

THE CHARTERED INSTITUTION OF HIGHWAYS AND TRANSPORTATION – JOB DESCRIPTION

Job Title:
Regional Engagement Officer (home based) covering: North East, Cumbria and Yorkshire and Humber (one post) Part-time 14 hours per week plus benefits
Salary:
£28,000 pro rata p.a.
Reports to:
The Membership Manager
Job Purpose
To support the delivery of the Regional Business Plan and champion the value of CIHT membership To support the development and delivery of appropriate member services in the Regions which contribute to retaining, recruiting and engaging with (members) To develop effective working relationships with volunteers in CIHT's Regions and Nations focusing on specific locales as required To monitor, evaluate and report regularly on the Regions' performance
Key Contacts
Volunteers on CIHT regional committees, members, corporate partners, local authorities, education providers, Regional Panel Chair

Key Responsibilities
To assist the Regions in the development and implementation of a programme of local activities, CPD and networking events and meeting the needs of members To support Regions in developing and delivering campaigns to recruit and retain members locally; To support the preparation and delivery of the regional business plan and annual budget, and collect and collate the Regions' annual returns; To communicate proactively with regional members, through a variety of channel, keeping members informed of all regional activities, showcasing best practice in the region and generating interest in events To build relationships with key stakeholder in the region to promote interest in the CIHT's work in the region To advise the Policy & Technical team of technical issues of interest in the Regions; To monitor the Regions' mini-sites on CIHT's website and work with the regional web officers to ensure that the sites are kept up-to-date; To attend regional committee meetings and support regional events as required; To collate returns of quarterly accounts from regional treasurers and forward to CIHT finance (JS2) for processing. To maintain details of regional volunteers on the membership database in accordance with GDPR best practice To issue monthly membership statistics to the Regional Chairs To post news items regularly on the Regions' LinkedIn group To engage with the regional Young Professionals Groups and promote the Young Professionals' Conference To contribute to CIHT's regional e-newsletter (six issues per year) To participate in reviewing and updating the Regional Officers Handbook and other support materials as required To draft papers for, and participate in, Regional Panel meetings as required To assist with the organisation of the biennial Regional Officers Conference

To initiate the annual Regions Health Check for your designated regions and collate results for presentation to CIHT committees and the senior management team
 To respond to requests from regional volunteers for information and advice in a timely and efficient manner
 To liaise with other Regional Engagement Officers to share best practice, ideas, useful contacts and mutual support and provide assistance to the team during times of staff absence
 To ensure that relevant CIHT staff are aware of progress, achievements and challenges in the Regions
 To encourage and provide support to members to get involved with the region as volunteers and ensure volunteers have a clear understanding of their roles and responsibilities.
 Other duties within the competence of the job holder as required by the Institution

* 'Regions' refers to the specific regions/nations allocated to the postholder

Dimensions

n/a

Personal specification

Essential

- Excellent eye for detail
- Flexible approach to work and learning new skills
- Understanding of the need for confidentiality when dealing with personal information
- Competency in using a CRM database
- Willingness to travel regularly within the UK with some overnight stays.

Desirable

- Educated to degree level, or equivalent.
- Experience of working with volunteers at committee level

Skills and competencies

Essential

- Well-developed interpersonal, influencing and communication skills
- Confidence when communicating with stakeholders at all levels
- Demonstrable ability to deliver a consistently high level of customer service
- Proficient user of Microsoft Word, Excel, Outlook and PowerPoint
- Ability to organise and prioritise work effectively to meet agreed outcomes.
- Experience of working in a membership organisation
- Ability to build and maintain productive relationships with volunteers

Desirable

- Ability to compile data and draft committee papers and reports
- Ability to write copy for digital communications.

Other requirements

- A suitable home-office area and a good quality broadband service
- Ability to travel to meetings and events in North East, Cumbria and Yorkshire and Humber

June 2019