

## Role Description

<b>Role Title:</b>	Director of Membership and Operations
<b>Responsible to:</b>	CHEAD Board of Trustee Chair or other nominated member of the Board.
<b>Location:</b>	Home-based, with travel to facilitate the delivery of the role responsibilities.
<b>Contract hours:</b>	0.6 Full-time equivalent (3 days per week ideally Monday – Wednesday)
<b>Salary:</b>	£48,313 pro rata

### Overall purpose:

To provide leadership for the management and running of the organisation, membership recruitment and delivery of membership activities, financial stability and probity and compliance with its' regulator and the delivery of CHEAD's network of members and membership activities.

### Objectives:

The Director of Membership and Operations will take joint responsibility with the Director of Policy & External Relations to enable CHEAD to realise its' strategic mission, and by delivering the following objectives:

- To provide dynamic, responsible leadership in accordance with CHEAD's governing documents, charity law, and other relevant legislation and regulation.
- To maintain CHEAD's membership community and to manage and develop engagement activities and services
- To ensure CHEAD's financial stability.
- To promote effective communication and dialogue among CHEAD's member HEI's.

## **Key duties and role responsibilities:**

### **Operational management activities**

- Manage and keep under review all operational functions of CHEAD, ensuring that efficient and effective processes are in place and provide timely reports on keys areas to the Chair.
- Prepare and file the Trustees Annual Report, Accounts and Annual Return Form to meet the Charity Commission guidelines in a timely way.
- Develop and manage CHEAD finance procedures and processes to ensure financial stability and probity, preparing an annual statement of Accounts, liaising with Auditors, to meet regulatory and legislative standards.
- Manage budgets and accounts with oversight from the Treasurer, and raising orders and invoices. and dealing with suppliers and contractors.
- Employee management oversight including recruitment, payroll and appraisals
- Manage operating systems and membership data to ensure efficiency and security of data to meet legislative guidelines.
- Maintain and develop the CHEAD website as well as CHEAD social media accounts.

### **Membership services and activities**

- Develop strategy for CHEAD's membership community to achieve growth goals to include new membership acquisition from across the HE and ongoing relationship management of the membership community
- Ongoing development and delivery of an engaging membership programme that achieves high satisfaction and member retention.
- Respond to member needs and identify recommendations and service enhancements for learning, research, partnership working and recording sector intelligence.
- Provide support for CHEAD's Specialist Alliances including liaising with Alliance Chairs to deliver a relevant and dynamic programme
- Co-ordinate membership activities and events

### **Board of Trustees Support**

- Provide management reports on relevant matters from compliance, risk management, internal control and audit functions and external auditors communications and other sources of assurance for the Board of Trustees.
- Oversee support for Board of Trustees meetings including Trustee

recruitment and induction, liaising with the Chair and Trustee's, agenda setting, preparing agenda papers and relevant documentation.

- Manage the CHEAD elections process, and the planning and preparation for the CHEAD Annual General Meeting.

### **Liaison and joint working with the Director of Policy and External Relations and the Director of Equity, Diversity and Inclusion**

- Liaise regularly to provide updates and share intelligence about CHEAD objectives and activities to ensure a seamless and productive working relationship.
- Prioritise communication strategy, activity and message content for the development of external relationships, partnerships and networks.
- Develop and update a risk management strategy to ensure that CHEAD is compliant with Charity Commissions guidance on handling risks in carrying out its strategies.
- Ensure that CHEAD is compliant with all relevant legislation including The Charities Act 2011, Trustees Acts 1925,2000, laws on trading, fundraising and data protection.

Scope and plan CHEAD income generating agenda and activities, identifying appropriate projects, funding bodies and partner organisations to ensure value for money and contribute to the delivery of CHEAD's aspirations.

### **Other important duties**

- Demonstrate the value and importance of equality and diversity in every aspect of the work, and show commitment through everyday practice in the role.
- Demonstrate a commitment to continuously improve knowledge, skills and behaviours for the role where necessary, gaining appropriate professional qualifications/accreditation and membership of appropriate professional bodies.
- Demonstrate compliance with health, safety and environmental sustainability in the conduct of the role.
- Where required, to perform other duties consistent with role expectations collaborating fully with others to get the work completed to meet key objectives.

## Person Specification

<b>Knowledge and Experience</b>	E	D
Postgraduate degree in a relevant field.		✓
Experience of working within creative disciplines, art and design in HE or in the Creative Industries.		✓
Experience of working within a small non-for-profit organisation, charity or membership organisation.		✓
Demonstrable knowledge of regulatory frameworks, compliance and legislation relevant to a small charity & membership organisation, in particular: <ul style="list-style-type: none"> <li>• Charities Act 2011 (or earlier)</li> <li>• Charities (Protection and Social Investment) Act</li> <li>• Trustees Acts 1925, 2000</li> <li>• Statement of Recommended Practice (SORP) 2015</li> <li>• Data Protection Act 1988 (May 2018)</li> <li>• Trading, Political and/or Fundraising Acts</li> <li>• Equalities Act 2010</li> </ul>		✓
Demonstrable expertise and ability to implement financial procedures and processes, manage budgets, process orders and invoices and produce a balanced financial statement of accounts.	✓	
Demonstrate an ability to produce promotional and marketing communications to optimise engagement and participation.		✓
Evidence of successful project initiation, planning and management skills to meet timescales and targets for key deliverables.	✓	
Evidence of initiating, building and establishing long-term productive working relationships and partnerships.	✓	

Evidence of the ability to work remotely and take responsibility for planning and managing own workload within peaks and troughs of work flows.	✓	
Evidence of the ability to work collaboratively and effectively with colleagues remotely and in-situ to deliver joint work objectives.	✓	

## Key competencies

The role holder is required to demonstrate the achievement of the following behaviours in the conduct of their role:

### Member focus and development

- Provide a professional and encouraging response to existing members and welcome to all new members to establish high-levels of member satisfaction and ongoing participation.
- Oversee membership service including: dealing with member issues promptly, managing feedback and actions, removing barriers to constructive engagement.
- Build effective relationships with members that meet with the highest ethical standards.
- Liaise and network with members to provide insightful information that will translate into a better understanding of member's needs and improve the membership experience.

### Leadership

- Make timely and effective decisions to take advantage of opportunities which influence the delivery of CHEAD objectives, operational delivery and future events.
- Proactively update knowledge of existing and future regulation and legislation to identify the potential impact upon CHEAD operation and activities, making recommendations to the Board of Trustees to ensure CHEAD retains and expands sector influence.
- Implement effective review and audit procedures across work activities, to provide evidence of the integrity of CHEAD operations and membership services, and how CHEAD meets the Charity Commission guidelines.

### Partnership

- Readily identifies intelligence and information that will influence sector advocacy and relationships with policy-makers in the members' interest and shares with colleagues and Executive Committee members.

**Sustainability**

- Communicate positively to promote CHEAD culture and values, using a range of electronic and social media and demonstrate how this translates into increased membership participation.
- Identify potential changes and innovation necessary in CHEAD practices to maximise a more dynamic and continuously improving approach to communication, engagement and participation from members and prospective members.
- Capture and explore member insights and needs accurately and analyse trends and patterns to continuously improve the member experience.