

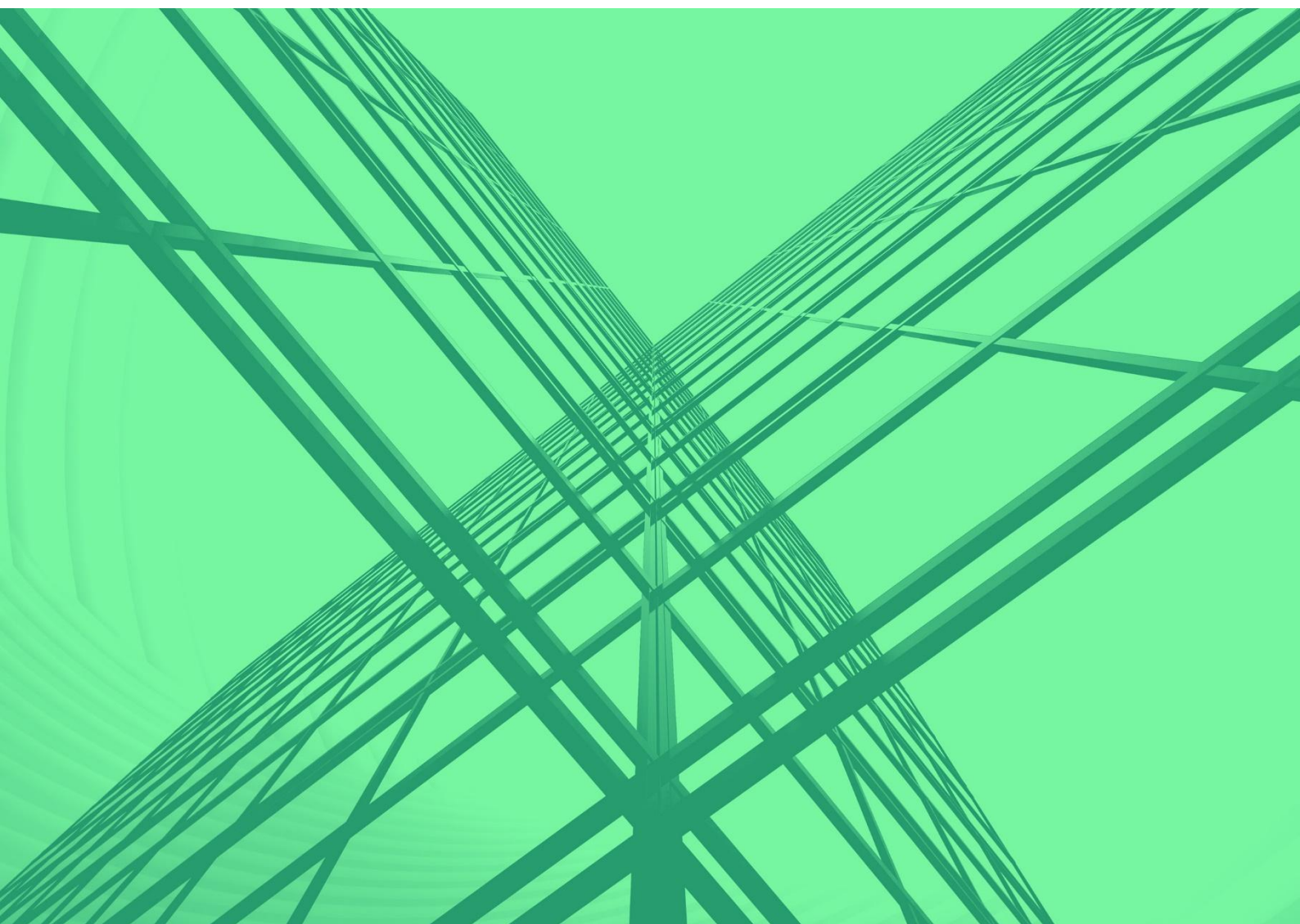
# Head of Executive Office

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**CANDIDATE PACK**

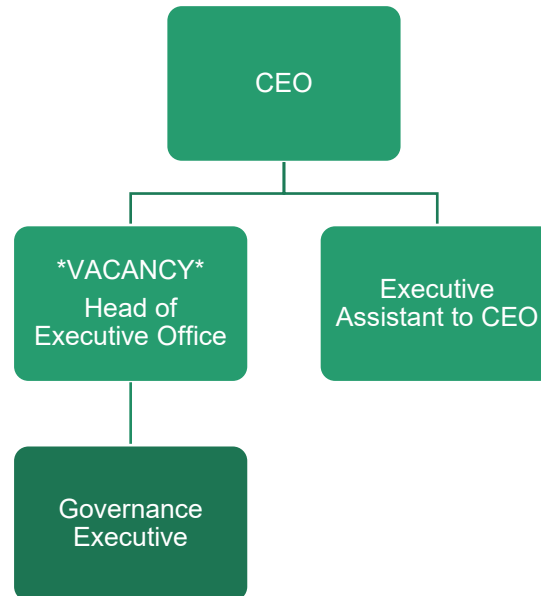
**Full time**

**35 hours per week**



## The Executive Office

Our Executive Office are a team of three that report into the CEO.



Do you thrive where strategic leadership, robust governance and organisation-wide delivery meet? Then this is the role for you!

The Head of Executive Office provides strategic and operational oversight across the Institution, ensuring the Chief Executive, Board, Council and President are well supported to deliver their responsibilities effectively.

This role leads the Institution's governance and compliance functions, overseeing all election and regulatory processes, whilst providing central coordination of projects through a newly established project management office. The post holder will ensure compliant governance systems, clear reporting and effective cross-organisational working, alongside managing the Institutions Benevolent Fund and mentoring scheme for members.

## Why work for the Institution?

Working for the Institution of Structural Engineers is an opportunity to learn, develop and make a difference.

Join our team of approximately 80 employees and help support our vision to lead, support and nurture the development of structural engineering worldwide.

Our head office is only a short walk from Barbican, Old Street and Farringdon. It's bright, modern and open plan, supporting a collaborative environment.

We pride ourselves on the flexibility we can provide to our staff and offer a wide variety of benefits to enhance your work life balance and wellbeing as detailed later in this pack.

To thrive with us, bring:

- An open-minded and flexible approach. Enhance our diverse and inclusive team.
- A creative attitude to work. Help us strengthen and improve in a workplace where you are encouraged to innovate and share new ideas.
- Enthusiasm and commitment. Provide our members with the best service possible to maintain our worldwide respected status.
- A friendly and communicative approach. Fit into our organisation where staff know each other well and strive to work collaboratively.
- The ambition to take on new challenges. We always look to the future to embrace change, so we continue to evolve.

For more information, please read on :

