



Job Description

Job title:	Member Engagement Manager
Reports to:	Executive Director of Membership and External Affairs
Title holder:	Vacant
Grade:	4, £43k per annum

Job Purpose

This job plays a leading role in delivering CIEH's membership strategy ensuring the membership offer including activity around recruitment, retention, member engagement, and income is optimised and that member services are delivered with excellence.

Through your work you'll ensure that more people than ever before work towards becoming members and Registered EHPs - and that our members are enabled to play a key part in helping one another to develop and further our mission.

The role will work with key audiences including the President, the Membership and the Profession Advisory Group, the CIEH Welfare fund and with external and internal stakeholder groups to deliver corporate projects ensuring members of CIEH have access to a suite of necessary resources to support their continuous professional development throughout their careers.

Key Duties

Manage the work of the Membership and the Profession Advisory Group (MPAG) to develop and implement a member engagement strategy which provides a valued membership proposition to support members at every stage of their career.

Lead our approach to membership service, engagement, recruitment and retention in order to grow our membership, increase membership satisfaction and drive membership income.

Manage and mentor a team of 2 who are responsible for developing and supporting member networks and volunteers across England and the devolved regions, communities and other groups to provide members opportunities for learning, professional development and peer support. Identify new opportunities through insights to engage groups of members in ever more targeted ways.

Co-ordination of our relationship with the Association of Chief Environmental Health Officers, building relationships and delivering a joined-up approach to lobbying and development between CIEH and ACEHO.

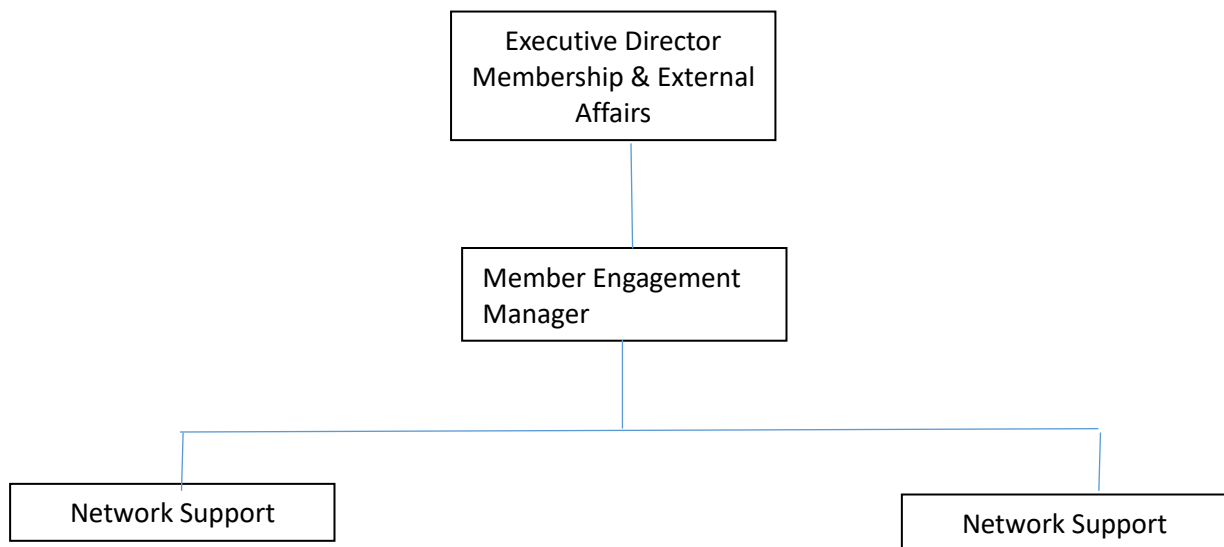
Build and develop relationships with a range of external stakeholder groups to promote and extend the CIEH's profile, reputation and reach.

Evaluate and improve processes to ensure the team uses technology to best effect in order to deliver greater value to members acting as a strong instigator and advocate of change and cultivate a progressive culture of innovation as you work to deliver the membership strategy.

Work with the Conference and Events Manager on the event offer for members and other stakeholders, managing the balance between commercial and member network events.

Undertake other duties as required from time to time as directed which might be required and directed commensurate with the requirements of the post holder's duties and responsibilities.

Organisation Chart



Contacts

Internal

- Associate Director of Membership and Professional Standards
- Directors of Wales and Northern Ireland
- Head of Marketing and Communications

- Head of Policy & Campaigns
- Conference and Events Manager
- Social Media Content Executive
- Close working with managers and staff across CIEH

External

- All members and potential members of CIEH
- All network volunteers
- Academic community
- Representatives of other organisations – particularly other professional bodies

Person specification

- An established membership professional who has a track record in delivering successful outcomes against a strategic plan resulting in engaged and growing membership communities.
- An expert in understanding membership dynamics and ensuring members experience a personalised approach that guarantees value to them.
- A natural leader with impressive communication, networking and operational skills, with a proven track record of delivering positive results in a membership environment.
- An influential advocate of change with a track record of instigating, leading and delivering significant change projects
- Self-aware and self-confident with a genuine capacity for personal development
- A strong coach and mentor for their team
- Tech savvy, having the ability to build strong relationships and work collaboratively with internal and external stakeholders is essential
- You will be highly self-motivated with excellent organisational and planning skills with an agile and flexible approach and be someone who will live CIEH values, (insert)
- Experience of managing resources, worked collaboratively with internal and external stakeholders and developed and delivered strategic and tactical plans
- To act responsibly with data held by CIEH that you may have access to as part of your role, adhering to the provided guidelines and policies and reporting any concerns or possible breaches to CIEH’s Data Compliance Officer.

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

CIEH is an equal opportunities employer