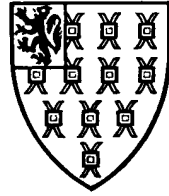


Lincoln's Inn



Job Description

Job Title:	Head of Membership
Department:	Membership & Education Department
Reporting to:	Director of Membership & Education
Responsible for:	Member Engagement Manager Registrar

Post Objectives

Provide oversight, strategic development, and leadership on the Inn's registry services, outreach, and member engagement programmes. Manage the membership team and oversee and support them in the delivery of their duties.

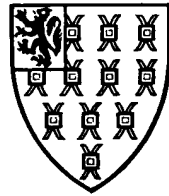
Main Duties

The following list of duties is indicative of the nature of the post. Priorities, timescales and standards will be set in agreement with management, recognising the level of professional competence of the post-holder.

1. Develop and implement effective strategies for the member engagement and outreach programmes and the registry services that fulfil the needs of our members and prospective members.
2. Oversee the delivery of the member engagement programmes to ensure they deliver what members need and are of a consistently high quality.
3. Oversee the delivery of the equality, diversity, and inclusion work to ensure our initiatives widen access to the profession, strengthen diversity and inclusion at the Inn, and support our members from diverse backgrounds in their professional careers and development.
4. Oversee the delivery of the outreach programme to ensure that prospective members are well-informed about a career at the Bar and what the Inn has to offer, and that it is well-targeted to support our objectives.
5. Oversee the delivery of the admissions and Call to the Bar processes to ensure that the application processes are carried out effectively and that relevant regulation and policies are applied consistently.
6. Oversee the maintenance of our member records to ensure that data is kept up-to-date.
7. Support the relevant Inn committees, at present the EDI Committee and Bar Representation, and associated sub-committees or working groups.
8. Review, develop, and implement policy in all areas of work, engaging with internal and external stakeholders as necessary.

9. Ensure implementation of and compliance with the regulatory requirements on registry activities.
10. Manage the budgets for all areas of work, working with the relevant managers to ensure that the Inn is receiving value for money and delivering the programmes within budget.
11. Work with the Director, to produce the annual budget for membership and outreach programmes and services.
12. Monitor success of activities, produce reports, and identify and steer improvements to existing events and activities.
13. Proactively develop new initiatives, including gathering feedback from internal sources on need, researching external provision of similar initiatives, producing proposals, and influencing key stakeholders.
14. Foster and develop relationships with members of the Inn and others who assist with the Inn's membership and educational programmes.
15. Represent the Inn at external forums, including with the other Inns, Bar Council, Bar Standards Board.
16. Maintain a reasonable knowledge of the general duties undertaken across the Department.
17. Comply at all times with the Inn's Health and Safety policy for the health and safety of staff, members and visitors
18. Attend events to ensure their smooth running, as required which will require some weekend and evening working for which Time Off In Lieu (TOIL) will be awarded.
19. Request and undertake appropriate training and development as may be required by the post.
20. Undertake other duties commensurate with the level of skill and experience required for the post.

Lincoln's Inn



Person Specification

Job Title: Head of Membership

Department: Membership & Education Department

Criteria

The following criteria will be used to shortlist applicants for interview. Please detail how you meet the criteria.

- A minimum of 4 years' experience in a similar role.
- Ideally a degree in any field.
- Proven experience delivering high quality membership programmes.
- Experience of Equality, Diversity and Inclusivity (EDI) issues and initiatives desirable.
- Must be able to multitask and work well under pressure.
- Excellent organisational and leadership abilities.
- Exceptional stakeholder management skills, with the ability to influence people of varying seniority.
- Experience of working well in a team and developing productive relationships.
- Self-motivated, flexible, well-organised, with excellent attention to detail, a strong customer focus and a positive 'Can Do' attitude.
- Willingness to help and support team members including being flexible to business demands.
- Ability to use own initiative and prioritise a varied workload with minimum supervision.
- Excellent written and verbal communication skills.
- Proficient in Microsoft Office, customer relationship management, and content management systems.
- Ability to demonstrate honesty and integrity in everything you do.