

Job Description

Professional Standards & Assessment Manager

Role Details

Role title	Professional Standards & Assessment Manager
Department	Membership & Partnerships
Reports to	Director of Membership & Partnership
Line manager for	N/A
Salary	£40,000 (pro-rata 20 hrs)

Vision and Mission

Vision

As the pioneering workplace and facilities management body, our vision is to drive change for the future. To be the trusted voice of a specialist profession recognised, beyond the built environment, for its ability to enable people to transform organisations and their performance.

Mission

We empower professionals to upskill and reach their potential for a rewarding, impactful career. We do this by advancing professional standards, offering guidance and training, developing new insights and sharing best practice.

The company has a strong culture based on our values

- Confident and Bold
- Human and Inspiring
- Knowledgeable and InSync
- Active and Energetic

Social Value

We are a Disability Confident employer, Investor in People accredited, Living Wage employer. We offer charity days along with paid for social events and make efforts to reduce our impact on the planet.

Job Purpose

You will play a critical role in leading the Workplace and Facilities Management Profession to understand and embed the importance of professional standards and continuing professional development. The role will oversee and co-ordinate the processes by which members' competence is assessed, ensuring that the sector adopts leading educational practice. It will lead the development, maintenance, and review of IWFM's professional standards and member grade assessment processes to ensure that IWFM's members are positioned to deliver improved business performance.

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A key focus of the role will be leading a comprehensive review of member grades to ensure they remain fit for purpose and aligned with the needs of employers where-ever they are in the world. This will include creating a competency-based assessment methodology for all member grades providing a structured career pathway for members.

We want the Professional Standards & Assessment Manager to deliver outstanding stakeholder engagement, to understand the complexity of the breadth and depth of a workplace or facilities professional's role and to understand the need for member grade assessments to be of relevance and the IWFM post nominals to have status.

A key outcome of the role will be the enhanced credibility of the Profession.

Key Accountabilities

Professional Standards and Assessment Management

- Oversee the development and continuous improvement of IWFM's professional standards, codes and criteria to ensure that they are up to date, fit for purpose and can be adhered to by members.
- Ensure that assessment processes are robust, transparent, and aligned with industry best practice.
- Implement suitable review mechanisms to ensure standards and assessment methodologies remain current, up to date and reflective of workplace and facilities management practice.
- Collaborate with subject matter experts to refine and update standards as needed.
- Develop, manage and oversee the effective implementation of suitable assessment mechanisms and validation procedures to enable members to transparently and consistently demonstrate their competence.
- Recruit, select, induct and manage a panel of assessors ensuring that assessments are valid, consistent and regularly standardised.
- Collaborate with colleagues to enhance, develop and continually improve self-assessment tools that enable IWFM members (individuals and organisations) to understand their current competence against the professional standards, identify gaps and plan their professional development.
- Develop, launch and maintain a process by which IWFM members maintain mandatory cpd to ensure continued compliance with IWFM's professional standards.
- Work with communication and marketing colleagues to embed an understanding of the importance of cpd to the workplace and facilities management profession.

Ethical Standards and Compliance

- Maintain processes that support the enforcement of compliance with IWFM's code of ethics.
- Manage the investigation of complaints and ethical breaches, providing recommendations for action, working closely with the relevant IWFM Board Sub-Committee to do so.

Higher Education Establishments

- Ensure that the criteria and process to accredit universities against the IWFM professional standards are current, relevant and subject to regular review.
- Manage and co-ordinate the accreditation process, including the management of assessors.

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Essential Qualifications and Experience:

- Bachelor's degree or similar relevant experience in a relevant field (e.g., Education, Assessment or a related discipline).
- Proven experience in standard setting protocols, development and operation of competence based assessment mechanisms and methodologies.
- Management of a review of professional standards and member grades.
- Excellent stakeholder management skills, with experience engaging diverse groups to achieve consensus.
- Experience of working within a standards setting function or body.
- Understanding the implications of mandatory action on member numbers and growth.

Skills and Attributes:

- **Project Management:** Strong ability to manage complex projects with multiple stakeholders.
- **Professionalism:** Commitment to upholding high standards of integrity and excellence.
- **Collaboration:** Ability to work effectively with internal and external stakeholders.
- **Communication:** Excellent written and verbal communication skills.
- **Analytical Thinking:** Strong ability to analyse and improve standards and assessment processes.
- **Develop and manage resources and budgets.**
- **Experience of using a range of data and communication tools**
- **Experience of the professional body sector**
- **Strong levels of integrity:** Speaking up, being responsible and taking ownership
- **Passionate about continual improvement:** Constantly reviewing and wanting to improve the member experience, using technology to put the member centre stage.