

Recruitment pack



Job Title: Curriculum and Instructional Design Manager

Reporting To: Executive Director of Membership and Education

Location: London (Hybrid – 1 Day per week Office Based)

ABOUT US

The Chartered Institute of Arbitrators (Ciarb) is a leading global professional membership organisation dedicated to promoting and facilitating the use of alternative dispute resolution (ADR) methods. Ciarb has a rich history spanning over a century and as a UK registered charity Ciarb works in the public interest through our global network of 43 branches to advance the understanding and practice of ADR worldwide.

To fulfil its mission, Ciarb provides qualifications in the fields of arbitration, adjudication, and mediation, leading to different grades of professional membership and delivered by experienced practitioners who are also members (faculty). We are in the early stages of a reform programme designed to modernise our training courses and assessments in line with a new set of competence frameworks and current best-practice approaches to adult learning.

POSITION OVERVIEW

We are seeking a dynamic and creative instructional and curriculum designer with the gravitas to drive the transition to competence-based training and assessment for all Ciarb qualifications and ongoing development of our courses thereafter.



**We are
Accountable**



**We are
Inclusive**



**We are
Innovative**



**We are
Impactful**



**We are
Collaborative**

The successful candidate will work collaboratively with staff, including subject matter experts in ADR and education and training, across the organisation and with volunteers to deliver impactful, competence-based learning and assessment experiences for members and potential members through online, blended, and face-to-face delivery.

Ciarb has developed a competence framework for ADR disciplines at different levels of membership. The competence frameworks are unique in the sector. Ciarb is looking for an individual to further develop and deliver assessments in line with the competence frameworks, complete a gap analysis of current courses against the competence frameworks and develop, as appropriate revised curricula to ensure Ciarb's training is delivered in line with its competence frameworks by its global faculty, all of whom are experienced practitioners. This is a unique opportunity to shape the future of ADR education and training thereby supporting the effective delivery of ADR globally.

KEY RESPONSIBILITIES

Working closely and effectively with a range of stakeholders at different levels, including subject matter experts, staff, faculty volunteers, and external suppliers to:

- Develop a set of policy recommendations, or options, relating to requirements and principles that will underpin the development of new qualifications in line with Ciarb's competence frameworks
- Review Associate, Membership and Fellowship qualifications across the three disciplines including syllabuses and Learning materials and related qualification documentation to ensure that it delivers in line with the competence frameworks, which will include developing new courses / training materials and considering to what extent experience counts as a proxy against competence (and how this can be assessed)

- Review existing course designs against the new competence frameworks to identify changes that need to be made to existing syllabuses
- Develop quality assurance processes to ensure the quality of qualification/ training documentation through on-time and consistent delivery of process, identifying any areas of improvement
- Develop assessment methods and tools that are congruent with the course content, competence frameworks and resources available, which shall include developing and delivering MCQs at Member and Associate levels of membership
- Working with subject matter experts in ADR, provide input to the development and implementation of training for existing and new faculty to enhance their skills and ensure consistent delivery of the new qualification courses across the globe
- Collaborate with Ciarb's branches and delivery partners, globally, to ensure the effective delivery of training programmes by providing guidance and support to branch staff and faculty
- Close collaboration with the Education & Training (E&T) team to ensure that the reform processes and the ongoing operational delivery of current courses and assessments are aligned and build on each other
- Working collaboratively with staff and manager as well as independently.
- Contribute to budget preparation
- Over time, develop and manage a process for updating the syllabuses to an agreed set of timescales
- Identify and make changes to the curriculum development process as appropriate to ensure that it remains efficient and timely
- Working collaboratively with other teams to design and maintain Learning Management System interfaces using Customer Management Systems to maximise learner engagements
- Keep up to date with best practice in education and training design and delivery

ESSENTIAL REQUIREMENTS

Experience:

- Sound understanding of competence frameworks and their application in adult learning or professional qualification contexts
- Experience in instructional design and curriculum design
- Experience within a professional body or further/higher education provider
- Experience in designing and evolving course/subject syllabus, core reading or similar documents from first principles
- Experience of working with a range of Subject Matter Experts (SME) to explore, design, and map content for subject/course syllabus and core reading and guiding SMEs to conceptualise and develop course content
- Experience utilising Learning Management Systems to maximise the learning experience for candidates
- Experience of assessment methodologies and their application
- Experience of applying adult learning theory to the delivery of education and learning to learners through online, face-to-face, and blended methods

Desirable Requirements:

