1 MAIN PURPOSE OF THE JOB

Extend the work and reach of the CIOB across the Super Region through the development of active communities (including Local Hubs), providing local member support with a focus on member retention/engagement and excellent customer service. To develop and manage regional activity including: stakeholder relationships; member progression support; business plans/budgets; an engaging and valuable programme of CPD/events; workshops and management of Member Services & Event Coordinators and work closely with the super region team (BDM, Policy Manager and, Senior Education Liaison Manager). To be a conduit for corporate information to the Local Hub committees ensuring the goals and objectives of the Institute are delivered.

2 POSITION IN ORGANISATION

- Reports to the Associate Director Retention
- Key member of the Midlands & Eastern Super Region, working collaboratively with colleagues within the region, including the Business Development, Policy Managers, and Senior Education Liaison Manager, to drive growth and CIOB recognition and support member retention
- Key member of the Retention Team within the Membership Directorate, working collaboratively with colleagues both within the team and across the broader CIOB to support the achievement of the Corporate Plan objectives.

3 DIMENSION & LIMITS OF AUTHORITY

- Line management responsibility for Member Services and Events Coordinators
- Manages approved local annual Business Plan and Budget
- Manages a company credit card in line with policy
- Limit of authority – budgeted expenditure – up to £2,000 (Manager level)

4 SKILLS & EXPERIENCE

- Demonstrable experience in a similar role with excellent customer service skills and experience managing a programme of events
- Excellent all-round communicator with the ability to adjust their communication style to a wide range of audiences and levels of seniority, including volunteers
- Strong negotiating skills with a passion for networking and building and maintaining relationships
- Experienced people manager with the ability to manage, coach and develop a remote team
- Excellent financial management skills: business planning, budgets, reforecasting
- Effective decision maker with proven experience of managing own workload and those of others with minimal supervision, and the ability to manage conflicting priorities
- Excellent IT skills: a proficient user of Microsoft Office software, internal systems and social media with demonstrable experience of management of data within a CRM system.
- Ability to work from home with minimal supervision
- Strong team player with the ability to collaborate effectively with colleagues from across the business, working towards a common goal
- Willingness to travel extensively across the region and work flexible hours to meet the organisation's needs – driving licence required
- Experience of the construction and built environment sector or within a professional body is desirable but not essential.
PART 2: DUTIES & KEY RESPONSIBILITIES

DUTIES & KEY RESPONSIBILITIES

Member Services & Support
- Encourage and enable the development of active and engaged members within the Super Region, developing a range of regional activities that support and respond to CIOB priorities and local issues
- Effectively and efficiently provide advice and guidance to members/prospective members on membership routes and full range of products and services
- Always ensuring that the CRM is kept up to date with any contact made in compliance with GDPR
- Work with matrix colleagues across the region to achieve annual growth targets for membership
- Responsible for retaining members, progressing members and playing an active role in any local campaigns such as the annual renewals campaign to support the achievement of membership targets.

Event management, delivery and measurement
- Overall accountability for the successful design and deliver of a structured programme of local, relevant events (to include networking, CPD, Annual Dinners and Student Challenge) across the Super Region with the intention of retaining and engaging members, stakeholders, students, non-members and the public, ensuring that these are appropriately attended by regional colleagues
- Ensure that events are successfully executed within budget, meet agreed targets and adhere to guidelines
- Successfully organise a range of Professional Review and membership workshops (some will be on customer premises) and contribute to the achievement of Chartered membership targets
- Ensure that leads are passed through to the Member & Customer Service team and/or appropriate Business Development Manager
- Ensure the full range of CIOB & Academy products and services are promoted at events
- Contribute to the CIOB library of shareable CPD in accordance with the set KPIs.

Communication and promotion
- Understand and regularly provide feedback from the local marketplace on industry, economy, competition, opportunities and challenges to the Super Region matrix team
- Update the CIOB Academy on product delivery feedback from companies and potential product development opportunities
- Oversee and deliver engaging content for all local member and non-member communication using all channels available, including monthly News newsletters, Events newsletters, social media channels, Contact (CM magazine), Web, email, phone
- Support the delivery of a range of relevant national and regional communication campaigns as required, aimed at raising the profile of the CIOB and its members, along with good practice within the industry
- Work collaboratively and share best practise with RM colleagues across the world.

Financial management
- Prepare and monitor the annual business plans and budgets for the Super Region's local Hubs and Tomorrow Leaders, ensuring that these are aligned to the Corporate Plan and adhering to guidelines
- Reforecast and review monthly management accounts in a timely manner and provide insightful commentary on any significant variances
- Process purchase orders, sales and purchase invoices and expenses, corporate credit card, and any other finance processing as required
Local Committee Support
• Develop strong working relationships with current and future Committee members to support the effective running and development of the Region along with effective succession planning
• Oversee the co-ordination of all Hub Committee activity, ensuring all governance guidelines and Hub Regulations are adhered to.
• Regularly attend Hub committee meetings to support the local MSEC and update the members on the CIOB corporate plan.

Team Management
• Leads, coaches and develops the Member Services and Events Co-ordinators in line with the CIOB Values Framework, to support their individual development and the effective operation of the region
• Holds regular team meetings and 121s, conducts an annual appraisal and mid-year reviews for direct reports
• Keep up to date and communicate to your team - new products/services and new initiatives/projects, company progress.

This is not an exhaustive list of responsibilities and the post-holder will pro-actively get involved in other activity as needed to support the development of their Region and the overall achievement of the CIOB’s objectives under the Corporate Plan.

BOTH THE EMPLOYEE AND MANAGER WILL ELECTRONICALLY SIGN THE JOB DESCRIPTION ON PEOPLE HR.