

Energy Institute Job Description:

Professional Membership and Licensing Team Manager

Job title: Professional Membership and Licensing Team Manager

Department: Professional Affairs

Reports to: **Head of Professional Affairs**

Job purpose:

- To oversee all processes related to professional membership, registration and accreditation, ensuring excellent customer service, robust assessment and compliance with the requirements of external licensing and approval bodies and the EI's Royal Charter
- To foster innovation in membership and licensing processes to ensure that all processes are efficient, scalable, user friendly and make the best use of technology and opportunities for automation
- To work collaboratively with the wider team and other colleagues to increase the take up of professional membership

Dimensions:

Responsibility for

- Management of four staff: Accreditation and Approvals Coordinator, Professional Membership Manager, two Professional Membership Officers
- Overall responsibility for accreditation, professional membership, approvals and registration, CPD and the EIs relationship with licensing bodies
- Direct responsibility for the Fellowship Board, the annual internal audit of licenced activity and the appeals processes in respect of qualifications, accreditations and approvals

Principle accountabilities

1. To oversee and develop all matters relating to professional membership and licensing (including registration, approvals and accreditation) including
 - a. ensuring that professional titles awarded by the EI are accessible to all who meet the standard and that assessment is robust, consistent and free from bias.
 - b. monitoring team performance, and ensuring that all processes, procedures are appropriate, effective and fit for purpose
2. To manage all matters in respect of the EI's licences and approvals with bodies such the Engineering Council, the Society for the Environment and the Environment Agency, ensuring positive and constructive relationships and keeping a watching brief on activities and initiatives which may affect the EI. Specifically, to manage the EI's planning and preparation in respect of periodic reviews of the EI's licences and approvals, ensuring that our procedures are compliant, and that any recommendations and requirements arising from the reviews are effectively implemented
3. To support and provide guidance to EI committees and panels in line with the EI strategy and external licencing/approval body requirements, working closely with chairs, committee members and others to ensure that work runs smoothly, and to foster an environment of continuous improvement.
4. To support and contribute to initiatives to increase the take up of professional membership and registration, promoting the EI's professional titles as '*the qualifications*' to have as an energy practitioner, whatever your specialism.
5. To contribute to the development and implementation of new routes and pathways to professional membership and/or registration, seeking committee approvals and buy in as necessary

- To ensure that professional members understand any obligations placed upon them by the Royal Charter and Code of Conduct, and by any conditions relating to the registrations they hold, including the obligation to maintain their competence via CPD.
- To contribute to the setting of budgets in own areas, and manage and monitor income and expenditure, to maximise revenues.
- To conduct and report on the annual internal audit process and ensure that required actions are implemented to ensure continuous improvement.
- To administer the process for assessment and election to Fellowship, providing feedback and advice to applicants as required, and managing and supporting the operations of the Fellowship Board, and the development of Fellows as a distinct group within the EI
- To manage admissions to professional membership via the Professional Registrants Route.
- To represent the EI at events, exhibitions, webinars and conferences, accreditation visits and in other external activities where required.
- To assist with enquiries, applications and accreditations as may be required from time to time.

In carrying out these duties the postholder will

- Work in accordance with the EI's values, working practices, policies and procedures
- Actively participate in appraisals, team meetings and meeting your self-development needs.
- Undertake any other issues necessary to this post as delegated by your line manager.

Person specification:

Experience

- preparing applications for assessment and interacting with applicants
- managing assessment processes and procedures and working within standards and competence or outcomes-based frameworks
- working with committees and volunteers and writing committee papers
- working with external regulators or university quality systems
- change management and innovation, including successfully developing and implementing new processes and procedures in complex environments and implementing IT based solutions
- Training, supporting and developing volunteers and others
- managing services in a customer facing environment
- managing, supporting and motivating a team
- using CRM systems to track and record application progress and generate reports and data

Knowledge, skills and attributes

- able to work autonomously and manage your own workload
- adaptable, able to multi-task and work to tight deadlines
- a strong team player, used to collaboration and able to take on board the ideas of others
- a strategic thinker, able to achieve tangible results
- able to understand the EI from the perspective of a member or potential member
 - a broad understanding of qualifications systems
 - excellent organisational, prioritisation and time management skills
 - the ability to work under pressure and to tight deadlines
 - excellent written and interpersonal skills including ability to
 - communicate effectively to a range of audiences
 - provide helpful, diplomatic advice to members and applicants, verbally and in clear and grammatically correct written communications.
- ability to write committee papers and reports and other communications in clear, plain English
- strong attention to detail

We hope that you will also have a general interest in energy and climate change but no specific knowledge or experience in the energy sector is required.

Salary: 40-45k depending on experience, plus benefits including

- Training and professional development opportunities
- Compressed working scheme – extended daily hours in return for every other Friday off
- All-company/team socials
- 25 days holiday plus bank holidays
- Cycle to Work Scheme
- Season Ticket Loan
- Great office culture

May 2022