



Candidate pack

Regional Engagement Officer (REO)

Salary: £32,000 p.a.

Hours: Full-time, 37 hours per week

Location: Central London, with minimum of two days in the office

About CIHT

The Chartered Institution of Highways and Transportation (CIHT) is a charity, learned society, membership body and leading voice for those who work in the transport and infrastructure sector.

CIHT is the home for all people working in highways and transportation infrastructure. CIHT members come from within the private, public and academic sectors. We offer a neutral space to inform, network and discuss transport sector agenda items, with the sector at large, offering 360-degree perspective and insight.

We champion equality, diversity and inclusion. We work with employers to encourage people from all backgrounds to choose a career in our sector.

Society relies on sustainable and integrated environmentally friendly transport and infrastructure systems. Our members play a vital part in meeting that need.

CIHT works with our members to improve the standard of practice across the fields of highways, transportation and infrastructure. We are the lead voice of the highways and transportation profession in the UK and globally.

The Membership and Member Services team

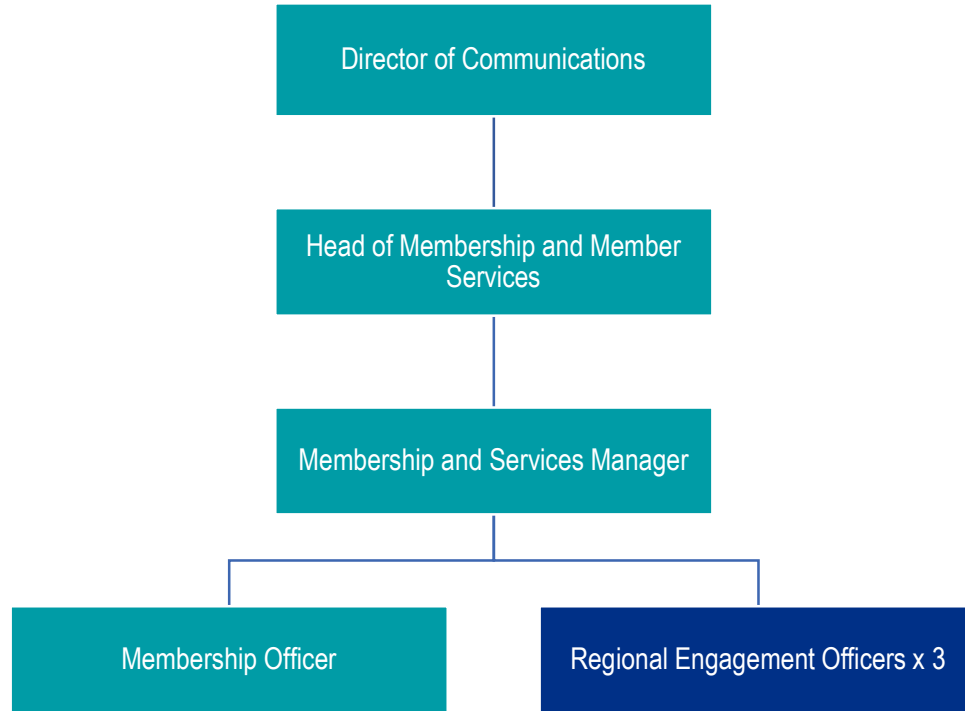
The Membership and Member Services Team is responsible for planning and co-ordinating membership value and engagement. The main responsibilities include: all aspects of work relating to membership recruitment, retention, subscriptions and records management; analysis of membership needs and the targeting of services to meet those needs; membership communications and engagement activities; enabling access to membership products and services; regional activities, as well as providing a helpdesk to the membership.

As well as centralised activities, CIHT's members benefit from being part of a local network of members, run by volunteers. In the UK there are 12 regions and nations plus several international regional groups. Each region consists of a committee who plan and deliver a range of for-member benefits such as CPD events (online and in-person); consultation responses; awards and social activities.

The CIHT regional team are the central point of support for CIHT members across the UK and internationally. Working closely with members, Regional Engagement Officers support the networks within the regions, organise and deliver meetings and events, promote CIHT

policy, support the recruitment and retention of members and assist in the development of new activity that supports the ongoing development of CIHT members. The Regional Engagement Officer (REO) works within a small team of REOs and is allocated responsibility for specific regions and nations.

Where the job fits



Job description

The role

To implement the delivery of the CIHT Strategy 2022+ at a local level, by helping support, grow and retain members across allocated regions and nations. Maximising member value is a key aspect of the role which involves supporting delivery of regional projects, managing volunteers; building relationships with key stakeholders; event management and administrative support for the whole region.

