

Role Profile

Job Title: MEMBERSHIP MANAGER

Accountable to: Membership Director

Working Relationship: Membership Department

Job Summary: To assist the development of plans to grow CIPHE membership through increased recruitment, retention, and reinstatement, and to increase the number of members professionally registered with Engineering Council.

To help the CIPHE maintain its status as a Professional Engineering Institute, through regular liaison with Engineering Council and its Officers, challenging and updating CIPHE membership procedures to stay aligned with changing requirements.

To be a visible representative of the CIPHE, appearing at industry and public events.

Principal Responsibilities:

1. Leading the CIPHE membership department team in their administrative responsibilities, ensuring the team is knowledgeable, competent and driven/committed to deliver an effective service. Work with Membership Director to identify and act where improvements are possible. To include:
 - a. Streamlining application processes and delivery of welcome materials for new members.
 - b. Ensuring departmental renewals and retention programme is followed in a timely manner, including directly supporting CIPHE membership renewals programme as required through outbound calling and driving all renewal methods available
 - c. Coordinating and executing steps to deliver new member recruitment and lapsed member reinstatement campaigns.
2. Leading on the CIPHE relationship with Engineering Council. To include:
 - a. Implementation of Engineering Council policy in updating CIPHE membership procedures and policies
 - b. Advising members and potential members on the benefits of professional registration with Engineering Council
 - c. Coordinating CIPHE Membership and Education Committees, and Identifying and working with members who can contribute to their activities
 - d. Overseeing approval and accreditation of qualifications/ courses for professional registration and CIPHE membership.

- e. Ensuring timely, effective, and efficient processing of registrations, and that there are uniform membership procedures in the UK and in Hong Kong.
 - f. Reviewing and improving Engineering Council Application and Interview stage. Identifying and reporting on obstacles, and what CIPHE can do to deliver success for applicants. Working with Membership Administrator to deliver competent and timely assessment and interview processes.
 - g. Working with Membership Administrator to implement and manage CIPHE CPD policy.
 - h. Promoting, facilitating, and recording CPD of volunteers in committee and Engineering Council related assessor/ interviewer roles in the UK and internationally
3. Promoting interest in attaining Master Plumber, Journeyman and Apprentice recognition. Providing assessment of suitability for applications and interest generated. Organising award recipients and CIPHE attendance at ceremony and writing citations for ceremony programme.
 4. Managing CIPHE presence at and attend industry specific events and exhibitions, including personal attendance and coordination of others to deliver high quality representation of CIPHE via staff and volunteers.
 5. Establishing the requirements to be included in application forms, welcome packs and other CIPHE promotional materials. Work with Membership Director and Design Team to review and refresh as required.
 6. Working closely with the Membership Director to ensure proper implementation of membership strategies and operational tasks; assisting in meeting strategic plan targets for retention and growth; analysing and reporting on variances and identifying new opportunities.
 7. Supporting department and organisation compliance with GDPR regulations.
 8. Writing CIPHE membership promotional material for internal and external publications and resources publications.
 9. Other duties as required.

Hours:	Normally 35 hours (9.00am – 5.00pm Monday to Friday)
Salary:	Salary negotiable, depending upon experience
Annual leave:	20 days per annum, plus public holidays with CIPHE discretionary days between Christmas and New Year.
Location:	CIPHE will consider applicants from across the United Kingdom, with some time home-based and some in the Essex-based headquarters.

Appropriate matters referred to in the Employment Handbook form part of the conditions of employment.