

## Membership Engagement Manager Job Description

<b>Location</b>	Oxford Based, hybrid (working at home and at our Harwell Campus office)
<b>Salary</b>	£38,000 -£45,000 (Depending on experience)
<b>Hours</b>	Full time (37.5) (Flexible Working will be considered)
<b>Contract type</b>	Permanent
<b>Reporting to</b>	Chief Executive Officer

### Introduction

UCISA was founded in 1992 and is a registered charity. We are a not-for-profit member led organisation for digital practitioners within education. Via knowledge exchange and sharing, we support continuous improvement of expertise among the UK university and college community underpinning teaching, learning and research transformation through better use of digital technology and information systems.

#### Overview of the role

One of UCISA's strategic goals is to create bridges between commercial partners, the IT professional community and wider stakeholders to meet business needs.

The Membership Engagement Manager will provide lead support for UCISA's special interest groups (a wide variety of volunteer led groups that are university and college digital practitioners), ensuring UCISA consistently upholds its core value of being run by and for its members. The post holder also supports our Head of Corporate Engagement and Events in liaising with our corporate members.

#### Responsibilities/duties

Working closely with the CEO and Head of Corporate Engagement of Events, the post holder plays a key role in enabling our members to highlight areas of concern and provide platforms for collaboration, developing mutual understanding and co- creation of constructive solutions.

The post holder has full responsibility for the initiation, management and benefits realisation of ucisa projects and will spend significant time both engaging with ucisa membership and working with various agencies to identify requirements for resources or response. This will require the postholder to attend meetings and events away from Oxford to represent the Association and give the sector view on trends, developments and technological and policy movements.

This post offers the chance to combine a range of skills and interests.

#### Membership Engagement (Specialist groups)- approximately 80% of role

Principal responsibilities include:

- Represent and champion UCISA collective voice at special interest groups, regarding sector policy foci, issues, trends and movement, with reference to UCISA's strategic objectives
- Work with special interest groups to enable members to share collective sector expertise, interact around common issues, identify and develop opportunities and potential areas of collaboration, such as procurement and shared services
- Create opportunities to engage with key influencers involved in IT and Digital developments

- Facilitate joint activity exercises and discussion around issues that impact the sector – IT governance, hybrid teaching etc
- Personalise our membership offer through enhanced engagement
- Develop an understanding of UCISA personas – their needs and wants and championing these within UCISA’s structures
- Manage special interest group projects such as sector tool kits and surveys
- Project management involving the development and implementation of business processes through requirements specification, feasibility studies and detailed business modelling
- Initiate, capture and disseminate specialist groups information
- Facilitate a strong flow of information across UCISA’s membership, leadership and governance structures
- Publish advisory papers to share learning
- Administration of specialist groups, meeting scheduling, minute taking, liaising with members on progressing group actions
- Manages and controls resources and skills within agreed parameters of cost, timescales and quality

#### Corporate Members-approximately 20% of role

- Support the Head of Corporate Members and Events to liaise with our corporate members as follows:
- Manage new corporate member enquiries, follow-up potential members, schedule calls with current and potential corporate members, and pass sponsorship enquiries to the events team

#### Internal/Organisational

- To work towards and in line with UCISA’s strategic objectives: Passion, Collaboration, Inclusivity and Trustworthiness
- To take advantage of continuous professional development opportunities
- Participate in a regular Staff Development Review
- To participate in UCISA team meetings, away days and team development events
- Ensure the implementation and compliance of UCISA’s Health and Safety Policy and supporting procedures in their day-to-day operations.
- Take reasonable care for the health and safety of themselves and of other persons who could be affected by their acts or omissions
- The post holder may be called upon to carry out any other reasonable duties as required of UCISA

## Personal Specification

Essential	Desirable
Degree level or equivalent experience	Experience in a similar Higher/Further education sector role
Substantial experience of project management	Project Management qualification (eg Prince 2, PMI Certificate)
Strong record in developing and delivery innovation projects and services	

A sound understanding of higher and further education sector policy, trends and horizon scanning	Experience of developing surveys and toolkits
Excellent IT skills including Microsoft applications (Word, Excel, PowerPoint and the use of online purchasing tools) are required	Knowledge of digital technologies
Excellent interpersonal and influencing skills	
Excellent organisational skills and the ability to work effectively under pressure	
High level communication skills, oral and written	
A strong eye for detail	