Recruitment pack

Leadership
Teamwork
Self-management
Transparency

Enthusiasm
Excellence
Initiative
Focus

www.ciarb.org

CIARB is a registered Charity in England and Wales. No. 803725
**Job description**

**Job Title:** Course Administrator  
**Date:** June 2020  
**Reporting to:** Membership Courses Manager

**Overview**
CIARB 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, CIARB works in the public interest through an international network of 40 branches.

**Job Purpose**
The Course Administrator will assist the Membership Courses Manager and Assessment and Delivery Manager in ensuring that all courses at CIARB, its branches and partners are delivered and assessed effectively. Your role within the organisation will be to help with courses, especially around the CIARB process handbook and quality code.

**Major Objectives**

- Assisting the Membership Courses Manager and Assessment and Delivery Manager with the delivery and assessment of all CIARB courses at CIARB, its branches and partners
- Working with the other Education and Training Department personnel as required
- Assisting with students, content, course delivery and all centralised assessment processes
- Helping with marketing activity where required
- General administrative duties for the Education Development office including; answering calls, photocopying, scanning, filing, and dealing with enquiries through all channels (including the Education inbox)
- Monitoring, logging and following up on education and training enquiries
- Setting up venues and facilities required to deliver membership courses
- Working with members of the faculty with respect to the delivery and assessment of courses
- Inputting data and working with the finance system, website and CRM to ensure that membership courses are effectively paid for, administered, delivered and assessed
- Using Moodle to administer courses and supporting candidates
- Assisting with finance issues and budgets as required for all membership courses

**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 logistics, 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 humor in developing positive working relationships.
• Professional business appearance at all times

Desirable:

• Experience of working in the educational environment, particularly with respect to course organisation and delivery
• 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: £26,000 per annum
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:
• 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: CIArb 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