Full job description and person specification                      pages 4-8

Salary and package details    page 9

How to apply    page 10

More about us :

Our organisation, governance and values                              page 11-12

Organisational Structure    page 13

# Job description and person specification

## 1. Job details

<b>Job title:</b>	Head of Executive Office
<b>Reports to:</b>	Chief Executive
<b>Responsible for:</b>	Governance and Projects Executive
<b>Date:</b>	April 2026
<b>Location:</b>	The Institution's HQ, London or elsewhere as reasonably required.

## 2. Job purpose

To lead the design and implementation of a central project management office that will support and assist the Chief Executive in delivering the breadth of Institution activity through effective collaboration with senior stakeholders across the organisation and the coordination and tracking of projects.

To lead the management the Institution's governance, governance documentation and ensuring their effective implementation.

To provide high-quality support to the Chief Executive, Board, Council and President of the Institution, ensuring that the Chief Executive and the governance structure of the Institution have the processes and information in place for them to effectively undertake their duties.

To manage all secretariat and Institution election processes, coordination of the Board, Council, General Meetings (AGM/EGM) and the Nominations Committee.

To manage the Benevolent Fund and the Institution's mentoring scheme.

## 3. Role and responsibilities

### Organisational activity

1. Lead on the design and implementation of a central management office that will be instrumental in ensuring that Institution activity is delivered year on year through excellent collaboration, tracking and reporting on deliverables.
2. Actively engage and collaborate with senior managers across the Institution to have central oversight of the delivery of projects and act as a link between project leads and the Chief Executive.

3. Manage the central record of all projects, KPI's and progress reporting – including reports to the Board.
4. Monitor progress of project and organisation-wide activity to ensure adherence to timelines and budgets across the organisation.
5. Work with the Process Improvement Manager to integrate identified efficiencies into the project management office and Institutions project management processes.

