



## **Manager of Volunteer Activities**

### **APPLICATION PACK**

**January 2010**

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## Role Profile

**Job title:**            **Manager of Volunteer Activities**  
**Department:**       **QA**  
**Reporting to:**      **The Director of QA**

### Major responsibilities:

- Manage the volunteers who operate the Engineering Council's Quality Assurance function.
- Recruit, train, allocate and support (circa 60) volunteers who act as Liaison Officers.
- Provide secretarial support for licence reviews with the guidance of the Licensing Manager.
- Identify and communicate risks, inconsistencies, trends and good practice
- Formulate actions for improvement
- Ensure continuing compliance with UK-SPEC and the Licensing Manual

### Key tasks, duties and quality standards in meeting department purpose/objectives:

*[Note: It is important to analyse the role in terms of actions required of the holder. In this regard use words such as Plans, Administers, Delivers, etc. When all key areas are listed, mark as 1, 2, 3, etc. in terms of relative importance.]*

- Recruit, train and support volunteers who as Liaison Offices, participate, observe and provide advice within the Professional Engineering Institutions (PEIs), on Registration and Accreditation.
- Plan and maintain effective volunteer communications, including the production of a newsletter.
- Organise and facilitate volunteer training seminars.
- Establish and maintain appropriate contact with key PEI staff to enable efficient deployment of volunteers to ensure focused and effective activity.
- Plan a continuing and effective volunteer visit programme.
- Process and distribute Visit Reports to all relevant parties.
- Organise licence reviews under the guidance of the Licensing Manger and produce a formal report for the Panel Review Chairman for submission to the QA Committee
- Ensure that dialogue between volunteers, PEIs and the Engineering Council is effective, and that best practice is shared.
- Formulate solutions to address problems and identify opportunities for improvement.
- Maintain appropriate volunteer records, including monitoring of volunteer costs.
- Communicate internally to ensure consistency obtaining/supplying, information/support to/from Formation and Registration.
- Provide advice to PEIs and volunteers on UK-SPEC and the Licensing process

**PERSON SPECIFICATION**

Assessment for recruitment requirements and competencies

**JOB TITLE:** Manager of Volunteer Activities      **DATE:** February 2010  
**DEPARTMENT:** QA  
**LINE MANAGER:** Director of QA

Attributes	Essential	Desirable
<b>Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>• Engineering or science graduate or similar</li> </ul>	<ul style="list-style-type: none"> <li>• Engineering Council Registrant</li> </ul>
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Experience of managing professional knowledge workers<sup>1</sup> in a formal setting</li> <li>• Experience of working for a membership organisation or similar professional body.</li> <li>• Computer literate with experience of Microsoft Office 2007</li> </ul>	<ul style="list-style-type: none"> <li>• Experience and knowledge of QA and/ or IS90001 or other QMS.</li> <li>• Experience of institution administration &amp;/or commercial engineering activity.</li> <li>• Experience of assessing management systems for compliance and improvement</li> <li>• Familiarity with or experience of working for regulatory body</li> <li>• Experience of devising and leading seminars</li> </ul>
<b>Skills &amp; Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Able to provide the secretariat for Licensing Panels,</li> <li>• Able to capture complex discussions on paper;</li> <li>• Good communication and presentation skills,</li> <li>• Able to produce formal factual reports in a readable style.</li> </ul>	<ul style="list-style-type: none"> <li>• Able to relate to people at all levels.</li> <li>• Able to work both as part of a team and independently.</li> </ul>

<sup>1</sup> Professional knowledge workers are long-term, formal volunteers, who demonstrate a strong sense of affiliation with the organisation they work with

	<ul style="list-style-type: none"><li>• Able to recognise and manage potentially contentious situations.</li><li>• Proven organisation and co-ordination skills</li><li>• Able to build effective relationships with Institution staff and volunteers.</li><li>• Able to analyse and troubleshoot problems quickly and effectively</li><li>• Able to work co-operatively and flexibly with others, to create and maintain effective working relationships.</li><li>• Demonstrable leadership skills, particularly the ability to take responsibility and give direction.</li><li>• Tactful and diplomatic with an understanding of the need for confidentiality when required.</li><li>• People management and negotiation skills</li></ul>	
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## **Manager of Volunteer Activities**

### **CONDITIONS OF SERVICE & EMPLOYEE BENEFITS:**

#### **Salary**

The salary for this position will be up to £35,000 per annum dependent upon experience and qualifications.

#### **Working Hours**

Your normal hours of work are 09.00 till 17.00, Monday to Friday, with one hour for lunch. You will be required to work as and when necessary to meet the requirements of the job. It is expected that you will be able to finish your work within your normal working hours. However, you may be required to work any additional hours required for the proper performance of your duties.

#### **Location**

The Engineering Council's offices are based at 246 High Holborn, London, WC1V 7EX. There is some travel within the UK associated with this role.

#### **References**

Appointment will be subject to the receipt of two references satisfactory to the Engineering Council. Wherever possible these should be from previous employers.

#### **Probationary Period**

All employees will be subject to a minimum three month probationary period.

#### **Annual Leave**

The leave entitlement for full-time employees is 25 days per year in addition to the eight recognised Bank Holidays. Leave entitlements will be pro-rata for part-time employees. Annual leave entitlement increases to 26 days after 5 complete years of service and to 27 days after 10 complete years of service. The additional entitlement will be granted from the start of the next holiday year

#### **Pension Scheme**

There is a contributory Stakeholder Pension Scheme, currently with Scottish Widows, 10% employer and 5% employee contributions. You will be eligible to join the Scheme after you have completed a three month qualifying period.

