**Job** **Profile**

**Membership Operations Manager**

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| Location | Solihull |
| Reports to | Director of Membership & Strategic Engagement |
| Hours | Nominally 37 hours but operationally available at all times to meet company requirements |
| Contract | Permanent |
| Constraints (travel/ base/ working patterns etc) | You are expected to attend our offices for a minimum of 2 days per week and as required by the Company, for the proper performance of your duties or for specific meetings, events or training. |
| Date | May 2024 |
| About us  Everyday over 68 million people in the UK rely on the energy and utility industries to provide services that are essential to the health, safety and prosperity of every person and business in the UK.  Energy & Utility Skills are at the forefront of bringing our industry leaders together to identify and address the skills challenges for a greener world. We provide membership, assurance, and skills solutions to deliver a safe, skilled and sustainable workforce with energy and utility industries.  About the role  The Membership Operations Manager will work strategically across our membership customer portfolio.  Playing a pivotal role in the leadership of the National Skills Academy for Power (NSAP) and across our strategic and network groups, the role will ensure effective delivery of wider skills deliverables as well as managing our flagship annual conference. Engaging with key stakeholders including regulatory and skills bodies, the Membership Operations Manager will also represent the business at industry events and conferences.  Managing the extensive delivery programme of the Energy & Utilities Skills Partnership (EUSP), the Membership Operations Manager will also manage a diverse range of strategic workstreams, working with key sector stakeholders.  The company’s membership lead, you will continuously review our membership offer working with customers across the energy and utilities sector to ensure membership retention and growth.  About you  You will have a track record of building and maintaining effective customer and stakeholder relationships at all levels and delivering high levels of customer retention and growth.  Commercially astute, you will have experience of convening strategic customer groups and delivering extensive work programmes to challenging timeframes. You will be experienced in developing performance reporting systems and managing performance against these.  A clear communicator, you will be able to present and undertake public speaking with ease and credibility. You will be able to make a positive impression on others and are used to influencing at all levels.  You are organised in your approach and able to manage multiple work programmes. | |
| **Key Responsibilities:**  **Operational Management of Strategic and Network Group Activity**   * Act as secretariat for and convene strategic industry groups including the National Skills Academy for Power (NSAP). * Manage the delivery and reporting of supporting projects, working closely with the project management team to ensure effective delivery on time and to budget. * Build effective relationships with key stakeholders across network groups, ensuring high levels of engagement across our membership. * Support the engagement of regulatory bodies and government departments in amplifying our role as a skills body. * Working closely with the Project Manager, manage the successful delivery of the annual Energy & Utility Skills conference, measured through delegate and sponsor feedback. * Provide timely report and tracking of all strategic and network group activity through CRM. * Represent the business at industry events and conferences, ensuring the active promotion and high-level profile of the Energy & Utility Skills.   **Operational management of the Energy & Utilities Skills Partnership (EUSP)**   * Oversee the delivery programme for all EUSP workstreams to include the convening of EUSP meetings, acing as secretariate as appropriate. * Work with Project Managers to ensure the programme management and effective reporting of EUSP activity, internally and externally, ensuring timely achievement of agreed deliverables. * Build effective relationships with internal and external stakeholders across all EUSP workstreams to ensure high levels of engagement and attendance. * Manage the annual ‘review of the EUSP’ and play a key role in developing the refresh of the EUSP *‘Workforce Renewal & Skills Strategy’*, ensuring timely input. * Manage strategic and commercial partners to ensure effective delivery of EUSP priorities.   **Management Energy & Utilities Careers & Jobs (EUCJ)**   * Manage the operational delivery of EUCJ to ensure effective delivery of KPIs against the annual plan. * Lead on sign up and renewal activity, working closely Key Account Managers.   **Commercial Development**   * Acting as the Membership lead, work with internal stakeholders to continuously review the membership proposition to ensure customer retention and delivery of membership growth. * Identify and review customer insights, working with internal stakeholders to consider potential projects/commercial opportunities. * Understand outside influences (political, financial, regulatory) and their potential impact, recognising areas of growth and opportunity but also those of decline and risk to membership. * Support the continuous improvement of all service lines, working with internal teams to gain/share customer insights. | |

**Job Holder Specification**

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| **Specification** | **Essential** | **Desirable** |
| **Experience** |  |  |
| Track record of building and maintaining effective customer and stakeholder relationships up to and including senior and C-Suite levels. |  |  |
| Experience of customer relationship development delivering customer retention and growth. |  |  |
| Demonstrable success in efficiently delivering strategic work programmes, delivering to challenging timeframes |  |  |
| Experience of convening key strategic groups to identify and address customer (skills) challenges |  |  |
| Knowledge of and experience of using IT to report/ track and present data including effective use of CRM |  |  |
| Knowledge and experience of establishing performance reporting systems and managing performance against these |  |  |
| Experience of working within a membership organisation; promoting and securing membership |  |  |
| Project Management experience |  |  |
| Understanding of the energy and utilities sector and the workforce/skills issues affecting it. |  |  |
| Knowledge of the national systems of education, apprenticeships and skills training |  |  |

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| **Competencies & Skills:** |  |  |
| **Relating and Networking**: able to establish good relationships with customers and colleagues; highly collaborative and able to build wide and effective networks and contacts internally and externally, relates well to people at all levels, manages conflict, listens and is self-aware |  |  |
| **Presenting and communicating information:** able to speak and write clearly and succinctly, writes convincingly, presents and undertakes public speaking with skill and confidence, responds quickly to audience needs and projects credibility |  |  |
| **Delivering results and meeting customer expectations:** commercially astute, focuses on customer needs, sets high quality standards, works in a systematic way and consistently achieves objectives set. |  |  |
| **Persuading and Influencing:** able to make a positive personal impression on others, gain clear agreement and commitment from others by persuading and negotiating, promotes ideas on behalf of self and others |  |  |
| **Planning & Organising:**  Sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances; manages time effectively; identifies and organises resources needed to accomplish tasks; monitors performance against deadlines and milestones. |  |  |

**Our Values**

**Together**

We are stronger, collaborating internally and externally to deliver success as one high performance team.

**Credible**

As specialists, we are trusted to provide thought leadership, the skills voice for Industry and skills solutions for energy and utility industries.

**Making A Positive Difference**

A great place to work, we individually and collectively play a key role in shaping a greener world.