of ecology and environmental management. CIEEM aims to be widely recognised as the leading professional membership body for ecologists and environmental managers in the UK, Europe and beyond. This post plays an important role as part of the Membership team in coordinating the development of activity related to the progression of individuals through their membership journey.

Key Result Areas:

1. Member Development

- a. Develop, propose and implement initiatives to promote increasing competence and progression of members through all membership grades, including to Chartered status.
- b. Coordinate the production of resources to inform and support members in understanding the processes related to personal development and progression.
- c. Identify and plan activity to engage in a timely and effective way members that are required to upgrade as part of their member journey.
- d. Monitor the effectiveness of development activity and adapt as appropriate.

2. Membership Administration

- a. Administer the outcomes of an agreed proportion of unsuccessful applications to assessed membership grades and provide useful and constructive feedback to applicants.
- b. Organise Professional Review Interviews (PRIs) for applicants to Chartership and administer outcomes.
- c. Support the recruitment, induction and training of Chartership PRI interviewers.
- d. Work with the Membership Manager in the delivery of quality assurance processes to ensure the standard of assessment is maintained.
- e. Provide support to the Registration Authority in all its business connected with the recruitment and retention of members, including attending meetings and producing papers.
- f. Act as administrative liaison with The Society for the Environment (SocEnv) and administer the Chartered Environmentalist (CEnv) Register.

3. General

- a. Deliver in accordance with agreed customer care guidelines a high-quality, membership-related advice and administrative service to our members, applicants and other customers.
- b. Support the development and implementation of improvements to the membership and Chartership application and assessment processes.
- c. Identify and proactively resolve pressure points related to the assessment of applications. Propose and implement process solutions.
- d. Assist with all aspects of the membership renewal administrative process as required.
- e. Keep accurate records of members on the CRM system and comply with all good practice guidance including data protection, security of financial data and equal opportunities.
- f. Regularly review all documents and links on the website and within the members' area related to specific areas of responsibility and update accordingly.
- g. Contribute to the successful delivery of other CIEEM activities and projects as required.
- h. Comply with internal procedures and policies including health and safety, financial procedures and performance management.

PERSON SPECIFICATION	<i>Essential</i>	<i>Desirable</i>
Education/qualifications		
Relevant administrative qualification		✓
Experience		
Experience of working in an administrative role	✓	
Experience of delivering excellent customer service	✓	
Experience of working with CRM systems	✓	
Experience of working with volunteers	✓	
Experience of working for a membership organisation or in a similar membership role		✓
Knowledge and skills		
Ability to use a range of software confidently including Word, Excel and database packages	✓	
Good oral and written communication skills	✓	
Ability to plan, organise, prioritise and manage deadlines	✓	
Ability to work as part of a team	✓	
Self-motivated and able to manage own time effectively	✓	
Good understanding of data protection and data confidentiality issues	✓	
Good understanding of ecological practices		✓
Personal qualities		
Commitment to delivering good customer care	✓	
Ability to handle challenging conversations effectively	✓	
Self-motivated and enthusiastic about delivering good individual and team performance	✓	
Understanding of and commitment to nature conservation		✓

Hours of Work: CIEEM operates a 37.5 hour working week (normally Monday to Friday 09:00 to 17:30) with a flexi time system for hours accrued in addition to this. Some travel throughout the UK and Ireland will be required from time to time.

Pension: The Chartered Institute operates a Workplace Qualifying Pension Scheme and will contribute up to 10% of gross salary to the pension scheme for eligible employees, dependent on the level of employee contributions.

Salary: £27,540 - £28,431 per annum (pay award pending)

Spinal point: 12/13