

<b>JOB TITLE:</b>	HIGHER EDUCATION AND CERTIFICATIONS COORDINATOR
<b>JOB HOLDER:</b>	
<b>DATE UPDATED:</b>	MARCH 2021
<b>REVISION (HR Office Use):</b>	VERSION 1

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## 1 MAIN PURPOSE OF THE JOB

**Certification:** This role co-ordinates an end-to-end Certifications service, adhering to the professional standards and ensuring that an excellent level of customer service, support and guidance is provided at all times to Members, Assessors, staff and Verifiers.

The role takes ownership of all associated Certification applications activities including initial enquiry, application and assessment process, annual renewals, organising training workshops and confirming/managing outcomes and feedback.

**Accreditation:** This role co-ordinates and provides comprehensive support to the Accreditation Officer ensuring that the highest standards are maintained in the delivery of accreditation services.

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## 2 POSITION IN ORGANISATION

- Reports to Accreditation Officer
- Part of the Education team
- Liaises with Education and Customer Services team and other departments as required

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## 3 DIMENSION & LIMITS OF AUTHORITY

- There are no line management or budgetary responsibilities.
- Make decisions of candidates' eligibility for schemes.
- Appointment for verifiers and assessors as required.
- Assist the Accreditation Officer with budgeting and forecasting.

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## 4 SKILLS & EXPERIENCE

- Experience of vocational and higher education is desirable
  - Excellent written and verbal communication skills; able to demonstrate communicating with diverse stakeholders to deliver customer service externally/internally
  - Excellent attention to detail and ability to analyse written reports and applications
  - Competent IT skills in order to operate effectively and efficiently within the role, including Microsoft Office 365 (Word, Outlook & Excel), Customer Relationship Management (CRM)/database experience (Data inputting, updating and extracting reports), virtual learning environments (such as Moodle)
  - Experience of successful team working, showing flexibility and determination to meet goals
  - Accurate minute taking experience
  - Previous experience within a membership environment desirable but not essential
  - Educated to at least Level 3, A levels or equivalent
  - Able to work on own initiative, organize and prioritise own workload and ability to work with deadlines in sometimes pressurised environments.
  - Demonstratable excellent customer service skills and the ability to build and maintain strong working relationships at various levels of seniority
  - Knowledge of systems and processes used in customer service or office environment
  - Occasional travel to our London and Bracknell office
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5 DUTIES & KEY RESPONSIBILITIES

<p><b>General Certification and Accreditation Advice</b></p> <ul style="list-style-type: none"> <li>- Acts as a key point of contact for the Certification schemes and Accreditation queries from potential applicants and universities through a range to communication channels (e.g. email inboxes), providing support and advice where necessary on the criteria for Certification and individual members' readiness to commence the process</li> <li>- Liaises with and provides support to regional and international colleagues to ensure consistent advice is provided to potential members</li> <li>- Follows up enquiries and expressions of interest to encourage submission of applications</li> <li>- Attends events and workshops when required to promote Certifications and provide advice and guidance on the process</li> <li>- Collates and monitors feedback from candidates at the end of the process, suggesting and applying improvements continuously.</li> <li>- Produce management information reports and, as required, submit data to regulators, to enable effective performance management.</li> <li>- Maintain and update resources, ensuring they meet the requirements of Accreditation Officer.</li> <li>- Ensures accurate and up to date records are kept at all times, using the CRM system as the main source of information</li> </ul>	<p>65%</p>
<p><b>Accreditation submissions</b></p> <ul style="list-style-type: none"> <li>- Responsible for the Annual Monitoring process and acts as a designated point of contact for accredited institutions for their annual monitoring reminders</li> <li>- Maintains and ensures Accreditation data is up to date in CRM</li> <li>- Responsible for producing the letters and certificates for the student winners of the Certificates of Excellence</li> <li>- Minutes Accreditation Panel and working groups meetings,</li> <li>- Arranges travel and accommodation for Accreditation visits when required</li> </ul>	<p>30%</p>
<p><b>Other Activities</b></p> <ul style="list-style-type: none"> <li>- Provides support and cover for the team as required</li> <li>- Contributes to any other activities and projects as required</li> <li>- Raise purchase orders for the team, recording spend across the various budgets.</li> </ul>	<p>5%</p>

This is not an exhaustive list of responsibilities involved in the role and the CIOB reserves the right to change the scope of job in line with the operational requirements.

PLEASE ELECTRONICALLY SIGN ON HR SYSTEM

<p><b>JOB HOLDER:</b></p>	
<p><b>DATE SIGNED</b></p>	
<p><b>DATE ON WHICH EMPLOYEE COMMENCED UNDERTAKING THIS ROLE</b></p>	