

ciarb.

INVESTORS IN PEOPLE™
We invest in people Standard

Recruitment pack



Ciarb is a charity incorporated by
Royal Charter under number 803725

www.ciarb.org



Job Title: Assessments and External Delivery Administrator

Reporting To: Assessments and External Delivery Manager

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.

Our culture is based on trust and respect. We have a clear sense of purpose and direction and know we are strongest when we work together to deliver the best outcomes for members and Ciarb, and take pride in the impact and quality of our work. We recognise and value each other's contributions and celebrate our successes.

POSITION OVERVIEW

The Assessments and External Delivery Administrator will assist the Assessments and External Delivery Manager in ensuring that all courses at Ciarb branches and partners are delivered in accordance with Ciarb quality standards. Furthermore, they will support with centralised assessments, ensuring that they are delivered timely and effectively.



**We are
Accountable**



**We are
Inclusive**



**We are
Innovative**



**We are
Impactful**



**We are
Collaborative**

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:

- Use the CRM and LMS to administer courses and assessments, and support branches and partners' candidates and faculty as needed
- Responsible for branches/partners courses and centralised assessments set up and enrolments on the CRM and LMS
- Finance liaison for payments, candidate invoices and receipts relating to branches and partners courses and centralised assessments
- Raise purchase orders relating to services provided by faculty as well as RCP, partners, and branches invoices
- Work with the Quality team to maintain an up-to-date record of all courses and assessments data, including finance data and assessments pass rates on relevant platforms plus assist with reporting against relevant KPIs
- Manage the creation of results sheets, certificates and uploading of results to the CRM
- Assist the Assessments and External Delivery Manager with the delivery of Ciarb membership courses for Branches and Partners and set up facilities to deliver courses when required (weekend attendance is sometimes required)
- Assist the Assessments and External Delivery Manager to ensure customers progress across pathways and membership levels
- Contract CI Arb assessors and moderators for assessments using the department's Approved Faculty List database
- Manage the exchange of assessment scripts between the department and assessors and moderators

ESSENTIAL REQUIREMENTS

Experience:

- Strong attention to detail;
- IT literate and experience of using MS Office (including Word, Excel and Outlook) and databases
- Ability to manage multiple projects adhering to logistics, timescales and deadlines;
- Ability to work both independently and as part of a team;
- Excellent written and verbal communication skills in the English language;
- Professional and robust customer service skills;
- Strong organisational skills;
- Self-motivation and initiative;
- Professionalism and good humour in developing positive working relationships;
- Professional business appearance at all times

Desirable Requirements:

- Experience of working in the educational environment, particularly with respect to course organisation and delivery Experience of working in a membership organisation.
- Experience of working in an educational body or training organisation.
- Experience of working in a multi-cultural environment. Experience in a customer-facing or client-facing role.
- Experience of Moodle and other educational systems
- Knowledge of a second language

WHATS IN IT FOR YOU?

Contract:	Fixed Term - 12 Months
Salary:	£30,000 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:
- 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 and Development Opportunities



**We are
Accountable**



**We are
Inclusive**



**We are
Innovative**



**We are
Impactful**



**We are
Collaborative**

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). 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 flexitime 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](#)

Closing date: Sunday 7th April 2024 @ 23:59 (11:59 PM)



**We are
Accountable**



**We are
Inclusive**



**We are
Innovative**



**We are
Impactful**



**We are
Collaborative**