

Job title	Interim Director of Membership, Commercial and Marcomms
Reports to	CEO
Direct Reports	Head of Commercial Head of Marketing and Communications Head of Membership Services
Salary	£85k-£95k

Role Purpose:

As an Interim Director, you will be the driving force behind a cultural and operational turnaround. The appointment is truly interim in nature as CIEH does not expect this role to be made permanent. The successful candidate will be someone looking to use their leadership skills as well as their knowledge and experience of the professional membership body sector, to provide essential leadership capacity during a period of organisational reflection.

You will spearhead a vital 12-month mission to transform newly restructured departments into high-performing functions. This is not a "business as usual" role; you are stepping into a landscape of emerging leadership where you will act as the primary architect of a new, results focused culture.

Your mandate is to focus on:

- Develop strategies and related delivery plans for membership and commercial services, marketing and communications. Our commercial services incorporates instructor-led and elearning vocational training products, sponsorship and a job advertising platform.
- Develop and begin delivery of plans for sustainable growth in income from membership and commercial services
- Build leadership capability to support the newly established leadership groups and management teams

You will role-model an expert coaching leadership style to upskill your direct reports, ensuring that by the end of your tenure, the membership and commercial services, marketing and communications teams are driving CIEH's commercial and strategic growth.

You will provide the steady hand and strategic vision needed to bridge the gap between current challenges and the organisation's long-term strategic priorities.

Role Details:

This is a part-time role (0.6FTE) with the expectation that this would be spread throughout the working week.

This is a temporary position for 12 months only.

The role is hybrid/remote with travel to London as required.

Responsibilities and Duties:

Strategy

- Deliver integrated membership, commercial, and marcomms strategies and related delivery plans that will achieve the corporate strategic goals.

Performance & Culture Accountability

- Deliver the income growth targets for 2026 and establish viable plans for increased income across all areas in 2027.
- Establish a results-oriented culture by implementing clear performance indicators (KPIs) and data-driven decision-making and improvement.

Coaching Leadership & Capability Building

- Role-model a coaching leadership style to develop direct reports who may have limited prior management experience.
- Embed collaborative ways of working and a high-performance culture.
- Ensure other leadership roles within CIEH remain in contact with the teams and their remit so that on termination of this contract they are able to assume their responsibilities with ease.

Stakeholder Engagement

- Support high-level member and stakeholder activities, acting as a stable, expert voice during this transitional period.
- Take the lead on day-to-day management of the [CIEH Welfare Fund](#), reviewing strategy and reporting to the Welfare Fund Committee.

Commercial & Fiscal Oversight

- Provide budgetary oversight for the relevant teams
- Provide expert recommendations on pricing and business cases to ensure commercial viability and value for money.

Governance

- Ensure all departmental standards and processes are not only compliant but "fit for purpose".
- Report to the Board and Committees as required.

Risk & Delivery Management

- Identify and manage risks, issues and dependencies across departments.

Undertake such other reasonable duties as required in accordance with the jobholder's position and status.

Key Collaborators:

- Director of Professional Standards
- Director of Finance and Operations
- Director of 15 Hatfields and Digital
- Head of Environmental Health
- Head of Policy
- Head of EH Workforce Programme

Person Specification:

Essential

- **Interim Turnaround Leadership:** Proven success in senior interim roles, specifically leading departments through post-restructure transitions and culture shifts.
- **Membership & Commercial Growth:** Substantial leadership experience in a professional body with a track record of growing membership and commercial services income.
- **Developing Emerging Leaders:** Demonstrable experience in coaching and upskilling teams with limited management experience into high-performing units.
- **Change Management:** Demonstrable experience in enabling people to deliver effective change.
- **Strategic Decision-Making:** High-level commercial acumen, experience in budget ownership and Board-level reporting.

Desired

- **Sector Knowledge:** Experience in environmental or public health.
- **Governance:** Navigating complex Board and committee structures during periods of change.

CIEH is an equal opportunities employer