



# Creating a world of better opportunities

## Job description

### **Global Networks and Communities Manager**

Hybrid - Stevenage

Permanent

Grade X (complete the Job Evaluation process to determine Job Grade)

Full Time - 35 Hours per Week

**Reports to:** Head of Volunteering and Networks

## Where the role fits

The IET's centralised specialist Volunteering and Networks team is dedicated to empowering our volunteers with the resources, training and support they need to make a meaningful impact. By fostering a collaborative and inclusive environment, we aim to enhance the volunteer experience, ensuring every individual feels valued, equipped, and inspired to contribute to our mission. The team will ensure the IET has a clear understanding of the volunteering needs of today and the future and will ensure there is a strong pipeline of individuals willing and capable to support the IET deliver its strategy. The team works in partnership with volunteers to form (and fold) networks and communities able to support the strategic aims of the IET and enhance professional development and knowledge exchange for engineers. Together, we will build stronger communities and networks and drive positive change, one volunteer at a time.

## Purpose of the role

The Global Networks and Communities Manager plays a key role in ensuring that our member groups, and local and technical networks (LNs and TNs), are aligned to the IET's strategic objectives and are compliant when supporting our growth and engagement plans as our global ambassadors. The role is responsible for the leadership, management, strategy, operations, and governance of the LNs and TNs globally to support and deliver our diverse portfolio of activities that enrich our offering to our customers through knowledge, content, and networking, in both physical and digital spaces.

In addition to providing strong leadership for our LNs and TNs, the Global Networks and Communities Manager, working closely with the Head of Volunteering and Networks, will guide our staff and volunteers through our ongoing transformational change, helping to build skills and agility to enable us to support new and emerging networks and communities as the business requirements develop.

## Our leadership charter

Leadership is important. It helps create the culture that we need to be a success – as individuals, as teams and as an organisation. As part of our framework, we have four behaviours we specifically look for in our leaders:

- **Shares vision** – by setting a clear shared vision of success for the organisation
- **Sparks engagement** – by empowering, inspiring, and developing people
- **Skilfully executes** – by setting stretching performance expectations, reviewing progress, and holding people to account to deliver planned outcomes
- **Sustains progress** – by recognising achievement and encouraging continuous improvement and experimentation

## Our five behaviours

Created by our people – for our people; our behaviours underpin much of what we do and reinforce the type of organisation we want to be. They're an integral part of how our performance is managed and how we recognise great work, and map across our learning and development offering too.

You will seek to bring our behaviours to life in all that you do:

- **Include everyone**
- **Do your very best**
- **Take full ownership**
- **Work well with others**
- **Openly communicate**

## Main duties and responsibilities (not necessarily in priority order)

- Work with the Head of Volunteering and Networks, the Product Manager: Education and Community, and colleagues from across the IET to:
  - Develop a flexible framework that allows new networks and communities to form (and fold) around emerging products, topics, activities, audiences as required to support the IET's strategy

- Define lifecycle for member networks and communities including establishing metrics and value measures that track effective impact
- Plan for the development of new networks and communities to grow the IET's presence in target countries and sectors
- Target member communities and networks globally to support recruitment and retention, drive engagement with products and services, align to growth areas of knowledge and emerging technologies, and build scale and reach
- Ensure that process automation is deployed appropriately to reduce risk, provide consistency of experience, and deliver intelligence and insight
- Operate as the IET's subject matter expert in the development of thriving networks and communities, on and offline, understanding and practicing the principles of engagement, influence and motivation
- Maintain knowledge through analysis of customer needs and behaviours, while also maintaining awareness of marketplace by building contacts with other relevant organisations.
- Work closely with colleagues in PPM and E&G to create and implement a development strategy for our networks that aligns them as drivers of the IET Strategy, providing member value and deliver against the IET's charitable mission
- Work closely with the IET EngX® team to embed best practice and drive online usage and engagement with across communities and networks
- Engage with internal and external stakeholders as the business owner for the portfolio of LNs and TNs, articulating their value and advocating on their behalf
- Working with the Finance Business Partner to deliver the annual networks planning cycle on time and in budget.
- Define, measure and deliver the success of the IET's global community offering, reporting metrics and KPIs as required.
- Operate as the Senior Staff Member for the Communities Oversight Committee, working closely with the Chair and the Head of Volunteering and Networks to deliver effective (and cost effective) governance to support current and future portfolio of networks and communities
- Work closely with the Marketing and Content teams to create content opportunities and support an integrated approach to content development and campaign delivery across the IET.
- Any other duties as are reasonable as per the skill and experience of the post-holder.

The following generic responsibilities would also apply to the role. Specific responsibilities will vary depending on the department and level of seniority.

- **Deliver operational excellence:** You'll be responsible for the efficient and effective execution of day-to-day tasks and projects, ensuring they align with organisational goals.
- **Collaborate for success:** You'll work closely with colleagues across departments, fostering open communication and a collaborative environment to achieve shared objectives.
- **Support continuous improvement:** You'll actively participate in identifying areas for improvement and implementing solutions to enhance efficiency and effectiveness within your area.
- **Develop and motivate teams:** For manager roles, you'll be responsible for coaching, motivating, and facilitating the learning and development your team to achieve their full potential, fostering a positive and inclusive work environment.
- **Enhance team strengths:** You'll support your team in understanding and using their individual strengths to improve productivity and engagement, ensuring everyone can contribute effectively.

## Skills and experience required

- Experience of leading transformation and change management programmes in complex environments, ideally across staff and volunteer teams in a global environment.
- Excellent stakeholder engagement skills with the ability to engage and influence at multiple levels.
- Experience working with boards and committees in a Professional Engineering Institution or similar.
- Experience in leading strategic development and implementation, budget management and business planning.

The following generic skills and experiences would also apply to the role. Specific requirements may vary depending on the department and level of seniority.

- **Leadership and motivation:** Where required, experience in a role is demonstrating strong leadership, motivational abilities, and the ability to delegate effectively.
- **Collaborative communication:** You'll possess excellent written and verbal communication skills with a focus on active listening, clear communication, and building strong relationships with colleagues.
- **Strong organisational and time management:** You'll demonstrate excellent organisational skills with the ability to prioritise effectively, manage your workload to meet deadlines consistently, and ensure project deliverables are achieved on time and within budget.
- **Technical and operational expertise:** You'll possess a strong understanding of the relevant technical or operational area, coupled with a strategic mindset and problem-solving skills to identify and implement solutions to ensure smooth delivery.
- **Teamwork and independent work:** You'll be a strong team player with the ability to work independently and take initiative when required.
- **Promoting a positive and inclusive work environment:** You'll be passionate about creating a positive and inclusive work environment where diversity is celebrated, teamwork is valued, and collaboration thrives.
- **Proficiency in IT tools:** You'll be proficient in Microsoft Office applications and demonstrate a willingness to learn and use any applicable support systems, including CRMs and databases.

## Document control

<i>Authorised by</i>	<i>Job Title</i>	<i>Date</i>
<i>Head of Department / Team</i>	<i>Alex Taylor, Head of Volunteering and Networks</i>	<i>11/2024</i>
<i>Strategic People Partner</i>	<i>JW, Strategic People Partner</i>	<i>11/2024</i>

*This job description is not intended to include specific tasks, temporary activities or projects but aims to describe the overall purpose and outputs for the role and may be subject to change. Using this role profile, specific success objectives will be part of the ongoing performance conversations with your manager throughout the year.*

*It's the expectation that you will understand and keep up-to-date with all IET mandatory policies and appropriate training, including data protection and data handling, as well as current Health and Safety policies.*