

JOB PROFILE

Basic Details	
Job Title: Qualifications Manager	Contract type: Fixed term (12 months)
Salary: £36,500 FTE (£21,900 pro rata)	Hours: 21 hours per week Open to flexible working.
<p>Key benefits: Leave - 25 days per year (rising to 30 with service) (prorated for hours worked if p/t) we close between Christmas and new year you don't need to use your annual leave entitlement to cover this period Pension scheme -after completion of 3 months service with employers' contribution of up to 7.5% We also focus on staff wellbeing, training and development and support you with your volunteering. See our benefits list for all other details</p>	<p>Location: This role is open to homebased working with occasional travel to scheduled meetings/training/events at our office in Southwark, London or other locations across the UK or office-based working</p>
<p>The Chartered Institute is proud to be an equal opportunity employer committed to a diverse and inclusive workplace where we can all be our ourselves and succeed on merit. We particularly welcome applications from those who are significantly underrepresented in our sector, such as disabled people and individuals from Black, Asian and Minority Ethnic communities.</p>	
About the Chartered Institute of Fundraising	
<p>The Chartered Institute of Fundraising (CIOF) is the professional membership body for UK fundraising.</p> <p>We champion our members' excellence in fundraising. We support fundraisers through professional development and education. We connect fundraisers across all sectors and skill sets to share and learn with each other. So that together we can best serve our causes and communities both now and in the future.</p>	
Role background	
<p>The CIOF offers a diverse range of short courses, conferences, webinars and leadership programmes for fundraisers at all stages of their careers, and we will continue to expand our offer in line with sector needs over time.</p> <p>Extensive research and input from academics and practitioners has ensured that our suite of professional qualifications are well respected across the sector. We offer the highest quality of teaching from experts in the field and have over 1,800 graduates.</p>	

The Qualifications Manager plays a crucial role in ensuring that our qualifications will give fundraisers professional recognition, increased insight and improved job prospects.

Reporting Structure

Reports to: Director of Operations

Job Description

Job purpose:

- Supporting the Director of Operations and working alongside the Professional Development Manager you will have responsibility for the management of all the Chartered Institute's existing qualifications.
- You will be responsible for the academic integrity of qualification related learning products, including responsibility for the assessment and external verification processes.
- You will also be responsible for project managing the rewrite of our Level 4 Certificate and Level 5 Diploma qualifications through a team of experienced tutors.
- You will scope the opportunity to deliver a Level 3 and Level 6 qualification for future release, offering modular options for students.
- In addition, you will contribute to our journey to achieving awarding status from Ofqual and work with the Executive Director of Change on the final stage of our chartered status, achieving the power to award Individual chartered status for fundraisers.

Key Accountabilities:

- Provide support to potential, current and future students including advising on suitable courses and qualifications, assessment and options for their career path.
- Maintain excellent relationships with Chief Examiner, External Examiner and qualification tutors in relation to assignment or examinations.
- Attend the annual Exam Board (and qualification faculty training days) supporting with administration as appropriate.
- Be the key point of contact with external partners for delivery of apprenticeships including Registered Training Providers, Education and Skills Funding Agency (ESFA), Ofqual and the Institute for Apprenticeships.
- Lead on the co-ordination of other continuing professional development activities ensuring alignment with Individual Membership grades
- Co-ordinate the assessment and examination processes for all CIOF qualifications
- Management of all qualifications procedures including scheduling, moderation, internal verification, submissions, record keeping, tutor allocation, resubmissions, extensions, appeals and withdrawals.
- Work with the Professional Development Manager to review the content of our qualifications, online learning and short courses, ensuring that course materials and all documentation are updated as appropriate.
- In collaboration with the Membership Services Manager and Professional Development Manager, actively seek ways to improve, develop and maintain processes to ensure

smooth and efficient procedures relating to professional development activities including but not exclusively Short Courses, Qualifications and other learning programmes e.g. Future Leaders Programme.

- Provide day to day support and advice to students and the faculty
- Provide consistent and effective communications regarding professional development products to key stakeholders.
- Development, management and monitoring of the Professional Development budget.
- Support the working relationship with the CIOF Learning and Development committee, and the European Fundraising Association
- Cross-departmental interaction to ensure qualifications are promoted effectively across multiple channels, ensuring the Membership Services Hub are fully engaged with our products, including cross-promoting our CPD policy and the competence framework to members.
- Liaising with third party technology suppliers to troubleshoot issues where necessary.
- Co-ordinate effective evaluation, monitoring and reporting of all courses across the academy; including but not exclusively, CIOF Qualifications
- Work with the wider team to ensure approved tutors, trainers and regional trainers are delivering content of the highest quality.
- Utilise feedback across all CIOF learning products and services to support continuous quality improvements.
- Ensure accurate input of relevant data (notes, actions, agreed plans with members and customers) into the CRM.
- Any other tasks as requested by the Director of Operations

Person Specification

<p>Experience & Skills</p>	<ul style="list-style-type: none"> • Experience of developing and managing qualifications in an education establishment. • Experience of working with subject matter experts to maintain and develop learning content. • Experience of faculty/speaker acquisition and dealing with senior level people. • Experience of topic development, research and copy writing. • Experience of designing competency frameworks and aligning them with professional development activities. • Experience working in a customer facing environment. • Experience or demonstrable knowledge of the charity sector and/or fundraising and/or professional associations. • Experience of using communication systems (email, phone etc.) • Experience of managing budgets and tracking income and expenditure. • Experience of using MS office applications and making the most of our CRM, including analysing reports to drive understanding of learner experience. • Experience of using Learning Management Systems. • A confident self-starter with strong organisational and planning skills. • Strong communication and people skills. • Effective written skills.
<p>Attributes</p>	<ul style="list-style-type: none"> • Flexibility and a desire to work in a co-operative, collaborative way with other individuals and teams within the organisation. • Eye for detail and accuracy. • Ability to prioritise workload, meet deadlines and work on own initiative. • Able to work under pressure with ability to find solutions. • Diplomatic, energetic and unflappable. • Excellent customer service skills on the phone, in person and in writing. • An understanding of and commitment to the values of the voluntary sector. • Willingness to support and engage in ensuring the CIOF is a safe and inclusive place to work
<p>Reflecting our values</p>	<p>Honesty, transparency, and accountability: we will be straightforward and clear about the decisions we make and their impact, explaining our rationale and objectives, seeking feedback and views from you</p> <p>Putting our members first: our work and priorities will be guided through consultation and engagement with our members to embed it in</p>

	<p>their needs and priorities, and ensure it has their interests and values at heart</p> <p>Fair, and inclusive: we will proactively engage you to ensure our work supports all staff and is delivered in an inclusive way for all</p> <p>Respectful: of your views and listen to what you tell us. Not everyone has the same priorities, but all are deserving of respect and consideration.</p> <p>Proud and ambitious of you, your work, and the difference you make.</p>
Circumstances	Able to work outside office hours on occasions