



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 and Delivery Administrator

Date: March 2020

Reporting to: Quality and Delivery Manager

Overview

CI Arb 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, CI Arb works in the public interest through an international network of 40 branches.

Job Purpose

The post holder will support the Quality and Delivery Manager in upholding the CI Arb competence framework and quality code in all courses and projects delivered at headquarters, branches and partners.

The Quality and Delivery Administrator will assist the Quality and Delivery Manager in ensuring that CI Arb's competence framework and quality code are upheld in all courses developed and delivered either at CI Arb or partners. Your role within the organisation will be to help and work with customers, all Education and Training sub teams and partners to ensure that courses are quality assured.

Key responsibilities

- Awareness of and assisting with the application of all parts of the competence framework and quality code including Student Support, Content, Delivery (including faculty) and Assessments (SCDA)
- Administrating all systems set out in the quality code and developed by the Quality and Delivery Manager especially with regards to collating data and evidence on quality, such as the sending out and receiving of all forms, contacting stakeholders and putting together datasets on Excel
- Answering customer, partner and other enquiries on the competence framework and quality code, including overseeing the Education and Training inbox insofar as it relates to quality issues
- General administrative duties for the Quality and Delivery Team including; answering calls, photocopying, scanning, filing, and dealing with enquires through all channels (including the Education inbox)
- Monitoring and recording Quality and Delivery Team work as required
- Helping the Quality and Delivery Manager in enforcing and monitoring quality compliance measures

- Putting appeals and complaints paperwork together
- Liaising with CI Arb committees and boards
- Helping with the preparation of letters, statistics and reports
- Working with Education and Training sub teams and others on all matters related to quality assurance

Requirements

Essential

- Excellent written and verbal communication skills in the English language;
- Professional and robust customer service skills;
- Ability to manage multiple projects adhering to timescales and deadlines;
- IT literate and experience of using MS Office (including Word, Excel and Outlook) and databases
- Strong attention to detail;
- Strong organisational skills; delivering on deadlines and to budget;
- Self-motivation and initiative;
- 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 the educational environment
- Experience of working with quality assurance systems, particularly in an educational context
- 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
- Experience in using MS Access database.
- Knowledge of a second language

Summary terms and conditions

Contract:	Permanent
Salary:	£27,000
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 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 HRAdmin@ciarb.org