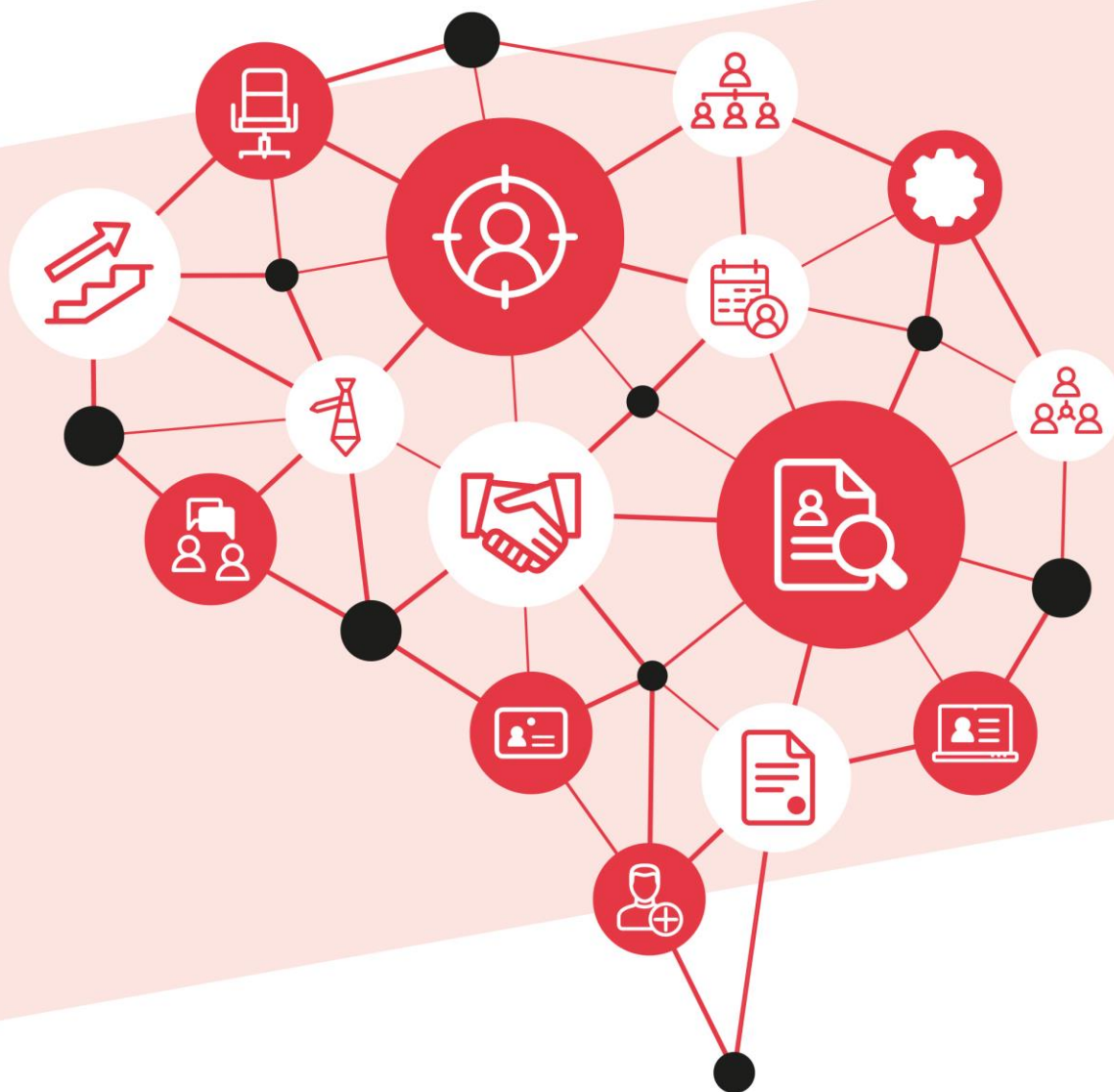




CI Arb
evolving to resolve

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: Membership and CPD Courses Administrator

Date: April 2021

Reporting to: Membership Courses Manager

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 16,500 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 Membership Courses Administrator will assist the Membership Courses Manager and the Professional Development Manager in ensuring that all membership and CPD courses at CIArb are delivered effectively. Your role within the organization will be to help with membership and CPD courses, in accordance with CIArb quality system, especially around student satisfaction and course delivery.

Key Responsibilities

- Assisting the Membership Courses Manager and the Professional Development Manager with the delivery of all CIArb membership and CPD courses at CIArb headquarters;
- Working with the other Education sub-teams as required;
- Managing courses related queries from Education and Training Inbox;
- Setting up venues and facilities required to deliver membership and CPD courses (weekend attendance is sometimes required);
- Regularly updating relevant courses trackers;
- Working with members of the faculty for the delivery of membership and CPD courses;
- Inputting data and working with the finance system, website and CRM to ensure that membership courses are effectively paid for, administered and delivered;
- Using Moodle to administer courses and supporting candidates on all courses;
- Assisting with finance issues and budgets as required for all membership and CPD courses;
- Regularly updating course schedules and other training materials

Requirements

Essential:

- Excellent written and verbal communication skills in the English language;

- Experience of working in the educational environment, particularly with respect to course organisation and delivery
- Professional customer service skills;
- Ability to manage multiple projects adhering to logistics, timescales and deadlines;
- IT experience of using MS Office (including Word, Excel and Outlook) and databases;
- Previous experience with LMS and CRM systems;
- Strong attention to detail;
- Strong organisational skills;
- Ability to work both independently and as part of a team;
- Professionalism and good humour in developing positive working relationships;
- Professional business appearance at all times.

Desirable:

- 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 in using MS Access database;
- Knowledge of a second language

Summary terms and conditions

Contract:	Fixed-term contract (until end of 2021)
Salary:	£27,000 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:

- Season ticket loan
- Cycle to work scheme
- Employee Assistant Program (EAP)
- Perk Box (employee money saving platform)
- Flexible working hours
- Social events e.g. Christmas party, summer party, International day, Charity events
- Weekly fitness classes
- Weekly yoga classes
- 1 a day (Fruit in the office)

Location: CIArb Head Office, 12 Bloomsbury Square, London, WC1A 2LP

How to apply: To apply for this job opportunity, please click on [APPLY HERE](#)

Closing date: 09 May 2021