



The Institution of  
Engineering and Technology



# Creating a world of better opportunities

## Job description

### **Local Network Manager**

Hybrid, Futures Place Stevenage

Permanent

Grade 7

Full Time - 35 Hours per Week

**Reports to:** Senior Community Manager

## Where the role fits

Governance and External Engagement (GEE) is a specialist hub for team and professionals who support the IET in delivering effective and impactful corporate support, governance and compliance to leading on the charity's fundraising initiatives and growth.

Across several centres of excellence, GEE brings together the teams responsible for developing and managing our dedicated global network of volunteers, who champion our voice and help progress the engineering and technology topics that matter. Our Technical Regulations team works with experts to produce and update the IET wiring regulations, the UK's national standard for electrical installations, as well as other guides. GEE's policy team strives to inform and influence government policy, engaging with our community of experts, and our EDI team endeavours to knock down the barriers many face in achieving a rewarding career in STEM (Science, Technology, Engineering and Maths).

## Purpose of the role

The Local Networks Manager will lead and develop a portfolio of global networks and communities across the UK, EMEA and the Americas, helping to create vibrant, inclusive and engaging communities that deliver meaningful value to members and volunteers. Working closely with volunteer committees and stakeholders, the Local Networks Manager will build trusted relationships, support community-led activity and enable volunteers to contribute confidently and effectively within their roles.

Operating across both strategic and operational activity, the role will support the development of network priorities, identify opportunities for growth and improvement, and help ensure community activity aligns with wider organisational objectives. The postholder will coordinate and support the delivery of community initiatives, working collaboratively across teams to drive engagement, share best practice and strengthen the overall impact of the IET's global networks.

Using data, feedback and performance insights, the Local Networks Manager will continuously review and enhance community engagement and activity, helping to identify opportunities, address challenges and support sustainable community growth across diverse regions and audiences. The postholder will demonstrate a collaborative, proactive and people-focused approach, with the ability to build strong relationships and support high-performing volunteer-led communities.

## Our volunteer management expectations

Supporting volunteers effectively is central to the success of our the IET. Colleagues are expected to work in ways that enable volunteers to contribute confidently, feel valued, and deliver meaningful impact through their roles.

As part of this role, colleagues are expected to demonstrate the following behaviours when working with volunteers:

- **Shares purpose** – Clearly communicates the purpose and impact of volunteer roles, ensuring volunteers understand how their contribution supports the goals and outcomes of the IET.
- **Builds engagement** – Creates a welcoming and inclusive environment for volunteers by building positive relationships, encouraging participation, and supporting volunteers to develop confidence in their roles.
- **Enables delivery** – Provides clear direction, appropriate resources, and practical support so volunteers can carry out their responsibilities effectively and safely.
- **Sustains involvement** – Recognises and values volunteers' contributions, listens to feedback, and helps identify improvements that strengthen the volunteer experience and long-term engagement.

## 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)

- Lead and support a portfolio of local and global communities across the UK, EMEA and the Americas
- Build positive, inclusive and productive relationships with volunteers, supporting engagement, participation and community-led success
- Work closely with volunteer committees to support the planning, coordination and delivery of local activities and initiatives
- Develop and support network plans and priorities, identifying opportunities for growth, continuous improvement and sharing best practice
- Collaborate with internal teams and stakeholders to support joined-up delivery and maximise organisational impact across communities
- Support the growth and development of communities across different regions, audiences and areas of interest
- Support community budget planning and work with volunteer committees to ensure effective use of resources
- Monitor and report on community engagement, performance and feedback, using insights and data to support decision-making and improvement
- Advocate for communities across the organisation, promoting their impact, successes and contribution to the IET
- Support the continuous improvement of processes, tools and approaches that enhance volunteer and community experiences
- 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.

- **Apply specialist knowledge and skills:** You'll leverage your in-depth knowledge and expertise in a specific field to deliver essential tasks and services that contribute to the smooth running of the IET.
- **Perform specialist tasks accurately:** You'll independently execute a diverse range of specialist tasks under general supervision, ensuring accuracy, efficiency, and adherence to established procedures.
- **Contribute to continuous improvement:** You'll actively participate in the ongoing development and improvement of the IET by applying your specialist knowledge and suggesting innovative solutions.
- **Collaborate effectively:** You'll work closely with colleagues from various departments, fostering a collaborative and inclusive environment where open communication leads to achieving shared goals as a One IET team.
- **Provide valuable expertise:** You'll act as a resource within your area of specialism, sharing your knowledge and expertise to support your team and contribute significantly to the overall success of the IET.
- **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.

## Skills and experience required

- Experience working with volunteers, communities or network-based activity, with the ability to build engagement, encourage participation and support community-led delivery
- Strong relationship management and stakeholder engagement skills, with the ability to work effectively across a broad range of audiences, including volunteers, members and internal teams
- Excellent communication and interpersonal skills, with the ability to influence, collaborate and build trusted relationships
- Ability to operate across both strategic and operational activity, supporting long-term planning while coordinating day-to-day delivery and priorities
- Strong organisational and planning skills, with the ability to manage multiple workstreams, prioritise effectively and maintain momentum in a fast-paced environment
- Ability to analyse data, feedback and performance insights to support decision-making, continuous improvement and enhanced community engagement
- Experience or understanding of working across international or culturally diverse environments, with the ability to adapt communication and approach to different audiences
- Collaborative, adaptable and proactive approach, with a strong sense of accountability and focus on delivering high-quality outcomes for communities and stakeholders

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

- **Lifelong learning:** You'll demonstrate a willingness and flexible approach to learning and adapting to new tasks and responsibilities, staying current with industry trends and developments.
- **Leadership and motivation:** Where required, experience in a role is demonstrating strong leadership, motivational abilities, and the ability to delegate effectively.
- **Teamwork and independent work:** You'll be a strong team player with the ability to work independently and take initiative when required.
- **Effective communication:** You'll possess excellent written and verbal communication skills, ensuring clear and concise communication with colleagues and stakeholders.
- **Organisation and time management:** You'll demonstrate strong organisational and time management skills, effectively prioritising tasks and meeting deadlines consistently.
- **Positive and collaborative work environment:** You'll be passionate about creating a positive and inclusive work environment, fostering collaboration, and contributing to a supportive team atmosphere.
- **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

Authorised by	Job Title	Date
Head of Department / Team	[ Insert Initials and Job Title of Authoriser ]	[ MM.YYYY ]
Strategic People Partner	[ Insert Initials and Job Title of Authoriser ]	[ MM.YYYY ]

*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 handing, as well as current Health and Safety policies.*