

# Membership Manager

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## About Us

**The Chartered Institute of Plumbing and Heating Engineering (CIPHE)** is a Professional Body and registered charity. We are the leading member-led education and research organisation, representing qualified and respected heating and plumbing engineers.

We have more than 7,200 members, based mainly in the UK, but also including an international presence that touches 30 other countries, although primarily in Hong Kong. In addition, we have the direct support and membership of some 150 manufacturing and merchant companies within the plumbing and heating sector and a further 60 training bodies.

We are based in Hornchurch, Essex. You can find out more about the CIPHE at <https://ciphe.org.uk>

## Role Purpose

The CIPHE is undergoing a period of change. We have invested in a digital programme designed to:

- deliver operational improvements for the organisation
- provide engaging, informative and valued platforms for supporting members of the plumbing and heating industry with their professional needs
- assist in improving the safety, health, and wellbeing of the general public.

To support this change, we are seeking a Membership Manager who will help us drive further improvements to our procedures and processes and will assist the CIPHE in its mission and strategy. We are looking for somebody driven who will understand, prioritise, and look after the needs and interests of members. This is an opportunity to make a difference and is an exciting time to join the CIPHE.

## Key Responsibilities

- Provide leadership and support for three membership department administrative staff
- Manage retention, recruitment, and reinstatement of members
- Relationship, policy, and procedure management between the CIPHE and the Engineering Council
- Provision of benefits, assistance and support for existing CIPHE members and possible new members
- Operational process delivery and improvement
- Attend wide range of industry events and coordinate CIPHE presence at them

An extended Membership Manager Role Profile is available at:

- <https://www.ciphe.org.uk/about-ciphe/ciphe-vacancies/>

## Knowledge and Skills

- Excellent interpersonal, presentation and organisation skills
- High degree of computer literacy. Proficiency with all of Microsoft Office suite, including familiarity with using CRM and managing relationships through data
- Excellent verbal and written communication skills
- Strong time management skills and an ability to work to and meet deadlines and targets
- Ability to act on own initiative and to help drive the performance of others

## Benefits

Somebody with an enthusiastic and proactive approach to work is being sought for a full-time (35 hours p/w) role.

**Hours:** Normally 35 hours (9.00am – 5.00pm Monday to Friday)  
**Salary:** Salary negotiable, depending upon experience  
**Leave:** 20 days p.a. plus Public Holidays & 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.

## Applications

If you feel you possess the necessary skills to apply for this role, please send an application including a CV and covering letter to:

Tim Sainty  
Membership Director  
Chartered Institute of Plumbing and Heating Engineering  
64 Station Lane  
Hornchurch  
Essex  
RM12 6NB

Or via email to:

[tims@ciphe.org.uk](mailto:tims@ciphe.org.uk)

**Applications must be received by 4<sup>th</sup> March 2022**