

Energy Institute job description

Professional Membership Manager

Job Title: Professional Membership Manager

Department: Professional Affairs

Reports to: **Professional Membership and Licensing Team Manager**

Job purpose: - To be responsible for the day to day management and administration of professional membership, approvals and registration processes and post registration requirements

Dimensions: Responsibility for

- Management of two Professional Membership Officers
- Panels dealing with registrations and approvals, including Membership, Individual Case Procedure and CPD Panels;
- Operational liaison with Engineering Council and Society for the Environment and Environment Agency (re ESOS)

Principal accountabilities:

1. To provide advice and guidance to enquirers, applicants, members, staff and volunteers on EI professional membership, registration and approval issues and the requirements for different titles awarded by the EI.
2. To manage, motivate, support and monitor the work of staff in the professional membership team to ensure that services are run effectively.
3. To manage professional membership and registration processes, ensuring that they are effective and fit for purpose, that assessments, interviews, elections and feedback are turned around within targets, and that the EI delivers a positive and helpful customer experience for applicants.
4. To ensure that post registration requirements for registrants, including recording and submission of CPD, are effectively managed, in line with the requirements of our licensing bodies.
5. To ensure that new professional members and registrants are effectively onboarded.
6. To monitor and report on performance in areas of responsibility and agree targets with line manager as appropriate.
7. To ensure that volunteers involved in the assessment and processing of applications and submissions are appropriately and trained and briefed on procedures, requirements and processes, and that training is undertaken in accordance with good practice and licensing body requirements.
8. To actively recruit new volunteers and panel members on a regular basis to ensure efficient operation of processes related to professional membership, registration and CPD.
9. To develop and support the work of the Membership, ICP and CPD Panels, providing advice, guidance, support, and undertaking research as required
10. To keep a watching brief on changes in requirements and initiatives being taken forward by our licensing and approval bodies which may impact on the EI in respect of professional registration and CPD, and provide regular updates to the Professional Affairs Committee, Panels and senior staff as necessary
11. To support, contribute and actively participate in strategies and initiatives to grow membership and support those applying for membership and registration.
12. To ensure that Oomi records and other reports relating to professional registration and approval are accurate and up to date, and to manage reconciliation of payments due to licensing bodies.
13. To ensure that membership and registration processes are fully and appropriately documented, up to date and compliant with the requirements set by the EI and by licensing bodies.
14. To ensure that the EI website is up to date and accurate on registration matters and fees.
15. To keep a watching brief on good practice across the professional body sector, recommending changes to procedures which may benefit the EI.
16. To represent the EI at events, webinars exhibitions and conferences where required.

17. To assist with applications and general membership and renewal queries 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
- 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
- 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: £35-40,000 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