

Job Description

Job Title	Professional Standards Coordinator -Standards	Grade	2
Department	ELL - Professional Standards	Reports	0
Reports to	Professional Standards Manager - Standards		

Our values

The role holder will be expected to operate in line with our company values of:

- Progressive
- Warm
- Excellent
- Thoughtful

Values are the principles that drive our behaviours. They are organisation-wide and should be adopted by everyone. Behaviours provide a consistent standard we can all expect inside the organisation from one another, and towards our members and stakeholders.

Main purpose of the role

To contribute to the maintenance and effective operation of APM Standards and provide operational support to the professional standards team.

Dimensions & Limits

Maintenance of APM's standards and assessment material, relationship management, quality assurance processes and inform decision making and continuous improvements.

Significant changes in direction or input to the PS Membership or Chartered standards or strategy are referred to the line manager.

Key relationships

Internal

- PS team; Service Innovation; Finance team; Membership team; IT; Portfolio Team, Marketing team, Education and Lifelong Learning

External

- Assessors, Panel members and Approved Support Services

Career development

We are a learning organisation and want our employees to learn and grow during their time with us. There are many ways in which they can do this:

- Personal development days offer an opportunity to attend interactive bite sized training events.
- Our fantastic knowledge share calendar of events enables colleagues to share their knowledge with each other as well as access to a coach or mentor to help employees to navigate their chosen career paths.
- Shadowing in other departments is a popular way to learn about the roles and challenges across the different functions.

Key responsibilities / accountabilities

- Stakeholder relationship
- Support Services Maintenance
- Configuration management
- Meeting management
- Standardisations and Quality Assurance
- Reporting
- General

Key performance measures

Stakeholder relationship

- Performance management
- Resource Management
- Appeals/results enquiries

Support Services Maintenance

- Maintain relationship with external stakeholders
- Ensure webinar material remains fit for purpose and current.
- Complete spot checks
- Schedule webinar dates with provider over financial year
- Create event and apply to website.
- Maintain budget and seek approvals.
- Report on analytics of attendees to webinars

Configuration management

- Develop and maintain standard processes for document storage and control of documents for relevant parties
- Coordinate new/updates to all documentation, e.g. branding and tone of voice
- Coordinate archive with audit trail maintained
- Coordinate central repository for documentation
- Monitor contractual details for associate teams and advise on any amendments, renewals and revisions

Meeting management

- Arrange, coordinate and minute meetings as required.
- Distribute minutes and relevant actions in a timely manner.
- Support with relationship management with external contacts

Standardisations and Quality Assurance

- Coordinate standardisation exercises for relevant product lines
- Analyse data following completion and provide feedback.
- Coordinate outputs and updates onto our customer management system
- Coordinate random performance sampling and outputs

Reporting

- Define reporting parameters for standards performance -informing system changes where appropriate.
- Coordinate Quality Assurance reporting to Assessors/panel
- Collate reporting outputs for ChPP Panel Bi-annual meetings and assessor conferences.

General

- Contribute to budget planning with the professional standards Manager and provide evidence of previous spend where applicable.
- Liaise with Professional Standards Manager to balance priorities between BAU and Project activity.
- Coordinate appropriate communications to relevant stakeholders

Person specification – Professional Standards Coordinator

Attribute	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Educated to A level or equivalent, or have relevant work experience 	
Experience	<ul style="list-style-type: none"> Experience of analysing and presenting data Experience of arranging meetings Experience of recording notes and actions from meetings 	<ul style="list-style-type: none"> Experience of working within a regulated qualifications environment Experience of working with dispersed teams
Knowledge		<ul style="list-style-type: none"> Knowledge of professional body or academic environment
Skills	<ul style="list-style-type: none"> Well-developed administrative skills Excellent PC and IT skills, including Word, Excel, PowerPoint, and item bank software Good organisational ability Able to work to deadlines and to work independently 	
Behaviour / Competency	<ul style="list-style-type: none"> Analytical thinking Concern for accuracy Planning and organising Resilience Technical and professional expertise <p>Supporting Behaviours</p> <ul style="list-style-type: none"> Communication Ability to communicate to colleagues, assessors and similar professionals, customers and applicants. Customer and Supplier Focus Ability to act in a customer-focused way whilst not always being able to provide the customer with the outcome they want (e.g. for appeals) Working Together / Teamwork Ability to work within a dispersed team (internal teams; assessors) as well as with those within the PS team. Leadership and Developing People Ability to help professionals develop additional knowledge, capability and understanding. 	