#### **Life Insurance**

All employees are entitled to life assurance of four times their basic salary from the first day of employment.

#### **Permanent Health Insurance**

The Engineering Council operates a Permanent Health Insurance (PHI) scheme which all employees will be entitled to join after the completion of six months service with the organisation.

**Private Health & Dental Insurance**

The Engineering Council has a private health insurance scheme, currently with BCWA and dental insurance scheme, currently with BUPA, which employees may join after they have completed six months service.

**Season Ticket Loan**

After satisfactory completion of a probationary period a loan of up to two months net salary will be available to purchase an annual travel ticket. The amount borrowed will be repaid by monthly deductions from salary.

**Childcare Vouchers**

The Engineering Council operates a childcare voucher scheme which employees may join from the first day of employment.

**Learning and Development**

The Engineering Council recognises the importance of learning to the success of the organisation and is committed to the investment in and development of staff.

**To apply for this job, please send your CV or a completed application form to:  
[gpaterson@engc.org.uk](mailto:gpaterson@engc.org.uk)**

## Employment Application Form

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Application for the post of:  
**Manager of Volunteer Activities**



Please complete this form in block capitals and return to:  
Mrs. Gillian Paterson  
HR & Administration Manager  
The Engineering Council  
246 High Holborn  
London WC1V 7EX  
020 3206 0500 [gpaterson@engc.org.uk](mailto:gpaterson@engc.org.uk)

<b>Personal Information</b>		
Surname:		
Forenames:		
Title (Mr, Mrs, Miss, Ms, etc.):		
Previous names (if any):		
Current address:		
Daytime telephone number:		
Mobile number:		
Do you have the right to take up employment in the UK	YES/NO	
Please list any dates you are <b>not</b> available for interview:		
<b>Education and Qualifications</b> - from GCSE or equivalent to degree level in chronological order		

**Postgraduate education or study or any other professional qualifications** - including place of study and qualification(s) gained.

**Employment history**

Please give details of your last three jobs, beginning with your present or most recent. Any relevant posts held before then may also be mentioned or attached a copy of your CV.

<b>From</b>	<b>To</b>	<b>Name and address of employer</b>	<b>Job title, description of duties and responsibilities, reason for leaving and salary on leaving.</b>

**Other Information**

Do you have any other training, qualifications or skills relevant to the post?

Please give details of, and provide an explanation for, any time when you were not either working or in full-time education.

Have you made a previous application to the organisation? If so, when was this and what was the outcome?

Please use this space to say why you are interested in the post for which you have applied and provide any other information that may assist your application.

How much notice do you have to give to your current employer?

**Referees**  
 Please give details of two referees, one of whom should be your current or most recent employer. References will only be taken up after interview; please confirm you would be happy for us to contact your referees at that stage? Yes / No

Reference 1	Reference 2
Name:	Name
Occupation:	Occupation:
Address:	Address:

**Declaration**

I declare that the information I have given on this form is, to the best of my knowledge, true and complete. I understand that if it is subsequently discovered any statement is false or misleading, or that I have withheld relevant information, my application may be disqualified or, if I have already been appointed, I may be dismissed. I hereby give my consent to the Engineering Council processing the data supplied on this application form for the purpose of recruitment and selection.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_



**EQUAL OPPORTUNITIES MONITORING FORM**

The Engineering Council is an equal opportunities employer. We have an equal opportunities policy in place, the aim of which is to ensure that no job applicant receives less favourable treatment on the grounds of sex, race, colour, ethnic or national origins, age, disability, religious, sexual orientation or marital status or is disadvantaged by conditions or requirements which cannot be shown to be justified and relevant to the job.

In order to ensure that this policy is carried out, it is necessary for us to have some means of monitoring our recruitment and selection activity. Only by such measures will we be able to identify potential sources of discrimination and take remedial action. For this reason alone we would be most grateful if you would answer the following questions. On receipt, the monitoring form will be separated from the application form and securely stored. It will be treated as strictly confidential and will be used for statistical monitoring only and will not be used as part of the selection process.

**Section 1**

This information is needed for administration purposes only. Without your date of birth your application can not be processed.

**Family or last name:**

**First name:**

**Date of Birth:**

**Married / Civil Partnership:**  Yes  No

**Section 2**

Please select the one of each of the following that best describes you:

Race or Ethnic Origin					
<input type="checkbox"/>	Black African	<input type="checkbox"/>	Black Caribbean	<input type="checkbox"/>	Black Other
<input type="checkbox"/>	Indian	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	Bangladeshi
<input type="checkbox"/>	Asian Other	<input type="checkbox"/>	White Irish	<input type="checkbox"/>	Traveller of Irish Heritage
<input type="checkbox"/>	Gypsy/Roma	<input type="checkbox"/>	White British	<input type="checkbox"/>	White Other
<input type="checkbox"/>	Chinese	<input type="checkbox"/>	Black Caribbean/White	<input type="checkbox"/>	Black African/White
<input type="checkbox"/>	Asian/White	<input type="checkbox"/>	Chinese/White	<input type="checkbox"/>	Mixed Race Other
<input type="checkbox"/>	Any Other Ethnic Origin (Please specify if you wish)			<input type="checkbox"/>	Prefer not to say

**Gender**  Female  Male

**Disability** Do you consider yourself to have a disability or a long term health condition?  
 Yes  No  Prefer not to say

If you are disabled, please give details of any special arrangements you would require to attend interview.