This role would suit a confident communicator who is able to maintain and develop effective working relationships with a diverse range of staff, volunteers and stakeholders. The role may involve some travel to meetings both regionally and nationally and some work outside of standard office hours.

For allocated regions, the main purpose of the role is to:

- Support actions taken throughout the year that enable achievement of targets set out in agreed business plans
- Work with regional contacts to help them deliver a range of events, both in-person and online.
Events can range from CPD events through to awards and dinners.
- Develop relationships with membership networks and key stakeholders in the region
- Communicate with members within the region
- Oversee and support compliance with CIHT governance arrangements
- Advise on the formulation of business plans and related budgets
- Attend regional meetings and ensure that relevant CIHT staff are aware of progress, achievements and challenges in the Regions and Nations
- Promote CIHT activities and the benefits of membership to non-members in the region
- Build CIHT's networks through engagement with stakeholders at events and conferences.
- Support the Head of Membership and Member Services, Membership & Services Manager and other Regional Engagement Officers in the development of good practice and improve service delivery.
- Assist regional committees and the membership team in the promotion of CIHT policy, activities and help to develop local membership support.

Key responsibilities

- Be the principal point of contact at a regional level for committee members. The Regional Engagement Officer acts as the CIHT's representative 'on the ground', the golden thread which connects the Region with the wider institution, engaging with members and championing the value of membership.

Events

- Support the delivery of the CPD and social events programme as outlined in the business plan – this includes all aspects of event delivery, financial administration and monitoring
- Work closely with the Regional Committees to ensure that events and meetings are planned, organised and delivered efficiently and effectively.
- Represent CIHT at events to meet current members and to promote the Institution to prospective members.

Governance

- Oversee and support regions to comply with governance arrangements set out in the CIHT Regional Handbook / Financial Regulations and broader legislative requirements including GDPR
- Conduct the annual Regions Health Check for individual regions and collate results for presentation to CIHT committees and the senior management team

- Attend regional committee meetings and AGMs and provide updates on CIHT activities.
- Provide guidance to the Chairs ensuring that organisation's policies and objectives are outlined, supported and clarified appropriately both before and during the meetings.
- Manage the administration of new and demitting committee members within the region(s).
- Update and maintain member and non-member details for the Region on the membership database working closely with the Membership department to ensure the integrity of CIHT member data

Business planning and budgeting

- Advise regions on the development of regional business plans that align with CIHT Strategic priorities
- Work/Support with the regional committees in preparing the annual budget and business plan and monitoring performance against key targets
- Ensure that financial projections for each regional activity is completed where necessary ensuring costs are covered as appropriate.
- Support the Regional Committees in shaping a programme of CPD, networking/social events and awards programme, through the business planning process
- Support regions in taking appropriate actions throughout the year that will enable achievement of targets set out in agreed business plans

Regional support

- Work closely with the regional Chairs and regional representatives, to ensure local members are supported through regional activity.
- Establish effective working relationships with members, stakeholders and networks.
- Advise and support Regions on developing and delivering campaigns to recruit and retain members locally
- Respond to requests from regional volunteers for information and advice in a timely and efficient manner
- Assist the regions with stakeholder engagement through networking at conferences and events to promote interest in the CIHT's work in the region and target new members
- Encourage and support members to take up volunteer roles either on committees or on working groups to help delivery activities set out in the business plan

Communications

- Advise/support regions on developing effective communication channels with members that strengthens CIHT's regional presence.
- Work with our communications team to manage and deliver targeted communications using appropriate channels. This will include using social media and online platforms to pro-actively share CIHT activity with regional members.

Knowledge sharing

- Liaise with CIHT staff across the Institution to provide information about CIHT activity in the region and opportunities for support and input from wider CIHT departments
- Liaise with other Regional Engagement Officers to share best practice, ideas, useful contacts, and mutual support and provide assistance for the team during times of staff absence
- Work closely with the Head of Membership and Member Services, Membership & Services Manager and regional team to support the work of the membership team in developing local membership support and engagement.

