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**Role Description – Professional Standards Co-ordinator**

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| Role title | Professional Standards Co-ordinator | Grade | 2 | Department | Professional Standards |

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| **Reports to *(1)*** | Professional Standards Manager | | **Direct Reports** | None |
| **Key relationships / interfaces *(1)*** | Internal | PS team, Service Delivery; Finance team; Commercial team; IT; Portfolio Team | | |
| External | Examiners and Markers; Assessors; Accredited providers; candidates; Scheme and Compliance Committee; Technical Assurance Group(s); Senior Examiner Teams; question writers. | | |
| **Role purpose *(2)*** | To contribute to the maintenance and effective operation of APM’s qualifications, standards and associated assessments and to provide operational support to PS team. | | | |
| **Breadth of responsibility *(3)*** | Maintenance of the APM’s assessment material and quality metrics reported to agreed parameters for scrutiny by Senior Examiners and Standards and Qualifications Managers, Development Managers and Quality Manager – Professional Standards and to inform decision making and continuous improvement. | | | |
| **Dimensions and limits of authority *(4)*** | Significant changes in direction or input to the PS qualifications and standards and or strategy are referred to the line manager. | | | |

| **Key responsibilities / accountabilities *(5)*** | **Key performance measures *(6)*** |
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| * Maintain the question banks for relevant qualifications | * Coordinate question writing process * Coordinate gap analysis process * Coordinate question writer training * Coordinate questions from writers through to review and sign off * Coordinate Senior Examiner meetings and the sign off of questions |
| * Coordinate the creation of exam papers and assessment materials | * Produce draft master question papers in line with the specification for review by the Senior Examiner Team * Coordinate the design of new papers * Coordinate access to answer guides for the marker/assessor pool * Coordinate feedback from markers/assessors and make amendments in line with scheduled changes |
| * 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. syllabus and guidance * Coordinate archive with audit trail maintained * Coordinate central repository for documentation for specific qualifications / standards * Monitor contractual details for associate teams and advise on any amendments, renewals and revisions |
| * Meeting management | * Arrange, coordinate and minute meetings as required |
| * Standardisations and Quality Assurance | * Coordinate standardisation exercises including sending out exercises, collating responses and sending to relevant parties * Coordinate outputs and updates onto our customer management system * Coordinate random performance sampling and outputs ready for Lead Quality Reviewer |
| * Reporting | * Define reporting parameters for Qualifications and Standards – informing system changes where appropriate * Coordinate quality reporting to Accredited Training Providers and inform standardisation activities * Coordinate reporting outputs and provide status updates to the relevant Qualifications and Standards Manager with regards to Assessor performance measures |
| * General | * Support the delivery of work for the Chartered Standard, in particular assessor training, CPD monitoring and accredited assessment providers * Coordinate payments and purchase orders for relevant qualifications / standards * 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 Co-ordinator**

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| **Attribute** | **Description** | **Essential / desirable** |
| Qualifications *(7)* | * Educated to A level or equivalent, or have relevant work experience | * Essential |
| Experience *(8)* | * Experience of analysing and presenting data * Experience of working within a regulated qualifications environment * Experience of working with dispersed teams * Experience of arranging meetings * Experience of recording notes and actions from meetings | * Essential * Desirable * Desirable * Essential * Essential |
| Knowledge | * Knowledge of examination techniques and approaches * Knowledge of competence –based assessment techniques and approaches * Knowledge of question-bank development and maintenance | * Desirable * Desirable * Desirable |
| Skills | * 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 | * Essential * Essential * Essential * Essential |
| Behaviour / competency *(9)* | * Analytical thinking * Concern for accuracy * Planning and organising * Resilience * Technical and professional expertise | * Essential * Essential * Essential * Essential * Essential |

| **Supporting Behaviours** | |
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| **Behaviour** | **Description** |
| Communication | * Ability to communicate to colleagues, examiners and similar professionals, customers and candidates |
| 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 (examiners, markers, item writers) as well as with those within the PS team |
| Leadership and Developing People | * Ability to help professionals develop additional knowledge, capability and understanding |

**Behaviours / competencies**

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| **Behaviour /Competency** | **Brief description** |
| Adaptability | Willingness to accept change and ability to maintain effectiveness in a changing environment. |
| Analytical thinking | Ability to tackle issues and problems in a logical, step-by-step way. |
| Communication skills | Ability to communicate appropriate, concise and accurate information in written and verbal formats |
| Concern for accuracy | Desire to ensure accuracy and quality in work delivered |
| Creativity & innovation | Willingness to challenge assumptions and ability to adapt or generate imaginative and innovative ideas |
| Customer focus | Ability to understand the needs and priorities of customers (inside and outside the organisation) and the desire to meet their expectations |
| Decisiveness | Ability to make swift decisions and judgments even in the face of ambiguity or criticism |
| Developing and coaching others | Ability to assist team members in reaching full potential through feedback, coaching, development and training |
| Influence and persuasion | Ability to convince others to your own point of view, to gain acceptance, support and commitment |
| Initiative and proactivity | Ability to pre-empt problems and seize opportunities without waiting to be told |
| Interpersonal skills | Ability to understand and interpret other people’s behaviour, concerns and motives |
| Leadership | Willingness and ability to lead, guide and motivate others towards a common goal |
| Planning and organizing | Ability to develop clear, efficient and logical approaches to work |
| Relationship building | Ability to build and maintain networks of business contacts in and beyond the company who may contribute to success |
| Resilience | Ability to maintain control and performance during stressful situations |
| Results orientation | Tendency to set high goals for self and others, focusing on the delivery of targets, quality and deadlines |
| Technical and professional expertise | Ability to make effective and appropriate use of technical skills and knowledge |