

Job Title:	Member Network & Volunteer Manager
Department:	MEPA
Location:	Hybrid
Role reports to:	Membership Engagement Manager

Purpose of Role:

To manage and develop IMI member networks and the volunteer network for the benefit of members. To build member value and foster a strong sense of connection and community, via local member events, regional member events, special interest groups, both in the UK and International, and supporting the development and delivery of a programme of CPD.

Key Responsibilities & Accountabilities

- Manage and support the activities of member networks, ensuring effective governance, compliance, and alignment with IMI policies and strategic objectives.
- Promote collaboration and knowledge sharing across member networks to build a strong, connected member community.
- Serve as the main point of contact for volunteers, providing advice, resources, and administrative assistance to enable the delivery of high-quality member events and activities.
- Facilitate communication between the IMI and its volunteers, ensuring that information flows effectively and consistently.
- Develop and implement strategies to increase member engagement, participation, and satisfaction through events, activities and special interest groups.
- Coordinate volunteer development initiatives, including training, onboarding, and recognition programmes.
- Working with Key stakeholders, forward plan and schedule the delivery of events and initiatives organised by volunteer Event Leads at local member events.
- Develop, manage and implement strategies to provide a wide range of member CPD including delivery at local member events, regional member events, webinars and the provision of supporting technical and non-technical papers.
- Monitor and evaluate the performance of member and volunteer networks, identifying through data and insight, opportunities for improvement and growth.
- Prepare reports and recommendations for senior management on the progress, challenges, and successes of member networks and the volunteer network.

Line Management

- Reports to the Member Engagement Manager.
- No direct reports.

The job description may be amended from time to time by Company and, in addition to duties and tasks set out in the job description, you may be required to undertake additional or other reasonable duties and/or tasks as necessary to meet the needs of the Company.

PERSON SPECIFICATION

Essential Knowledge & Experience

- Proven experience (at least 3 to 5 years) in managing and developing member networks, volunteer networks, member engagement and CPD.
- Strong project/event management skills with the ability to manage multiple priorities.
- Excellent communication (written and verbal) and interpersonal skills at all levels, with the ability to build relationships and work effectively with diverse stakeholders.
- Knowledge of membership databases, digital platforms, and communication tools.
- I.T. literate (MS products including Teams and SharePoint).
- Excellent organisational, administrative and coordination skills with attention to detail and a focus on quality output.
- Excellent customer facing skills/experience.
- Results orientated.

Desirable Knowledge & Skills

- Good understanding of the automotive sector – retail and manufacturing.
- Problem solving skills.
- Willingness to continually learn and act on feedback.

Essential Qualifications:

- Associated degree.
- Project/events management.

Other Requirements

Must be willing to travel to member events in the UK including overnight stays.
Must be willing to work evenings and weekends on occasions and where event scheduling requires it.

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