



Job description

Job title:	Network Manager
Reports to:	Head of Membership and Professional Development
Division:	Membership and Professional Development
Grade:	4

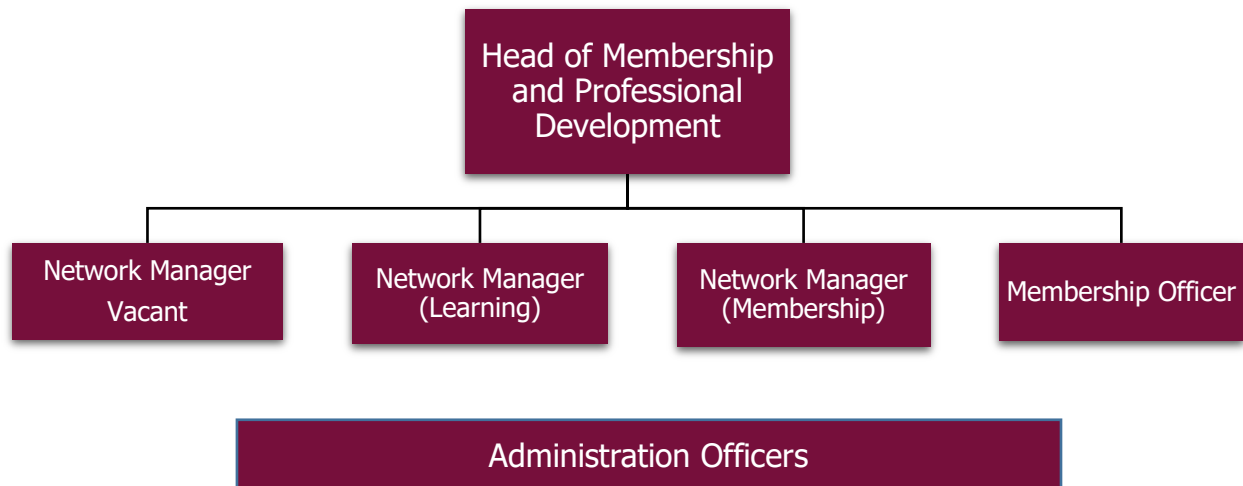
Job Purpose

To work with the Head of Membership and Professional Development and Learning and Skills Manager, and in collaboration with other teams across the organisation, to ensure the effective operation and development of the membership network.

Key duties

- Support the development of network strategy in conjunction with other Network Managers, Learning Manager, and Head of Membership and Professional Development, reporting progress to the Board of Trustees, committees and working groups as directed.
- Build relationships and coordinate and support the work of the network, including students, academics, universities and other stakeholder groups and panels ensuring that it delivers membership engagement.
- Support, guide and manage a range of collective membership engagement mechanisms and resources.
- Support the development and dissemination of CIEH's learning and development, membership, policy, and communications strategies, by consulting with and contributing insights from members, working with the member network and its groups.
- Support work across CIEH and within the member network to increase membership recruitment, retention and satisfaction.
- Build and maintain relationships with other professional bodies to aid benchmarking of network activity.
- Work with other Network Managers to ensure that budgets are adhered to and targets met.
- Undertake any other duties as required from time to time, as directed which might be required and directed commensurate with the requirements of the post holders duties and responsibilities.
- To be aware of and comply with all CIEH policies and guidelines that relate to staff.

Organisation chart



Contacts

Internal

- Close working with managers and staff across CIEH is essential

External

- All network volunteers and any paid contractors
- CIEH Trustees and Directors
- All members and potential members of CIEH
- Representatives of other organisations – particularly other professional bodies

Special features

- Travel and overnight stays within the UK and potentially overseas are a feature of the job

Person Specification

Essential

- Proven experience of working in a membership organisation or another organisation with complex stakeholder groups
- Evidence of building and maintaining relationships with a variety of stakeholders.
- Ability to build relationships and manage sensitive and difficult team dynamics accounting for the challenges of volunteer led operations
- Ability to manage consultation and opinion gathering events and processes amongst member and stakeholder groups and to consolidate and interpret the outputs for use in the setting and monitoring of organisational strategy
- Ability to plan and implement complex work programmes in support of organisational objectives
- Ability to devise and implement processes and systems to ensure two way communication with volunteers and stakeholder groups are both efficient and effective
- Excellent written and verbal communication skills including good presentation skills
- Excellent organisation and administrative skills
- Appreciation of budgeting and financial control
- Excellent IT Skills, including MS Word and Excel
- Ability to work well within a team and with colleagues across the organisation
- Ability to adapt to change and to assist others through change
- A collaborative, pragmatic, open and "can do" attitude.

CIEH is an equal opportunities employer

Signature of Manager:		Date:	
Signature of Job Holder:		Date:	