### **Institution governance lead**

1. Act as Secretary to the Board, Council and Nominations Committee, to administer and ensure correct protocols etc. are followed for all annual awards and the election processes for the senior roles in liaison with the electoral services provider.
2. Ensure meetings are effectively organised and minuted, liaising with the Board Chair/Chief Executive to plan meetings; receiving agenda items from the senior managers. Ensure that agendas and reports are circulated to meet agreed timescales. Take minutes, circulating approved minutes and checking that agreed actions are carried out.
3. Oversee the maintenance of effective records and administration for the Council, Board, Nominations Committee and Benevolent Fund; of filed agenda, papers, minutes and reports; topics of discussions and recorded decisions etc. and any proposed/deferred future activities.
4. Make recommendations for improvements and efficiencies in respect of the Institution's governance via its Charter, Byelaws and Regulations. Ensure all changes to the Institution's governing documents are made in accordance with the Byelaws and Regulations and with liaison with the Engineering Council and Privy Council where appropriate.
5. Ensure that all regulatory processes and timescales are adhered to and met.
6. Undertake the preparation of the Benevolent Fund Trustee's Annual Report in liaison with the Trustees and the Finance Department. Manage the secretariat support for Trustee meetings undertaken by the Governance and Projects Executive as well as case management of beneficiaries and, in liaison with the Finance team, payment of all grants and applicable services.
7. Ensure all reporting requirements are completed within the regulatory timeframes for the Benevolent Fund, including returns to the Charity Commission, OSCR, Companies House, FCA and investment managers. To liaise with the Company Secretary (Finance Director) as required.

### **Chief Executive Office and Mentoring Scheme**

1. Develop and maintain modern, efficient systems and processes to support the Chief Executive office alongside identifying opportunities for innovation and continuous improvement in conjunction with the Executive Assistant.

2. Work closely with the Governance and Projects Executive to ensure adequate support for the President including their UK Regional visits and overseeing that the annual sessional planner and its communication is kept up to date.
3. Lead on promoting and managing a successful mentoring scheme for members (Elevate) by proactively identifying and maintaining a list of mentors and mentees including liaising with the Head of Communication and Journals on the effective communications of the schemes and adherence to the Institutions EDI strategy and objectives.

#### **4. General responsibilities**

1. Manage, motivate, mentor and provide day to day line management for reportees. Organise and manage regular one-to-ones and appraisals etc. proactively resolving any issues of performance, attendance etc.
2. Provide/ensure cover for the Executive Assistant when they are absent.
3. Escalate critical and operational issues to Chief Executive to ensure timely resolution.
4. Make suggestions for improving processes, systems etc. which support the efficiency and stability of the Institution.
5. Handle sensitive and confidential information with integrity and discreetly.
6. Comply with all Institution Policy and Procedures.
7. Any other reasonable duties as requested.

#### **5. Communications and working relationships**

1. All members of the Institution, particularly the Board and Council.
2. Panel, committee members and task group members, in particular members of the Nominations Committee and Benevolent Fund.
3. All employees of the Institution, particularly the senior management team.
4. Members of the public and other bodies etc.

## 6. Knowledge, skills and experience required

Criteria	Essential/Desirable
<b>Qualifications and knowledge</b>	
A good standard of education at Level 3, A-Levels or vocational equivalent (Relevant level 6 qualifications, degree or vocational equivalent).	E(D)
Knowledge of legislation and regulations on governance (Charter status, Bye Laws, Regulations) relating to charities/not for profit organisations.	E
Knowledge of project management processes and systems.	E
Knowledge and understanding of the roles and responsibilities of a board of trustees.	E
In-depth knowledge and understanding of a professional institution, membership or licensing/regulatory body environment, specifically committee, panel and working group structures.	D
Knowledge of GDPR and other organisational compliance.	E
<b>Skills</b>	
Ability to always demonstrate tact and diplomacy, with an understanding of the importance of discretion and confidentiality.	E
High level of integrity and sound judgement.	E
Excellent organisational skills with the ability to look ahead and manage the work of committees/panels to meet targets, deadlines and secure the delivery of other required outcomes.	E
Ability to develop quickly effective working relationships with Board members and colleagues across the organisation that will be instrumental in supporting the delivery of organisational outcomes.	E
Excellent interpersonal skills with the confidence to work with professionally qualified volunteer Chair/members, internal colleagues and external stakeholders.	E
Excellent written and oral communication skills with the ability to present and explain detailed information clearly and succinctly.	E
Attention to detail, accuracy and ability to check detailed information; ability to critique own work and that of others.	E
An ability to work independently with minimal supervision and with a systemised/methodical approach to managing multi-stream and complex workload with the ability to work under pressure to meet tight deadlines and often changing and competing demands.	E

