

# Qualifications and Standards Executive

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## Role description

**What team do I work in?** Professional Services Team.

The Professional Services team are responsible for designing, developing, awarding and quality assuring all of CIWM Group's qualifications, education products and membership standards, ensuring we remain compliant with all regulatory requirements whilst offering a suite of products that meet the needs of stakeholders; including training providers, employers, learners and members. CIWM Group's professional services are created for the benefit of their learners and members; and seek to support the development of waste, cleaning, facilities services and parking professionals working across all sectors.

**Who do I report to?** Qualifications and Standards Manager

**What is the anticipated salary for this role?** £22,000 per annum full time

**Am I a budget holder?** No

**What is the purpose of my role?** Support and deliver objectives of Professional Services working collaboratively with all other parts of the organisation as required. As a Qualifications and Standards Executive, you will have a particular focus on implementing processes to provide:

- A structured, accessible and supportive service to members as they progress through the CIWM membership framework.
- A regular programme of external quality assurance for approved and prospective Centres; from expression of interest, through to application, approval and ongoing monitoring.
- A robust quality review and feedback service for external training endorsement/accreditation and internal product developments.

As a membership, learning and development specialist you will also occasionally support the CEO and senior management team to deliver our internal HR and learning and development activities, as well as providing advice and guidance to learners, members and Approval Centres.

**What does my role include?**

- Identifying potential and actual Conflicts of Interest across CIWM education products and services and reporting them to the Professional Services Director
- Providing specialist administrative support to:
  - a. the Centre approval process.
  - b. the qualification, assessor and IQA approval process.
  - c. the mentoring programme; identifying issues and reporting.
  - d. the CPD Programme, including administration of CPD monitoring activities, communications and other related activity.
  - e. membership assessment procedures, including grade upgrades, moderation, appeals etc. ensuring standards maintained.
  - f. the accreditation/endorsement of third party training.

## Professional Services

- g. the quality assurance of CIWM Centres/providers/tutors delivering non-regulated provision.
- h. the quality assurance of CIWM Group Centres providing regulated qualifications.
- Working with the EPAO delivery team to schedule assessments for EPA, monitor quality of delivery and suggest improvements
- Monitoring Centre risk data and providing a monthly report of risk movement across the Approved Centre Network
- Providing advice and guidance for professional development of learners, members and others.

### What skills or competencies are required to perform this role?

- Knowledge of learning and development products and services; including membership standards, apprenticeships, regulated qualifications, training and assessment – essential.
- Knowledge of quality assurance policy, procedure and best practice, including: internal and external quality assurance, malpractice and maladministration, appeals and complaints – essential.
- Attention to detail and exemplary record keeping including working to defined processes and conditions – essential.
- Effective time and project management skills; working to deadlines and taking personal responsibility for delivery of tasks, involving team members where necessary – essential.
- Ability to analyse and critique quality assurance reports and outputs, identifying solutions and improvements – essential.
- Ability to build trust and credibility with professional technical consultants, education experts, approved Centres and members – essential.
- Ability to communicate clearly and assertively with a range of stakeholders, verbally and in both informal and formal written correspondence – essential.
- Ability to respond to change effectively including addition of new priorities in short timescales – essential.
- Ability to provide development and career advice to a variety of individuals and organisations – essential.
- Commercial acumen; the ability to identify opportunities for increased engagement and revenue across stakeholders, including Approved Centres, Members and Learners.

### What experience will I have from previous roles?

You will have experience of

- Using email, internet, word-processing, MS Office and spread sheet packages, accurately. – essential
- Working within a regulated environment, with experience of compliance with clear operating processes and conditions – essential
- Professional development practices – relating to learning/ development/ assessment/ membership standards within in Awarding Organisation, Professional Body or other education establishment - preferred
- Working to strict timeframes and managing a busy workload effectively – essential

## Professional Services

- Analysing data and information to identify trends and recommend actions for improvement or development - essential
- Communicating at all levels across the organisation and with external stakeholders – essential
- Experience of using bespoke AO software (QuartzWeb or similar) – preferred

### How are CIWM Group staff expected to undertake their role?

- Prioritise learners, members and Approved Centres to support their success and seek to improve their customer experience.
- Work collaboratively and inclusively, internally and externally to share knowledge and good practice, and to provide solutions.
- Think proactively and innovate to develop services, policy and funding to add value.
- Act professionally internally and externally and encourage and support professional standards in the sector and deliver excellent customer service.
- Take responsibility for the health, safety and welfare of yourself and others, and actively participate in, and comply with, all policies and instructions.
- Undertake such other roles or work as may be specified by the Senior Management Team
- Undertake tasks, requests or directions as may be specified by your Line Manager.
- Co-operate, collaborate, share in and contribute to CIWM Group activities and endeavours.

Collaboration  
Creativity  
Determination  
Adaptation  
Consideration

**The CIWM Way**