

# JOB DESCRIPTION

|   |                                |                      |                         |
|---|--------------------------------|----------------------|-------------------------|
| <b>Position:</b>  | Head of Qualification Services | <b>Line Manager:</b> | Director Qualifications |
| <b>Department:</b>  | Membership and Qualifications  | <b>Location:</b>     | Rugby                   |
| <b>Job Grade:</b>   | F                              | <b>Date:</b>         | December 2023           |
| <b>Role Purpose:</b>  |                                |                      |                         |
| <p>The Head of Qualification Services, reporting to the Director Qualifications and working closely alongside the Head of Professional Standards, Volunteer Engagement Manager, and other colleagues in the Member Experience team will play a pivotal role in the delivery of the business plan pertaining to the success of IChemE's membership and qualifications activities and sustainable growth in membership.</p> <p>They will lead a team of membership staff and will develop and maintain the required framework and processes to assure optimal experience for individuals wishing to join IChemE as a member/registrant, transfer their grade of membership/registration, and for organisations seeking (re-)accreditation. Member/registrant CPD sampling activity also sits within the remit of this role. They will also ensure that we engage with our member volunteers and committees in the most effective way possible.</p>  |                                |                      |                         |
| <b>Key Responsibilities and Accountabilities:</b>   |                                |                      |                         |
| <ul style="list-style-type: none"> <li>▪ Define service-related strategy to drive culture of proactivity</li> <li>▪ Optimises team profile/ structure and ways of working to deliver optimal service</li> <li>▪ Drive Lean mindset and IChemE values within the team and lead ISO / risk management activities</li> <li>▪ Optimise methods to engage in dialogue and elicit feedback from customers</li> <li>▪ Seek and acts upon staff, applicant/member, customer and peer reviewer feedback to deliver improvements <ul style="list-style-type: none"> <li>○ Analyse and take action on surveys/complaints/feedback</li> </ul> </li> <li>▪ In cooperation with Member Experience team, plan and monitor volumes per grade/region and for accreditation activities.</li> <li>▪ Build and monitor the budget required to deliver the plan</li> <li>▪ Where changes to resourcing levels are required, make a business case and carry out necessary steps (recruitment etc)</li> <li>▪ Monitor volunteer numbers and committee capacity required to service the volume plan and take action to address as required</li> </ul> |                                |                      |                         |

- Set KPIs (qualitative and quantitative) to assure optimal experience for (potential) members wishing to join or transfer their grade of membership, or for educational institutions/companies pursuing (re-)accreditation
- Monitor KPIs and, following root cause analysis, take corrective action as required
- Via analysis, seek trends in the application process (e.g. revision, outcome results) and, with Head of Professional Standards take action to make improvements as required, or provide data to/engage with partners to enable them to take action
- Manage the membership and accreditation staff
  - Carry out Recruitment
  - Define and monitor individual objectives aligned to the delivery business plan
  - Design and delivery customer service-related training
  - Identify team CPD requirements
  - Succession planning
- Lead transformation and continuous improvement initiatives; identify and project manage any service or process related changes (including optimisation of peer review activity)
  - Coordinate with Head of Professional Standards to ensure alignment to (changes in) regulator and IChemE governance requirements and plan cutover of said changes with committees and the marketing/comms team
  - Transform and maintain the team as one unit without silo to ensure optimal resource utilization
    - Plan and deliver cross training/upskilling as required
- Coordinate with marketing colleagues to optimise and maintain the membership-related webpages, ensuring optimal accessibility
- Inform / consult committees as required where process improvements impact volunteer activity
- Understand the apprenticeship requirements and successfully mentor apprentice advisors through their college work
- Provide training for staff and volunteers on use of systems/tools
- Organise member certificate presentation events
- Optimise and manage the annual member/registrant CPD sampling activity, ensuring volume targets are met and policy is adhered to

In addition to duties and responsibilities listed above, the employee may be required to perform other duties assigned by their line manager from time to time.

IChemE is an international membership organisation and activities often take place outside of normal working hours. The job holder must be willing to attend and participate in such activities and associated travel. Additionally, the job holder will be required to liaise with colleagues located in different time zones on an ad hoc basis to meet the needs of the business.

**Line management**

Direct line management of the membership team.

**Budget accountability**

Set and monitor budget for entire directorate, ensuring alignment on volume plans with Member Experience team.

**Person Specification:**

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We expect all staff to demonstrate behaviours in the workplace and support our values which are:

- Trusted
- Collaborative
- Agile
- Innovative
- Impactful

#### **Education / Qualifications:**

##### ***Essential***

- Minimum A' levels or equivalent
- Relevant Professional qualification
- Management qualification

##### ***Desirable***

- Project Management qualification
- Degree in a STEM subject

#### **Knowledge and experience:**

##### ***Essential***

- At least 5 years' experience working in specialist area as lead or senior, in a line manager capacity
- Proven line management experience and ability to lead and motivate a team of individuals
- Experience of managing a complex operational area / highly specialised function
- Capable of assimilating disparate data, overseeing a complex array of business/functions and determining strategic courses of action for a total business
- Project/change management experience
- Expert in Microsoft software
- Superior working knowledge of CRM, particularly for reporting
- Skilled user of Power BI
- Service/KPI management
- Proven analytical skills

##### ***Desirable***

- Experience of working with volunteers, Trustees and being an active member of working groups
- Experience of working in a regulated, membership environment
- Experience of B2C and B2B service provision
- Knowledge of the education sector
- Business Analyst experience

#### **Specific skills and personal attributes:**

##### ***Essential***

- Is patient but firm in dealing with difficult and demanding people. Handles all day-to-day issues within team
- Can effectively delegate to team members where appropriate
- Handles personnel issues in an even-handed way and takes actions promptly when required
- Scrutinises and/or prepares budget bid and advises on trade-off between requirement, cost and practicality
- Monitors the quality of service delivered, seeks customer feedback and acts promptly and positively on findings

- Actively encourages staff to contribute ideas for quality improvements to the service provided
- Clarifies expected outcome of policy/business plan and identifies the tasks, resources and deadlines required for implementation
- Implements the business plan, clarifies expected outcome to team and identifies the tasks/resources and deadlines required to achieve results
- Can deal with a number of issues at the same time, is level-headed and copes under pressure
- Ability to negotiate and influence all stakeholders and build effective working relationships
- Can identify the key elements to a problem and separate the essential from the non-essential
- Makes effective and confident presentations and is robust in deploying arguments
- Actively involved in Finance procedures i.e. budgets, forecasts, MRP's, financial authority limits
- Able to deal with a number of different issues at once, assess priorities and decide on a firm line to take
- Can actively manage and lead a project to achieve desired results within agreed timeframes
- Excellent written, verbal and communication skills
- Able to plan and prioritise workloads as well as provide coaching, development and support to team members
- Recognises the need for change and leads by example in the communication to staff and the implementation to achieve the desired outcome
- Assimilates information quickly, extracts the relevant points and structures the information logically
- Evaluates the degree of risk inherent in different options, balances potential outcome against the risk involved
- Can analyse data, perform root cause analysis and establish a course of action

**Work Pattern and any other specifics:**

**Full Time**

37.5 Hours per week (Monday – Friday)

Based in our Rugby Office

Some business travel may be involved.

**Reviewed By:**

Rachel Baxter-Smith

**Date:**

12/12/2023