

**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](http://www.ciarb.org)



## Job description

**Job Title:** Quality Assurance Officer

**Date:** November 2023

**Reporting to:** Head of Quality Improvement

**Location:** London (Hybrid – minimum 1 day per week in the office)

### Overview

Ciarb is an independent, charitable membership organisation committed to supporting the effective resolution of disputes, often referred to as private or alternative dispute resolution (ADR). Ciarb champions all aspects of dispute resolution across arbitration, mediation and adjudication, setting robust ethical standards. Ciarb delivers global learning and networking opportunities, qualifications, mentorship, research and resources, events, and best practice guidance for its members and dispute resolution practitioners. Today, Ciarb has 43 Branches connecting over 18,500 members across 150 jurisdictions worldwide.

We employ around 65 staff, with the majority based in the UK. As an employer we are committed to encouraging an open and diverse workplace; from day one, our employees can request flexible working and hybrid working is available for most roles.

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.

### Job Overview

The Quality Assurance Officer will be accountable for implementing relevant quality assurance measures as part of the Institute's centralised assessments process. The post holder will collaborate closely with the Assessment Team to ensure high-quality delivery and support the Head of Quality Improvement in implementing other aspects of the Department's quality improvement plan.



**We are  
Accountable**



**We are  
Inclusive**



**We are  
Innovative**



**We are  
Impactful**



**We are  
Collaborative**

## Key Responsibilities

- Accountable for overseeing key internal and external deadlines throughout the centralised assessment process
- Identify and escalate potential delays and quality concerns throughout the assessment cycle
- Complete quality checks on assessor feedback and marks, and monitor pass rates in line with quality assurance guidelines to ensure consistency across modules internationally
- Collaborate with the assessment team to ensure that all results and constructive feedback are released to global candidates on time and in accordance with departmental requirements
- Record assessor and moderator performance and support the administration of the Approved Faculty database
- Record and report on branch assessment performance
- Administer the assessor shadowing process to help grow the pool of Ciarb approved assessors
- Support the complaints and appeals process, including advising candidates on the process and compiling and submitting appeal documentation
- Produce relevant quality assurance related process documents
- Work with the Head of Quality Improvement to manage risks and address potential quality issues

## Requirements

- Experience of working in quality assurance within an assessment framework
- Experience of working in the educational environment
- Excellent organisational and timekeeping skills
- Strong attention to details, particularly when reviewing and correcting assessment feedback
- Ability to strictly adhere to complex departmental processes and adapt to systems change
- Experience of adhering to logistics and deadlines
- Experience of data collection, analysis, and reporting
- Experience of documenting relevant departmental processes
- IT literate and strong experience of using MS Office (Excel), CRM systems, LMS, and databases
- Strong numerical skills
- Self-motivation and shows clear initiative with the ability to work both independently and part of a team
- Excellent written and verbal communication skills in the English language
- Strong sense of tact and diplomacy when dealing with stakeholders
- Experience of working in a multi-cultural environment.

## Summary terms and conditions

<b>Contract:</b>	Permanent – Full Time
<b>Salary:</b>	£34,000 per annum
<b>Annual leave:</b>	25 days' holidays per annum plus UK bank holidays
<b>Pension:</b>	Generous Pension Scheme (from day 1 of joining)
<b>Healthcare:</b>	Company scheme subject to terms and conditions.
<b>Life assurance:</b>	Company life assurance scheme (4 x annual salary)
<b>Benefits:</b>	<ul style="list-style-type: none"><li>• Days between Christmas and New Year treated as additional leave.</li><li>• My free time 12 additional wellbeing days</li><li>• Employee Assistant Program (EAP) – Health Assured</li><li>• Cycle-to-work Scheme</li><li>• Season Ticket Loan</li><li>• Flexible working (from day 1) and flexitime (core hours mandatory, can start between 8am-10am, finish between 4pm-6pm)</li><li>• Perkbox subscription (money-saving platform)</li><li>• Gym &amp; Fitness Savings Scheme</li><li>• Financial Wellbeing E-Portal (access to multiple webinars and courses on managing your personal finances)</li><li>• Social events</li><li>• Learning &amp; Development Opportunities</li><li>• Employee Lead Forums</li></ul>
<b>Location:</b>	CI Arb Head Office, 12 Bloomsbury Square, London, WC1A 2LP
<b>Notes:</b>	We are keen to encourage applicants from all identities and walks of life.
<b>How to apply:</b>	To apply for this role, please use our <a href="#">online application form</a> and submit your CV.
<b>Closing date:</b>	Sunday 19 <sup>th</sup> October 2023 @ 23:59 (11:59pm)

## 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.

## 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](#).