

<b>Role Details</b>	
<b>Role Title</b>	Centre Co-ordinator
<b>Department</b>	IWFM Academy
<b>Reports to:</b>	Centre and Quality Manager
<b>Line Manager for:</b>	N/A

## **Vision and Mission**

### **Vision**

Workplace and facilities management transforms organisations and enhances experience. As the pioneering professional body, our vision is one where every workplace delivers.

### **Mission**

We empower and enable workplace and facilities professionals to expand their potential and have rewarding, impactful careers. We are a business enabler. Together we optimise the profession's impact.

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.

### **Why IWFM?**

IWFM proudly champions the changing demographic of the workplace. After decades of working incredibly hard in the background to ensure buildings worked well (and safely), this critical profession must now take centre stage to ensure:

- People want to come to work and do their best work
- We drive business success through enhancing the experience
- We do everything we can to help save the planet

We are very proud to be IIP accredited. We believe that the success of your organisation begins and ends with people. If we make work better for everyone, we make work better for every organisation. And if we do that, we make society stronger, healthier and happier

We operate as a remote workforce, but to maintain strong connection and collaboration we require all staff to attend XX face-to-face briefing sessions each year. Depending on your role and team, you may be required to attend additional sessions.

### **Purpose of the role**

The purpose of the role is two-fold.

Firstly, to co-ordinate the end-to-end delivery of IWFM Direct (the online self-study solution for IWFM regulated qualifications at Levels 2, 3 and 4) with the outcome that IWFM's learners receive a positive and impactful experience motivated to learn more, and secondly, to ensure our Awarding Organisation partner(s) are assured by our delivery and professionalism. This includes evaluating activity in relation to the quality management plan, standardisation activity and being the first point of contact with the IWFM Academy Centre Tutors and Assessors, and assessment process.

The postholder will be required to maintain a thorough knowledge of IWFM qualifications, the IWFM Direct standard operating procedures and our Centre Agreement.

### **Key Responsibilities**

- Answer queries from learners within agreed service levels.
- Update, maintain and follow all standard operating procedures and documentation relating to IWFM Direct including the centre handbook.
- Co-ordinate the panel of assessors and tutors to ensure delivery takes place within agreed service levels and quality thresholds.
- Co-ordinate the review of learning materials to ensure they remain current.
- Ensure all assessment processes and systems are maintained and co-ordinated, escalating any issues to relevant stakeholders including IWFM's chosen LMS provider.
- Work alongside the Centre and Quality Manager to co-ordinate at least two moderation and standardisation meetings per year.
- Coordinate and administer the appeals, complaints and reasonable adjustments and special considerations processes in line with standard operating procedures.
- Undertake plagiarism and malpractice checks in line with the standard operating procedures.
- Ensure that information required by the Awarding Organisation is provided in a timely, accurate and consistent way.
- Maintain and update the IWFM Academy Centre Quality Management Plan
- Monitor learner progress on a monthly basis and liaise with Tutors to ensure the IWFM Academy completion targets are achieved

- Extract and report qualification performance information on a monthly basis and additionally as requested.
- Liaise closely with internal departments to ensure that the member journey and IWFM Direct learner journey are suitably aligned.
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### **Skills, Experience and Qualifications**

- Focused on quality, accuracy and attention to detail.
- Exceptional communication and team-working skills with the ability to multi-task and prioritise.
- Technically literate with Microsoft Office.
- Knowledge of Awarding organisation processes.
- Knowledge of Digital Learning

### **Competencies/Behaviours**

- Focussed on providing learners with a great experience
- Self-motivated, driven and able to work independently and under pressure.
- Innovative thinker, creative by nature and willing contributor.
- Energetic approach and a can-do attitude, inspiring others.
- Takes responsibility and acts with confidence.
- Flexible and responsive approach.
- Communicates with confidence and calmly in high-pressure environments.
- Supportive and behaves consistently with clear personal values that complement IWFM.

### **Working Hours**

- 36.25