

Regional Engagement Manager

Position:	Regional Engagement Manager	Line Manager:	Associate Director, Regions
Department:	Member Experience & Professional Learning	Location:	UK, field-based, flexible location
Job Grade:	D	Date:	3 November 2023

Role Purpose:

Regional Engagement Managers are the key drivers of IChemE activity across all UK regions, helping the organisation to achieve its strategic goal of supporting a vibrant and thriving profession.

Working as a dynamic UK field force with regional HEIs, employers, and other priority partners to identify, nurture and grow sustainable relationships and engagement opportunities that positively impact IChemE’s member recruitment, engagement, and retention.

As an integral part of IChemE’s global team, these role holders will be the organisation’s key representatives across geographic regions, supporting and driving operations through frequent liaison with other IChemE management, functional teams, member groups and committees.

Key Responsibilities and Accountabilities:

Employer engagement (25%)

- Identify, initiate and develop links with a growing number of employers to broaden our member base and deepen engagement with members through world class customer service
- Support members and employers to host regional celebration events
- Support members and employers with professional qualifications, directing to specialist in-house teams where appropriate
- Grow the number of Accredited Company Training Schemes and/or Approved Apprenticeship schemes within the allocated region
- Work with Accredited Company Training Scheme (ACTS) Providers and Corporate Partners to maintain effective working relationships and explore opportunities for sustainable development
- Provide market intelligence to the Senior Management Team within a key account management framework.

Regional member development (25%)

- Key accountability for member engagement and recruitment in the region
- Support delivery of high quality member engagement through formal groups and committees whilst maintaining a keen eye on efficiencies
- Support the recruitment and induction of member volunteers

University and 'On Campus' (25%)

- Develop and grow partnerships with HEI-based chemical engineering departments, ensuring that you are a trusted partner for staff and students (undergraduate and postgraduate)
- Collaborate with with Chemical Engineering Societies to raise the profile of IChemE and the profession

General (25%)

- Act as a Champion for all IChemE activities regionally, nationally, and internationally
- Play an active role in company / departmental development projects and continued improvement initiatives
- Participate in industry body and public sector meetings to share best practise and increase market knowledge
- Provide the highest level of reporting against KPIs to peers, senior management and governance groups.

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 adhoc basis to meet the needs of the business.

Line management

This role currently has no line management responsibility.

Budget accountability

Budget responsibility for regional budget allocations.

KPI reporting

Responsibility for providing the highest level of reporting against KPIs for a range of audiences including peers, senior management and governance groups.

Person Specification:

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

- Trusted
- Collaborative
- Agile
- Innovative
- Impactful

Education / Qualifications:

Essential

- Degree level education and up to 3 years work experience, or proven practical and diverse work experience in a related field
- Relevant professional qualification (or studying towards)

Knowledge and experience:

Essential

- At least 3 years' experience working in a member engagement, business development, or related role
- Sound knowledge of membership organisations, regulatory bodies or similar
- Experience of working in, or with, the UK HEI sector
- Experience of working with members, students, volunteers, and key industry contacts.
- Demonstrable experience of delivering and reporting against ambitious targets, KPI's, budgets and deadlines
- High level of IT literacy including common Microsoft Office applications, on-line conferencing, web-meetings, and bespoke membership/customer databases

Desirable

- Experience of working in a professional / scientific / technical / manufacturing environment.

Specific skills and personal attributes:

Essential

- Understands the intent of the organisation's strategic plan
- Is aware of the business plan, identifies potential problems and develops practical options
- Keeps up to date with changes and developments in IChemE which affect their area of work and openly shares information with colleagues
- Has a good understanding of the other organisations and Institutions that IChemE has regular involvement with
- Responds promptly and effectively to changes in priorities and deadlines
- Manages customer expectations by explaining what is and is not possible
- Proven ability to make and present an evidence-led business case persuasively and convincingly
- Demonstrates a thorough knowledge of the job and own subject area and can provide technical advice and information to colleagues and stakeholders
- Effective team member that proactively participates in a project and can offer information and advice based on their skillset
- Ensures equal opportunities and fairness for all staff so that no member of the team is unfairly discriminated against
- Excellent customer service with ability to build relationships at all levels
- Communicates clearly at all levels: content, style and language are suitable to the audience and context
- Reliable and remains calm under pressure
- Consults others to assess the potential impact of decisions on other areas
- Appreciates team goals, understands work commitments of team, ensures necessary cover, willingly co-operates with colleagues and readily helps out when necessary
- Shares knowledge and experience with team members
- Looks for ways of improving on current procedures and working practices
- Flexible to meet work demands and attend out of hours events
- Takes ownership of own professional development and CPD.

Work Pattern and any other specifics:

Full Time

37.5 hours per week, generally Monday – Friday but flexibility will be required to meet business needs.

These are field based roles and as such extensive business travel will be involved, including a requirement to frequently attend the IChemE offices in Rugby.

As the role requires working across a range of international time zones, flexibility in working patterns is also required.

Reviewed By:	Rachel Bibby, Director of Member Experience & Professional Learning	Date:	08 November 2023
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