Clear commitment to equality of opportunity and an understanding of the importance of respecting and valuing diversity. E

Flexible and resourceful and able to work in a small team and self-motivated with a passion to deliver organisational improvement. E

**IT Skills:**

Word/Outlook/Excel and PowerPoint to Intermediate standard. E

Understanding and practical use of CRM. D

**Experience**

Being instrumental in the delivery of organisational wide activity in support of the Chief Executive and through proactive collaboration with senior leaders and any other related stakeholders. E

Experience of leading the set up and management of a central project management office or similar system, project management oversight, delivery and reporting to monitor adherence to KPIs and budgetary parameters. E

Leading on the management of governance and all its documentation for a small/medium size organisation. E

Assisting committees, panels and an executive team in developing, implementing and applying clear and consistent policies and procedures, to secure consistent high-quality decisions and progressive improvements; and to ensure a full audit trail of all decisions made. E

Ensuring compliance with legal and regulatory guidance; providing consistent, appropriate advice in accordance with agreed policies, procedures. E

Working with volunteers and coordinating elections. E

Excellent report writing and production of summaries/communications to be considered at a senior level. E

Supporting senior board and committee members including minute taking, proof reading and working with trustees, ideally gained in a chartered membership organisation or similar. E

Managing and leading a small team; conducting appraisals, providing feedback, training and support etc. E

**Other**

The job holder may be required to occasionally travel in the UK and overseas to support events. D

This job description does not form part of the contract of employment and may be subject to change.

## Salary and package details

Salary: £62,443 per annum (Starting Salary)

Contract: Full time – 35 hours a week within a flexi-time system

Benefits: The Institution offers a range of non-contractual discretionary benefits including:

### Benefits on commencement:

- Life Insurance (death in service benefit)
- Eye care and glasses- eye tests paid for and contribution towards any glasses specific for DSE use
- Access to some parts of the employee assistance programme
- Pension- can join the pension scheme from any date after commencement in Tier 1 (employer 6%, employee 3% minimum contributions)
- 25 days paid annual leave (increasing with service to 28 days) plus bank holidays and flexi leave
- Flu vaccination voucher

### Benefits from three months:

- Pension- automatic enrolment in Tier one: employer 6%, employee 3% minimum contributions
- Pension- you can request to join Tier two: employer 9%, employee 5% minimum contributions
- Full pay sickness absence up to 65 days in a 12-month rolling period
- Income protection insurance: you may be eligible for this support if you are absent due to sickness for a continuous period of 13 weeks or more, subject to acceptance of the claim
- Full access to our employee assistance programme which includes a discounts and savings platform and access to additional health services (e.g. counselling, physio, 24 hour online GP, nutritionist and personal training sessions) via an app-based service

### On successful completion of a 6-month probation period, you will be eligible to the following optional benefits:

- Private medical insurance (PMI) currently provided by AXA (voluntary and subject to tax and NI)
- Health cash plan, currently provided by BUPA (voluntary and subject to tax and NI)
- Reimbursement of an agreed and appropriate Membership subscription
- Season ticket loan (non-taxable)
- Cycle to Work Scheme
- Paid maternity, paternity, adoption and carers leave at rates of pay higher than statute, subject to service requirements as per the current policies
- Opportunities for pay progression.
- Two paid days annually for volunteering

## How to apply: the recruitment process

Please submit an up-to-date CV and cover letter demonstrating how you meet the knowledge, skills and experience required for the role as described in the job description. The cover letter should be no more than 500 words.

To apply please see our [website](#).

On receipt, your application will be sifted by the recruitment panel and assessed against the criteria for the role. All successfully shortlisted candidates will be contacted by telephone and invited for interview. We reserve the right to close or extend this position depending on application numbers. Therefore, we would urge candidates to apply as soon as possible.

