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Recruitment pack

www.ciarb.org

Job Title:	Education Data Officer
Reporting To:	Head of Quality Improvement
Location:	London (Hybrid – 1 Day per week Office Based)

About Us

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. We actively support our employees' wellbeing through a range of benefits and flexible practices, including wellbeing days through our 'My free time' scheme. We invest in our people and offer a range of personal learning and development opportunities.

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 Education Data Officer's main responsibility will be to improve relevant processes for data collection and insights, particularly in relation to data on Ciarb branches, partners, and recognised course providers. As such, the post holder will maintain data across systems and provide reports to inform decision-making. In addition, the Education Data Officer will contribute to relevant external education delivery activities.

We are Accountable   **We are Inclusive**   **We are Innovative**   **We are Impactful**   **We are Collaborative**

Key Responsibilities

- Education and membership-related activities; deliver relevant data reports, including on Ciarb branches, partners, and recognised course providers, to inform decision-making
- Maintain and improve data quality ranging from carrying out data cleaning tasks to monitoring data quality with a particular focus on the customer journey from enrolment to membership
- Regularly update the CRM, LMS, and website with relevant data and materials
- Support the running of Ciarb's Recognised Course Provider Scheme, including providing guidance to institutions, processing applications, financial liaison, and updating and maintaining accreditation records
- Contribute to branch/partner course approvals with a particular focus on streamlining and improving relevant education processes
- Regularly update branch course materials, accreditation scheme documents, and maintain relevant departmental documentation

Requirements

Essential:

- Excellent data, analytical and reporting skills and experience
- Proficiency in using CRM and LMS systems
- Experience in using reporting tools such as PowerBI or similar
- Creative and critical thinking
- Excellent relationship and account management skills, particularly with respect to engagement with external partners
- Ability to work multiple projects adhering to logistics, timescales and deadlines
- IT proficient in MS Office, particularly on Excel
- Excellent written and verbal communication skills in the English language
- Strong attention to detail
- Self-motivation and initiative
- Ability to work both independently and as part of a team
- Experience of working in the educational environment

Desirable:

- Experience of working in a membership organisation
- Experience of working in a multi-cultural environment.
- Knowledge of a second language
- Science degree including data science and related disciplines

Summary Terms and Conditions

Contract: 1 Year Fixed Term – Full Time

Salary: £32,000 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
- Financial Wellbeing E-Portal (access to multiple webinars and courses on managing your personal finances)
- Social events
- Learning & Development opportunities

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

How to apply: To apply for this role, please click [HERE](#)

Closing date: Monday 29th January 2024 at 23:59 (11:59PM) We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.

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.