Job Description

The Chartered Institute of Procurement & Supply

The Chartered Institute of Procurement and Supply (CIPS) is the leading independent global body representing the Procurement and Supply profession. CIPS has a global community of over 200,000 in 150 countries, including senior business people, high ranking civil servants and leading academics. Procurement and Supply has a major impact on organisational profitability and efficiency, and CIPS offers a ‘one stop shop’ for Procurement and Supply excellence in People, Processes and Performance. CIPS has local operations in the UK/Europe, Australasia, Africa, Middle East/North Africa and Singapore.

Classification Information

<table>
<thead>
<tr>
<th>Job title</th>
<th>Professional Licensing Co-ordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Type</td>
<td>Permanent</td>
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<tr>
<td>Contract Level</td>
<td>Staff</td>
</tr>
<tr>
<td>Job Family</td>
<td>Operations</td>
</tr>
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<td>Job Grade</td>
<td>O3</td>
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<tr>
<td>Salary Band</td>
<td>D</td>
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<tr>
<td>Departments / Location</td>
<td>Professional Development, Easton House</td>
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<tr>
<td>Reports to</td>
<td>Professional Licensing Manager</td>
</tr>
<tr>
<td>Direct Reports</td>
<td>0</td>
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<tr>
<td>Indirect Reports</td>
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Job Summary

Co-ordinating the delivery of, and providing administration and operational support for, Professional Licensing products, including End Point Assessment and CPD Audit.

Key Responsibilities

Product specific

- Responsible for the business as usual End Point Assessment activity, ensuring adherence to Service Level Agreements.
- Responsible for recommending continuous improvement and updating of the Standard Operating Procedure.
- Support the Gateway Registration for End Point Assessment providing guidance to Training Providers submitting evidence to CIPS online portal, setting up access to the portal for Training Providers and independently handling problems and issues during the process.
- Responsible for the coordination of the End Point Assessment interviews with Training Providers,
Candidates and Assessors, including overseeing the Assessors agreement of dates, locations and travel.

- Coordination and monitoring of assessment and marking deadlines.
- Responsible for providing finance administration including the raising of purchase orders and invoices, monitoring these against budget.
- Provide guidance and support to CIPS external Assessors, Moderators and candidates through the necessary stages, managing the assessment and QA process.
- Responsible for managing the end to end quarterly CPD audit exercise ensuring adhering to documented Service Level Agreements for this process.
- Lead and implement an annual CPD review exercise to take place in Q2 of each year. This will require collaboration with colleagues across CIPS and direct engagement with Members.
- Implement the outcomes of the annual CPD review as appropriate and in agreement with the Professional Licensing Manager.
- Produce monthly qualitative and quantitative CPD and Chartered status update reports for the Professional Licensing Manager. Respond to additional qualitative and quantitative report requests as appropriate.
- Act as the focal point and deliver technical guidance to CIPS colleagues and Chartered applicants with responses to questions that do not conform to normal standard processes.
- The customer journey to upgrade to Chartered Status operates on a self-service basis however the post holder may be required to provide direct support and guidance for members where necessary to ensure high standards of support service.
- Ensuring appropriate feedback is communicated to and from members as part of the CPD audit process.

General

- Ensuring that the CIPS website pages display up-to-date information materials and support resources for candidates applying for non-CIPS qualifications routes.
- Building and maintaining co-operative and effective working relationships with internal CIPS colleagues (UK) and Regional Offices, including providing colleagues with the information and support needed to ensure that Professional Development’s Service Level Agreements for product processing are not compromised.
- Raising of purchase orders, invoices and cross-charges for all Professional Development non-CIPS qualifications’ product processes.
- Continuous updating of all relevant systems and processes as they relate to information in respect of the non-CIPS qualifications’ routes to membership.
- Responsible for the provision of management and other reports on the non-CIPS qualifications’ routes to membership.
- Maintenance of wider knowledge of Professional Licensing products and processes to enable provision of support for all other products within the team, including Fellowship, Chartered Professional Status, Executive Diploma and Management Entry Route.

Other Information

| Hours       | 9am to 5pm, Monday to Friday (35 hour contractual working week), but the salary has been structured to take account of the need to occasionally work unsocial hours as required by a global organisation and therefore no additional remuneration will be paid outside of base salary. |
Life Assurance: 4 times gross annual salary for death in service.

Healthcare: BUPA Healthcare

Pension: Group Personal Pension Plan

Holiday: 25 working days holiday plus statutory holidays – holiday year from 1st January to 31st December.

Staff Dining: Subsidised dining room at Easton House, available for staff use from 10am to 2pm Monday to Friday inclusive.

Bonus: Bonus Scheme – General Staff Bonus. Bonuses are non-contractual, not guaranteed and can be removed at CIPS’ sole discretion. Bonus payments are non-consolidated for all other contractual and non-contractual benefits including (but not limited to) pension and life assurance.

### Qualifications & Experience

<table>
<thead>
<tr>
<th>Good general educational background</th>
<th>Desirable</th>
<th>Essential</th>
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<tbody>
<tr>
<td>Highly IT literate with excellent keyboard skills</td>
<td></td>
<td>✓</td>
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<tr>
<td>Excellent administrative and organisational skills</td>
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<td>✓</td>
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<tr>
<td>Knowledge of procurement and supply</td>
<td>✓</td>
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<tr>
<td>Experience of working in an educational environments</td>
<td>✓</td>
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<tr>
<td>High attention to detail and quality</td>
<td></td>
<td>✓</td>
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<tr>
<td>Knowledge of quality systems and processes</td>
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<tr>
<td>Flexible, adaptable</td>
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<td>✓</td>
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<tr>
<td>Ability to multi-task and prioritise without supervision, working to tight deadlines</td>
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<td>✓</td>
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<td>Strong verbal and written skills</td>
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<td>✓</td>
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<tr>
<td>Excellent customer service skills, including ability to deal with challenging customers</td>
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<td>✓</td>
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### Competencies

**CIPS’ Values – all employees undertake to uphold our agreed values**

- **We have integrity;** we are ethical and principled
- **We are compassionate;** we genuinely care about and respect our colleagues and customers
- **We are connected;** we deliver together
- **We are dedicated;** we go above and beyond to make a difference
- **We are proud to promote and support this profession in improving our world**
<table>
<thead>
<tr>
<th>ICT Competency Profile</th>
<th>Level</th>
<th>Desirable</th>
<th>Essential</th>
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</thead>
<tbody>
<tr>
<td>MS Office Word</td>
<td>Int.</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>MS Office Excel</td>
<td>Int.</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>MR Office PowerPoint</td>
<td>Basic</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>MS Outlook</td>
<td>Int.</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>Internet Explorer</td>
<td>Basic</td>
<td></td>
<td>✔</td>
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<tr>
<td>Survey Gizmo</td>
<td>Basic</td>
<td>✔</td>
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</tr>
<tr>
<td>Webex</td>
<td>Basic</td>
<td></td>
<td>✔</td>
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<tr>
<td>Skype</td>
<td>Basic</td>
<td></td>
<td>✔</td>
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<tr>
<td>MS Visio</td>
<td>Basic</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>MS Project</td>
<td>Basic</td>
<td>✔</td>
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CIPS PROVIDES TRAINING FOR ALL OTHER BESPOKE IT SYSTEMS