

Awarding Body Support Manager

Job Description

Department:	Insight and Development
Reports to:	Head of Awarding Body & Compliance
Direct Reports:	One - HE Assessment Administrator
Location:	Corby



Job Purpose & Key Responsibilities

To ensure we continue to provide a high quality, effective and efficient revenue generating marking and assessment service to our partners and internal stakeholders. Undertake accurate data management and reporting to provide information for regulatory compliance and maintain accurate policies and procedures with clear document control and tracking for audit purposes.

- Coordinate the assessment of CMI qualifications in accordance with regulatory requirements
 - Create, review and manage the process of external assessment and moderation to ensure CMI maintains its service levels. Including the creation of processes to review and manage the process of plagiarism, collusion and appeals
 - Recruit, train and line manage the Awarding Body administration team
 - Maintain regular communication with our remote marking and moderation community.
 - Create, review and maintain all assessment documentation
 - Support contractor standardisation activities, ensuring these are being met
 - Ensure the information and collateral available on the CMI website regarding assessment and Quality Assurance is maintained and up to date.
 - To provide accurate data reports to internal and external stakeholders
 - Create, review and manage the processes to cover the following, ensuring our CRM is kept up to date at all times;
 1. QM centre visits & action plans
 2. Centre reports
 3. Moderation centre visits (flexible assessments)
 - Record & distribute minutes and actions from team meetings
- To contribute to strategic planning and deliver personal, departmental operational and strategic goals in line with the wider Directorate and CMI.
- To ensure that all CMI resources are managed effectively and responsibly, through a culture of continuous improvement which delivers value for money and quality service standards.



General Responsibilities

- To ensure compliance of all departmental activities with regulatory and legislative requirements
 - Ensure that within your team all policies, procedures and service levels are met and followed
 - Ensure the document control system is accurate and all updates efficiently communicated
 - Report on progress against KPIs in line with CMI's reporting procedures.
 - To monitor and measure the functional areas performance on a continuous basis.
- To work collaboratively with peers and internal and external customers.
- To adhere to CMI's Customer Service Charter.
- To comply with internal and statutory procedures relating to finance, IT, the environment, equipment and health and safety.
- To ensure that people are managed, motivated and developed to achieve optimum performance.



Who we are looking for

Essential

- Someone who will live CMI's values, professional, passionate, progressive and practical
- Someone who has proven experience working with customers and service level agreements
- Line management experience with ability to manage the performance and development of others
- Problem solver with initiative ideas
- Proven experience managing/coordinating projects with multiple stakeholders
- Team player with a can-do attitude and a flexible, agile approach to changing operational demands
- Someone who can think outside the box and bring fresh new ideas
- Able to work effectively under pressure with a sharp eye for detail
- Effective communicator who is able to engage with both internal and external stakeholders of all levels both remotely and face to face.
- Experienced working with and producing data management reports
- Computer savvy, ideally experienced working with GSuite and CRM

Desirable

- Experience working with a CRM/database
- Experience operating within an Awarding Body environment, working with assessments and regulators and managing remote contractors

The CMI approach is to work collaboratively and flexibly and you may be required to take on additional responsibilities as and when required to support the business

It is your responsibility to ensure that your own professional development and knowledge of CMI products and services are fully up-to-date at all times and you should optimise all CMI resources available to you as well as make your line manager aware of any training required to enable this.

CMI is an equal opportunities employer. You should be committed to ensuring that within the framework of the law, that our workplaces are free from unlawful or unfair discrimination as defined by the Equality Act 2010.

Name.....

Signed.....

Date.....