**Member Engagement Executive**

**Reports to:** Professional Networks Manager

**Direct reports:** None

**Based:** CQI Office, London

**Contract:** Permanent, 35 hours per week, Monday to Friday

The role of the Member Engagement Executive is to provide a high level of customer service to the member-led networks and support the development of existing and new networks and their members. As well as to create engaging communications to keep all volunteer members up to date with new initiatives and CQI activities.

**Key Responsibilities**

**Engagement & Communication**

* To be a first point of contact for enquiries from new and existing volunteers.
* Co-ordinating the production and distribution of branch e-newsletters and volunteer-wide communications as required.
* Support the member networks with online engagement tools.
* Providing guidance to committee officers in respect of their roles and the operation of committees, as and when required, including delivering volunteer inductions to new committee members.
* Attending and presenting at volunteer committee meetings as and when required.
* Supporting the Professional Networks Manager to develop and grow the member led networks ensuring that all are operating within their remit and according to CQI policies and procedures.
* Working collaboratively with other teams, especially the Membership Teams and Marketing, to ensure that the work of the Professional Networks Team supports the work of other departments and the organisation as a whole.
* Acting as an ambassador for the CQI, representing the organisation at local or national events as required.

**Administration**

* Ensuring that the processes and procedures associated with the Professional Networks Team are effective and efficient, and that they are documented.
* Supporting the team with the facilitation of meetings at the CQI’s London office relating to the Professional Networks.
* Supporting the team with financial administrative tasks, including processing invoices and expense claims in accordance with the Finance Team’s processes and policies.
* Collaborating with the Professional Networks Administrator to ensure that all volunteer and committee records are up to date.

**General**

* Keeping up to date with volunteer management and member engagement best practice.
* Any other activities as directed by the Professional Networks Manager, within reason.
* Ensuring that all activities carried out for the team and the networks are in line with the current CQI strategy.

**Key skills and behaviours**

* Excellent professional written and spoken English, with a good telephone manner.
* Excellent attention to detail and the ability to keep accurate, up to date records.
* A confident communicator with the ability to build and develop strong working relationships with colleagues and members via email, phone and face-to-face.
* An ability to communicate with a wide range of audiences and at times have difficult conversations.
* A positive and pro-active approach to work, taking ownership of tasks and projects, embracing change and continually finding ways to make improvements.
* Strong time-management and organisational skills, with the ability to multi-task and prioritise.
* The ability to work independently under own initiative as well as part of a team.
* Excellent IT literacy, especially Microsoft Office and databases.

**Qualifications and Experience**

**Essential**

* 5 GCSEs including English and Maths (or equivalent).
* Experience of working in a customer facing role in a service environment.
* Experience of working in an engagement or relationship management role.
* Experience of creating and delivering presentations.
* Competence in Microsoft office and experience with databases.

**Desirable**

* Educated to A-level or degree level (or equivalent)
* Experience of working with volunteers
* Experience of project working
* Experience of working within a Professional Body or similar organisation
* Experience of working with online engagement platforms
* Experience of using a CRM database

**Additional information**

* This is a full-time 35 hrs/week position (Mon – Thurs 9am to 5pm, Fri 9am to 4pm) with some flexibility around these core hours.
* The role will be based in our office near Chancery Lane, London.
* This role will require regular travel around the UK with some overnight stays.

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