THE CHARTERED INSTITUTION OF HIGHWAYS AND TRANSPORTATION – JOB DESCRIPTION

Job Title:
Policy Support Officer

Reports to:
Senior Officer in our Policy and Technical affairs team

Job Purpose
To support CIHT by contributing to the delivery of the Institution's policy and technical affairs service to volunteers and CIHT stakeholders.

Key Contacts
Members of CIHT, particularly those volunteers active in technical boards and panels. Participants in CIHT events. Government officials and other external CIHT stakeholders. CIHT staff across all teams.

Key Responsibilities
Working in a small active team you will support the development and delivery of our policy and technical outputs and meeting the needs of our members and volunteers

The main duties include:
- Working with groups of our volunteers, including arranging meetings (including virtual ones), producing papers and other documents, attending meetings, and, working with the Chairs and board and panel volunteers to ensure the delivery of their business plans;
- Dealing efficiently, effectively and courteously with enquiries from members, (including Council, Boards and Panels), the media, and other contacts;
- Work as a website editor to provide and edit technical and news content;
- Help monitor government plans (including regional and local government), to identify appropriate consultations from Government and other industry bodies for the CIHT to provide responses and, with technical support from board and panel volunteers, co-ordinate and produce responses.
- Working with the Technical Policy and Communications teams, to develop and run projects including publications on best practice, conferences, seminars and awards events from inception to completion that help our members exchange knowledge
- Help monitor and research information sources (i.e. web sites, TV/ radio/ newspapers and technical publications) to identify and report on issues relevant to the Institution and its members
- Where appropriate provide support to the external consultancy projects carried out by CIHT
- Other duties within the competence of the job holder as required by CIHT

Dimensions
No direct staff reports.

Personal specifications

Required
Degree Level or equivalent education
A confident communicator, good at understanding what people want to achieve
Experience in organising and managing effective meetings
Experience of working with groups of volunteers/people to deliver outputs/projects
Experience of using IT, including CRM systems, Microsoft suit of programmes, web and social media to work effectively with colleagues, CIHT volunteers and stakeholders
Meeting the requirements of CIHT competency framework for the role.

Desirable
Experience of a membership/voluntary organisation either as a member/volunteer or employee
An interest in Highways and Transportation and a willingness to learn more

Skills and competencies

CIHT has a competency framework against which all staff are required to meet levels of performance against several key competencies.

For this role the following 6 key competency areas below are important.

(1) Attitudes & Responsiveness

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

(2) Personal Organisation & Delivery

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

(3) Using your Knowledge & expertise

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

(4) Developing Ideas / Problem solving

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

(5) Cross Team working

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

(6) Building & managing relationships with key stakeholders

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