JOB PURPOSE

1. Lead and deliver CIHs membership function including delivering member services, managing member data, preparing the annual subscription process and overseeing a customer service team.

2. Contribute to the management of the organisation and provide strategic advice to the executive team on membership growth and the delivery of member services

3. Manage the regional member boards and ensure they are supported to deliver member value locally

4. Manage a team of administrators delivering the CIH online learning programme.

FUNCTIONS

1. Lead the development and delivery of CIH’s membership growth and engagement strategy

2. Work across the organisation to ensure teams are able to support the membership strategy

3. Develop new member services to support member retention

4. Set, manage and monitor targets related to the recruitment and retention strategies.
5. Manage the membership subscription renewal process and ensure income is collected in a timely manner

6. Manage a large team ensuring staff have the right skills and motivation to undertake their roles

7. Financial responsibly for an annual budget in excess of 2m

8. Establish and maintain processes and procedures to ensure the effective operation of the administrative functions that support the directorate

9. Responsibility for the accuracy and security of the membership data

10. Manage the regional support delivered to CIH regional boards and ensure they are able to deliver member services at a local level.

11. Manage the administrative functions for the CIH awarding body and ensure compliance with regulatory obligations

12. Work with teams in Canada and Asia Pacific to deliver member services

13. Provide statistical analysis to support strategic decisions

14. Manage the learning team administrative function

Signed: ...........................................  Date: ...........................................