Ad hoc support

- Any other duties as may be reasonably expected, and which are commensurate with the level of the post

* 'Regions' refers to the specific regions/nations allocated to the post-holder

Key contacts

Internal working relationships

Education | Membership | Marketing & Communications | Corporate Services | Policy & Technical

External working relationships

Volunteers | members | partners | local authorities | education providers | Regional Panel Chair

The person

| | Essential (E) or desirable (D) |
|--|--------------------------------|
| Considered and positive approach to problem-solving | E |
| Clear and confident communicator | E |
| Flexible and willing to learn new skills | E |
| Sensitive to the need for confidentiality when dealing with personal information | E |
| Working on your own initiative as well as part of a team | E |
| Proven ability to build and maintain productive relationships with volunteers | E |
| Proven ability to deliver a consistently high level of customer service | E |
| Proven ability to organise and prioritise work effectively to meet agreed outcomes. | E |
| Experience of compiling data and draft committee papers and reports | E |
| Ability to work autonomously | E |
| Able to work flexibly | E |
| Proficient user of Microsoft Word, Excel, Outlook and PowerPoint | E |
| Competency in using a CRM database | E |
| Experience of writing copy for digital communications | D |
| Experience of using bulk email systems and basic web and video editing | D |
| Understanding of event management systems, including webinar platforms | D |
| Numerate with experience of financial monitoring and budget management | D |
| Experience of development of special interest groups or networks at a regional level | D |
| Experience of working in a professional/membership organisation | D |
| Project management | D |

Other requirements

- Willingness to travel within the UK with occasional overnight stays
- Ability to attend regular evening meetings and events in the Region
- Commitment to equality and diversity and understanding of how this applies to delivery of own area of work
- Commitment to the aims and charitable objectives of CIHT

Our values

Professional

An effective, high-performing and ethically focused Institution that has integrity, acts impartially and strives to do the right thing, in a fair and responsible way

Inclusive

An accessible Institution that values equality, diversity and inclusion by supporting all our members, regions and national groups, committees and panels

Collaborative

A membership body that engages with our stakeholders, supports common interests and informs and influences decision-makers

Progressive

An ambitious and innovative Institution committed to positive change

Behavioural competencies

The CIHT's Competency Framework defines the behavioural competencies required from all staff to contribute effectively in their role and within the wider institution.

Attitudes and responsiveness

Being flexible, helpful and adapting positively, to sustain performance when the situation changes, workload increases or priorities shift.

Personal organisation and delivery

Plans, organises and delivers work using resources effectively to meet deadlines and key performance targets whilst achieving quality and value for money

Use of knowledge and expertise

Develops and applies knowledge and expertise to contribute to the success of CIHT

Developing ideas / problem solving

Analysing and interpreting situations from a variety of viewpoints and finding creative, workable and timely solutions

Cross team working

Collaborates openly, building, maintaining and effectively managing positive relationships with other members of staff

Building and managing relationships with key stakeholders

Ability to shape and deliver a consistently high-quality service based on understanding Member and Stakeholder needs.

Strategic thinking and decision making

Uses an understanding of bigger picture to uncover prospective challenges and opportunities for the medium to longer term. Forms sound, evidence-based judgements, making choices, assessing risks to delivery and taking accountability for results

Managing and developing performance

Sets high standards for oneself and others, guiding, motivating and developing them to achieve high performance

How we value our people

We recognise that our people are central to our ability to deliver high-quality and professional services. We offer a welcoming working environment and a commitment to good people management, including our performance and development review process.

Learning and development

We are committed to supporting employees' learning and development. Ensuring every employee has a learning and development plan is part of our annual performance development process.

Working environment

We are a friendly team located in central London, close to transport links, in a well-resourced light and airy building.

Wellbeing support

We provide a range of benefits to support staff wellbeing: employee assistance programme, assistance with eye care costs and flexible working hours. We also provide staff with free tea and coffee while in the office.

Pension and life assurance provision

All employees are eligible for the statutory provision, and additionally we provide a good pension scheme with 6% employer contributions (employee contribution is minimum 4%). The CIHT has a life assurance policy for all current employees.

Other benefits

- Generous holidays (27 pro rata days plus bank holidays)
- Interest-free season ticket loan (post-probation)
- Access to money saving discounts and offers
- Cycle to Work Scheme (post-probation)

How to apply

Please submit a CV and a covering letter. It is important that your covering letter includes a clear statement in support of your application, which demonstrates how you meet the essential (and where applicable, desirable) criteria described.

We expect you to meet the points under 'other requirements' as a pre-requisite for applying for this position. However, you are not required to address these in your written statement.

Applications should be emailed to recruitment@ciht.org.uk If you have not heard further from CIHT, you should assume you have not been shortlisted for interview on this occasion.

Equality and diversity statement

CIHT is committed to equality and diversity in its role as an employer, valuing the benefit a diverse workforce brings. It is our intention not to discriminate on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, religion or belief, sex or sexual orientation.