*If you have not heard from the Institution within two weeks of your application, it is with regret that you have been unsuccessful on this occasion. Due to the volume of applications we receive we cannot write to all applicants.*

Applicants must possess a current right to work in the UK. Applicants who do not have the right to work in the UK and/or require visa sponsorship in order to continue working in the UK cannot be considered.

The selection process will consist of a virtual interview with the Chief Executive Officer, Yasmin Becker and Sarah McConnell, Head of HR & Facilities in mid-May, dates to be confirmed.

The second stage of the process will be an in person job-related assessment designed to test your skills and experience required for this role, followed by a face-to-face interview with Yasmin Becker and Sunita Dhawan, Products & Events Director. This will take place the week following the first-round virtual interview.

We want to support you. If you require any reasonable adjustments during our recruitment process, this could be for the application, assessment and/ or interview, please let us know as soon as possible so that adequate provisions can be made for you.

## The Institution of Structural Engineers

With over 32,000 members working in 105 countries, we are the world's largest membership organisation dedicated to the art and science of structural engineering.

The Institution is an internationally recognised source of expertise and information concerning all issues that involve structural engineering and public safety within the built environment.

The core work of the Institution is to support and protect the profession by upholding professional standards and acting as an international voice on behalf of structural engineers.

### Governance

The Institution of Structural Engineers is governed under its Royal Charter, byelaws and the applicable regulations.

The Institution Council consists of the President, Vice-Presidents, past Presidents, representatives of regional groups and members who are elected for a period of three years. The Institution is supported by an executive of 75 staff. The Board is the governing body of the Institution. Its members are the Institution's Trustees.

### Our values & mission statement

We strive towards a structural engineering profession that is built on integrity, excellence, inclusivity and collaboration. Our aim is to secure a safe and sustainable world by advancing structural engineering, raising professional standards, and sharing knowledge.

- **Integrity** – We are committed to upholding the highest standards of ethical conduct in our practices and interactions.
- **Excellence** – We are focused on excellence in everything we do, setting high standards for ourselves and our members, valuing quality, innovation, and continuous improvement.
- **Inclusivity**- We are inclusive, we embrace diversity and value the contributions of individuals from all backgrounds, perspectives, and experiences, fostering a welcoming environment for all.
- **Collaboration** – We believe in the power of collaboration and cooperation, encouraging members to share knowledge, resources, and expertise for the collective advancement of structural engineering.

For more detailed information about the Institution please visit our [website](#).

## Our Work

### Climate Change

The climate emergency is the greatest threat to our planet. Structural engineers have a responsibility to help mitigate its effects by changing the way buildings and infrastructure are designed, commissioned and constructed. The Institution, our [Climate Emergency Task Group](#) and [Sustainability Panel](#), supports these vital efforts through its role as an international centre of knowledge, sharing information and opinion with its membership and beyond.

### Resilience

The Institution support the efforts to build [resilient](#) communities. Members take measures to avoid, reduce, resist and aid recovery from extreme events including Tsunamis, flooding, explosions and seismic events. Our [Humanitarian and International Development Panel](#) as well as our [Seismic and Dynamic Events Panel](#) includes experts from regions around the world. They help structural engineers confront the challenges faced by the poorest and most vulnerable people and progress activities to support the development and understanding of seismic and resilient design.

### Safer structures

Structural engineers consider the safety of structures from design and construction through to operation and demolition, in accordance with local legislation. The [Institution of Structural Engineers](#) along with [CROSS](#) investigates failures and near misses (including [Grenfell](#)) in order to share knowledge and insight to Structural Engineers to avoid any potential or future disasters.

### Young members

The Institution is committed to ensuring the profession of Structural Engineering is accessible to everyone. We offer tailored visits, events and networking opportunities to our [young members](#) to help them get support at a crucial time in their career. Our values extend to our work in [education](#) that encourages young people from diverse backgrounds to choose and access structural engineering careers.

### Mentoring programme

We support professional and career growth through our [mentoring programmes](#). It offers mentees an effective way to progress their career to accessing knowledge and experience of expert and impartial mentors. For mentors it develops existing leadership skills by supporting mentees growth.

### Support

Our [Benevolent Fund](#) offers support to current and former members and their dependants going through tough times who may need financial support. Partnered with Anxiety UK, our members will also be able to quickly access therapeutic support if needed and have access to a range of learning materials to support managers and their staff on mental health awareness.

# Organisational Structure

