

Role Profile

Job Title: Membership Team Leader

Accountable to: Membership Director

Working Relationship: Membership Department

Job Summary: Assist with the implementation of the organisation's Strategic Plan. Develop plans to grow membership through increased recruitment, retention and reinstatement (3Rs). Maintain Engineering Council licence. Engage with wider Plumbing and Heating industry.

Principal Responsibilities:

1. Engage with and present to industry, manufacturers, colleges, CIPHE Approved Training Centres and specifically to installers in order to raise membership.
2. Manage CIPHE presence at and attend industry specific events and exhibitions. To include personal attendance and representation of CIPHE through both staff and volunteers.
3. Lead 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. Work with membership team to streamline application process; to include front-end of process handling of finance payments.
 - b. Ensure membership applications and enquiries are effectively and efficiently processed.
 - c. Directly support CIPHE membership renewals programme as required through outbound calling and pay-by-link renewal methods
 - d. Ensure departmental renewals and retention programme is followed in a timely manner.
 - e. Coordinate and execute steps to deliver 3Rs, including member renewals programme, new member recruitment and lapsed member reinstatement campaigns.
4. Maintain CIPHE's Engineering Council licence through effective administration by ensuring required standards of Assessors, Mentors and Professional Review Interviewers are maintained; ensuring timely, effective and efficient processing of registrations, and that there are uniform membership procedures in the UK and in Hong Kong.

5. Continually review and improve Engineering Council Application and Interview stage. Identify and report on obstacles, and what CIPHE can do to deliver success for applicants. Work with Membership Administrator to deliver competent and timely assessment and interview processes.
6. Work with Membership Administrator to manage Engineering Council CPD requirements for members registered as Eng Tech, IEng or CEng.
7. Proactively drive Engineering Council registration with members at initial recruitment and application stage and for existing members likely to meet required designation criteria during their continued membership. Develop process to identify potential candidates post their initial application for membership stage
8. Promote membership interest in attaining Master Plumber, Journeyman and Apprentice recognition. Provide assessment of suitability for applications and interest generated. Organise award recipients and CIPHE attendance at ceremony and write citations for ceremony programme.
9. Assist to train, inform and support Professional Standards Inspectors and volunteers.
10. Attend and support chair in activities of Election and Enrolment Committee
11. Contribute towards delivery of engagement plan with new, existing, lapsed and potential members.
12. Establish 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.
13. Work closely with the Membership Director to ensure proper implementation of membership strategies and operational tasks; assist in meeting strategic plan targets for retention and growth; report on variances.
14. Support department and organisation compliance with GDPR regulations.
15. Write membership promotional material for CIPHE and industry publications.
16. Any other duties as required.

Conditions of Service:

Normally 35 hours (9.00am – 5.00pm Monday to Friday)

Salary paid monthly in arrears.

Annual leave: 20 days per annum plus public holidays with CIPHE discretionary days between Christmas and New Year.

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