

## The Institute of Business Ethics (IBE) is seeking a F/T Engagement Officer

**Salary: circa £28,000 – depending on experience**

**Reporting to: Head of Operations & Finance**

**Contract: Full-time, permanent**

**Annual leave: 25 days per annum plus bank/public holidays. Additional Christmas closure.**

The IBE is looking to recruit a passionate, energetic and dedicated Engagement Officer to join our team.

### About the IBE

The IBE is a registered charity whose purpose is to champion the highest standards of ethical behaviour in business. We are an important partner to any business wanting to preserve its long-term reputation by doing business in the right way. With a valued programme of research, events and support activities there has never been a better time to join us! Our supporter base is made up of around 140 organisations who pay us an annual fee and receive advice on how to strengthen their ethical culture by sharing knowledge and good practice. [IBE on the web](#)

### About the Role

The key function of this role is to support the IBE's Engagement strategy to deliver activities that help to build our brand, engage our supporters and encourage more organisations to support IBE's work. You will work closely with the IBE's Director and the Head of Operations & Finance to provide exceptional supporter engagement to all areas of the corporate community, maintaining existing client relations and helping to organise the recruitment of new organisations to join the IBE.

This is an exciting opportunity to be involved in multiple activities as the role will provide vital support across the Engagement and MarComms programme.

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### PRIMARY RESPONSIBILITIES:

#### *Retention, engagement & development:-*

- Liaise directly with our supporter base, providing an excellent supporter engagement experience by managing a programme of annual engagement meetings with key corporate supporters.
- Support the recruitment of new supporters.
- Act as first point of contact for supporters seeking advice and information, coordinating responses to requests for advisory services
- Manage our programme of Business Ethics Network meetings including identifying and liaising with speakers
- Work with the MarComms team in supporting communications activities and in keeping the website updated.
- Compile reports to support the engagement function, maintaining our CRM system and keeping supporter records up to date.

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### PERSON SPECIFICATION:

#### Essential

- ✓ At least two years' experience working in a corporate client-facing environment
- ✓ Ability to network, establish and nurture relationships with a diverse range of clients.
- ✓ Ability to work in a busy team environment, adapting flexibly and creatively to changing needs.
- ✓ Experience of managing a varied workload and balancing conflicting priorities.

- ✓ Excellent written English and a high attention to detail for writing professional external communications.
- ✓ Excellent interpersonal, organisational and time management skills and the ability to deal sensitively and diplomatically with a variety of people, internally and externally.
- ✓ Experience of producing meeting summaries
- ✓ Regular use of all aspects of Microsoft Office (Word, Outlook, Excel and PowerPoint) and databases.

**Desirable**

- Experience of front-line work managing corporate client relationships
- Experience of project work, with ability to plan, develop, and monitor outcomes
- Experience of working in a charity, membership organisation or business or professional association
- Some knowledge of business ethics gained through either work or education

**Please note – The organisation is based in Victoria, and we have flexible working arrangements.**

**Timetable: Dates**

Closing date for applications: Midnight, Sunday 9 January 2022

Interviews will be held online, week commencing 17 January 2022.

**To Apply:**

If you are interested in the role:

Please submit your CV, and a covering statement (of no more than 1 page) that demonstrates clearly, through examples, how your experience meets the requirements of the role and what attracts you to the IBE.

**Applications to be received by Midnight on 9 January via email to [j.wright@ibe.org.uk](mailto:j.wright@ibe.org.uk)**

## Job Description

Job Title:	Engagement Officer
Responsible To:	Head of Operations & Finance
Line Reports:	None
Budget Responsibility:	Area: None Amount: None

**Purpose of your role:** To assisting in building and maintaining the IBE's corporate large & medium Supporter network, to ensure Supporter satisfaction and retention, as well as increase promotion and utilisation of IBE products and services. Administration of above processes to ensure timely and consistent provision of products and services.

Key Responsibilities of the role:	Proportion of time spent on each part of the job:
<b>Supporter Recruitment- <u>Assisting in</u> :-</b> <ul style="list-style-type: none"> <li>Prospecting and researching potential Supporter organisations</li> <li>Drafting proposals for target lists of organisations to approach</li> <li>Planning, coordinating and attending Supporter recruitment meetings</li> <li>Contributing to raising the profile of the IBE by helping to promote the activities of the IBE to a wide audience</li> </ul>	<b>45%</b>
<b>Relationship Management- <u>Assisting in</u> :-</b> <ul style="list-style-type: none"> <li>Developing the Supporter proposition in line with the engagement strategy</li> <li>Building closer working ties with Supporter organisations and key contacts</li> <li>Ensuring timely reporting of Supporter relationship statuses and engagement activities</li> <li>Conducting monthly reviews of Supporter relationship status to prioritise future contacts</li> <li>Collaborating with the wider team on the planning and delivery of engagement activities</li> <li>Running the Supporter Forum and the Supporter satisfaction survey</li> <li>Produce Quarterly Reports on data gathered from engagement meetings- key points, trends, issues, concerns.</li> <li>Planning supporter engagement meetings.</li> </ul>	<b>40%</b>
<b>Products <u>Assisting in</u>:-</b> <ul style="list-style-type: none"> <li>Developing the product sales pipeline through Supporter engagement and Supporter recruitment activities</li> <li>Sharing responsibility for the sales processes of existing IBE products, currently including the Say No Toolkit, Speak Up Toolkit and the Ethics at Work Staff Survey.</li> <li>Opportunities to participate in the development of new products</li> </ul>	<b>10%</b>
<b>Internal Projects &amp; Admin</b> <ul style="list-style-type: none"> <li>Providing the 'voice of the Supporter' to internal projects</li> </ul>	<b>5%</b>

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| <ul style="list-style-type: none"><li>• Recommending appropriate Supporter input to internal projects as required</li><li>• Ensuring all information related to corporate engagement is captured appropriately, disseminated appropriately, and is kept up to date</li></ul> |  |
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*10 December 2021*