- Evidence of commitment to professional development.
- Working with volunteers
- Multi-media content creation and technology integration
- An understanding of alternative dispute resolution (ADR)
- Fluency in a language other than English

OTHER SKILLS AND ATTRIBUTES:

- Able to evaluate the need for and application of educational media
- Able to work in a flexible, proactive way, supporting colleagues, as necessary.
- Able to maintain high levels of accuracy and a calm, methodical approach while working under sustained pressure at times
- Highly organised and able to prioritise multiple projects and tasks and competing priorities to deliver outputs within budget and timeline
- Exceptional stakeholder engagement and communication skills, with the ability to develop effective relationships at all levels and with diverse stakeholders, including faculty members, trainers, and branch staff
- Cultural awareness and sensitivity
- Able to work independently and as part of a small team and juggle multiple designs at once
- IT literate – CRM, Learning Management System (LMS), Teams and the MS Office package and to use databases (incl. CRM) to interrogate, interpret and communicate data
- Methodical approach to evaluation and monitoring of digital learning, ensuring content is dynamic and meets diverse learner needs, including accessibility
- Proactive in identifying and resolving problems with a results-driven positive, pro-active attitude
- A commitment to the values and mission of Ciarb
- A preference for working in an evidence-informed way
- Able to assess problems that arise in the instructional design process and create solutions

WHATS IN IT FOR YOU?

Contract:	Permanent – Full Time
Salary:	£55,000 – £60,000 per annum
Annual leave:	25 days per annum plus UK bank holidays
Sick pay:	Enhanced company scheme subject to terms and conditions
Life assurance:	Company life assurance scheme (4 x annual salary)
Pension:	Generous Pension Scheme (from day 1 of joining)

Employee Contribution	Employer Contribution
2% (minimum)	8%
3%	9%
4%	10%
5% or more	11%

- Benefits:
- Additional annual leave after 3 years' service – 1 extra day per year, maximum 7 days
 - Paid time off between Christmas and New Year
 - My Free Time: we offer up to 12 additional wellbeing days a year
 - Employee Assistance Programme (EAP)
 - Private Healthcare: Vitality Health
 - Cycle-to-work scheme
 - Season Ticket Loan
 - Perkbox subscription (money-saving platform)
 - Gym & Fitness Savings Scheme
 - Social events
 - Learning & Development opportunities

Disability Confident Committed Employer

As a Disability Confident Committed Employer, we have committed to ensuring that our recruitment process is inclusive and accessible.



We will offer an interview to disabled people who meet the minimum criteria for the job and support any reasonable adjustments required. We also support existing staff who may have a disability or long-term health condition to enable them to stay in work.

If you tell us that you have a disability, we can make reasonable adjustments at interview and, if you join us, to where you work and to your work arrangements. We offer disabled applicants the option of requesting that their application is considered under the terms of our Guaranteed Interview Scheme (GIS). To be invited to interview or assessment under this scheme, you must show in your supporting statements that you meet the minimum criteria for the role. The minimum is 60% of the shortlisting score across all essential criteria, except when it has been exceptionally agreed that this percentage score be lowered.

If you wish to apply under the GIS, please contact us. If you do not wish to apply under the GIS but do require us to make reasonable adjustments at interview, then please let us know what those adjustments will be. A request under the Guaranteed Interview Scheme does not guarantee you a job. At interview, the best candidate will be offered the post.

Protecting your information

We are responsible for deciding how we hold and use personal information about you. We comply with data protection law and principles and a copy of the privacy notice for job applicants can be found [here](#).

Working hours and flexible working

Our full-time employees are contracted to work 35 hours per week.

We offer a range of flexible working patterns where possible to assist with a work/life balance and welcome applications from



people wishing to work on a part-time or job share basis. We also operate a flextime scheme that allows you to alter your start and finish times and take hours back that you have accrued. We are happy to discuss flexible working from day one.

Equality and Diversity

Ciarb welcomes enquiries from everyone and values diversity in our workplace. A commitment to promoting diversity and developing a workplace environment where all staff are treated with dignity and respect is central to our recruitment process. We are committed to the employment and career development of disabled people. We encourage all applicants to complete our Equal Opportunities Monitoring form provided with all application packs, to support us in delivering upon our equality programme.

FURTHER DETAILS:

Location: Ciarb Head Office: [12 Bloomsbury Square, London, WC1A 2LP](#)

How to apply: To apply for this role, please click [HERE](#). To ensure each candidates application is fairly considered, we would like you to put together a covering letter to support your application, no longer than 1200 words.

Closing date: Monday 26th February 2024 @ 23:59 (11:59 PM)