



CI Arb
evolving to resolve

Recruitment pack



Leadership
Teamwork
Self-management
Transparency

Enthusiasm
Excellence
Initiative
Focus

www.ciarb.org



CI Arb is a registered Charity in
England and Wales, No: 803725

Job description

Job Title: Quality Assurance Manager

Date: July 2020

Reporting to: Head of Training and Development and Project Management

Location: London with occasional travel

Overview

CIArb is passionate about promoting a harmonious society, helping people and organisations avoid, manage and resolve conflict through our global network of over 16,000 members. We are the leading global professional membership organisation representing the interests of alternative dispute practitioners worldwide. As a not-for-profit, UK registered charity, CIArb works in the public interest through an international network of 41 branches.

Job Purpose

The Quality Assurance Manager will be responsible for developing a quality assurance system that will apply to all courses and projects developed and delivered either at CIArb, its global branches and partners. Your role within the organisation will be to liaise with all the Training and Development sub-teams, branches, partners and all stakeholders and provide systems and appropriate mechanisms to enable quality standards to be monitored in accordance with CIArb's training and development objectives.

Key Responsibilities:

- Develop a model and quality code that ensures that Student Support, Content, Delivery (including faculty) and Assessments (SCDA) with regards to all courses, projects, partnerships meet expected levels of quality
- Embed and implement indicators, reporting systems and mechanisms of continuous improvement that are required to ensure that all courses and projects are delivered to expected standards
- Work with internal and external stakeholders, including other Training and Development sub-teams, branches, partners, Recognised Course Providers (RCPs) and Regional Pathway Leaders (RPLs), in quality assuring systems, materials, courses and other projects
- Work with other Development and Training sub-teams to ensure that all branch course approval requests and other applications, such as RCP applications, are processed in accordance with quality models
- Implement feedback and reporting systems to enable student satisfaction and training delivery to be quality assured
- Coordinate training sessions for the faculty and collate feedback and reports on faculty for consideration by the Director and Head
- Discuss with Head and oversee enforcement measures as set out in the quality code to ensure compliance
- Manage all complaints and appeals under the quality code and feedforward to the Head and Director as set out in the quality code
- Work with relevant CIArb committees and boards as set out in all CIArb rules and codes

- Determine the need for and arrange provision, analysis and evaluation of data including enrolments, assessments results, profit margins, etc.
- Provide detailed reports/information such as module and course enhancement plans
- Promote a culture of proactivity, innovation, transparency, collaboration, flexibility in the areas of quality and standards management and encourage the effective deployment of resources which are distributed across different sub-teams of the Department.

Requirements

Essential:

- Recognised management qualification or accreditation
- Substantial experience of quality assurance in a professional education environment, including with different international, national and regional codes
- Significant experience of developing and implementing systems for quality assurance in education
- Good experience of working with Customer Relation Management, finance, Virtual Learning Environment and other educational systems
- Experience in project management, including budget creation and management
- Experience of managing education and training provision (ideally on a global scale)
- Good experience of implementing effective standard operating procedures
- Sound knowledge and understanding of professional postgraduate education and training
- Sound knowledge of aligning learning outcomes, with core content development and delivery and assessments
- Managerial experience in supervising a team
- Excellent individual and team ethic and bringing the best out of a group
- Excellent communication, writing and IT skills, particularly with respect to maintaining data sets and report writing

Desirable:

- Background in handling consumer complaints and appeals
- Experience in a global membership organisation/professional association
- Sound knowledge and understanding of alternative dispute resolution
- Knowledge of credit regimes for different qualification bodies

Summary terms and conditions

Contract:	Permanent
Salary:	£42,000 per annum
Annual leave:	25 days holidays per annum plus UK bank holidays
Pension:	Minimum 8% Employer contribution with minimum 2% Employee contribution
Healthcare:	Company scheme subject to terms and conditions.
Life assurance:	Company life assurance scheme.
Other Benefits:	<ul style="list-style-type: none">• Season ticket loan• Cycle to work scheme• Perk Box (employee money saving platform)• Flexible working hours• Social events e.g. Christmas party, summer party, International day, Charity events• Weekly fitness class• Weekly Yoga classes• 1 a day (Fruit in the office)
Location:	CI Arb Head Office, 12 Bloomsbury Square, London, WC1A 2LP
Notes:	This post will be subject to background checks. A full statement of the main terms and conditions of employment will be supplied with any formal offer of employment. This job description does not form part of your contract of employment.
How to apply:	To apply for this job opportunity, please send a CV and covering letter to Careers@ciarb.org Unfortunately, because of the volume of applications we are likely to receive we regret that we are unable to respond to every unsuccessful applicant. If we have not made contact with you within 2 weeks of the closing date you have not been selected for interview on this occasion.
Closing date:	3 August 2020