

Job Description

Centre and Quality Manager



Role Details

Role title	Centre and Quality Manager
Salary	£35,000
Department	IWFM Academy
Reports to	Head of Academy
Line manager for	Training and Qualifications Administrator

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

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Job Purpose

To ensure IWFM Academy products and services are delivered to meet internal and external quality standards and regulatory compliance.

You will work with internal and external stakeholders to drive the performance of IWFM Academy products through, monitoring learner data, identifying ways to enhance the learner experience and managing relationships with the Awarding Organisations that the IWFM Academy interact with to improve quality.

The role requires a quality driven and commercial person who will be accountable for training and assessment standards and compliance across IWFM Academy products.

The postholder will be required to maintain thorough knowledge of delivery and assessment standards to deliver leading industry practice.

Key Accountabilities

- Maintain and embed quality standards across core IWFM Academy products and services
- Implement the IWFM Academy Centre quality management plan to ensure that all products and services are delivered in an efficient manner and meet industry and regulatory standards
- Manage external relationships across multiple Awarding Organisations
- Account manage IWFM Academy's Satellite Centres
- Conduct quality assurance audits and visits to ensure delivery and assessment standards are met
- Manage internal relationships of Tutors, Assessors and IQAs
- Drive appropriate levels of standardisation and CPD
- Maintain and update IWFM Academy's policies and procedures in-line with regulatory expectations
- Approve Trainers, Tutors and Assessors in-line with the IWFM Academy's approval policy
- Create and implement training delivery quality assurance processes
- Co-ordinate the transition of new products from project phase and implement business as usual activity
- Lead IWFM Academy's Tailored Course Approval service
- Develop and present comprehensive reports to monitor learner progress
- Create initiatives and enhance processes to improve learner completion rates
- Maintain CPD to ensure that the latest developments in learning and regulatory compliance are adopted by the IWFM Academy
- Work to the IWFM values and behaviours

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Technical Skills

- Knowledge of training delivery standards and regulatory compliance requirements
- Extensive knowledge of adult learning principles and methodologies
- Detailed understanding of Awarding organisation processes
- Extensive knowledge of assessment standards

Behavioural Skills

- 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