

**JOB DESCRIPTION**

<b>JOB TITLE</b>	Development Officer
<b>RESPONSIBLE TO</b>	Lead – Development & Production
<b>JOB SUMMARY</b>	To provide solid and varied administrative support within the fast-paced Development and Production Team.

**MAIN TASKS AND RESPONSIBILITIES:**

- 1. In common with all other staff:**
  - 1.1 To contribute and support CIOL’s vision, values and strategic objectives
  - 1.2 To perform the role of a good ambassador for the organisation at all times
  - 1.3 To ensure security and confidentiality of all qualification and examination information handled
  - 1.4 To be proactive and flexible by supporting and assisting CIOL Qualifications staff and functions as and when necessary
  - 1.5 To promote our qualifications and examinations in collaboration with both CIOL and CIOL Qualifications staff
  - 1.6 To actively partake in any other duties necessary for the smooth running of the qualifications and organisation
  
- 2. Main Purpose and Scope of the Post:**
  - 2.1 To support all administrative aspects of information management (including confidential and sensitive information)
  - 2.2 To liaise with internal and external staff by managing various qualifications, allocating tasks and managing information return
  - 2.3 To provide assistance and support at events when required
  - 2.4 To assist and respond to enquiries
  - 2.5 To manage inboxes and records as requested
  - 2.6 To maintain electronic files as requested
  - 2.7 To prepare materials for assessments, tests and examinations
  - 2.8 To receive and process incoming materials
  - 2.9 To prepare and update a variety of documentation and examination materials
  
- 3. Knowledge and Experience:**
  - 3.1 Educated to A Level, or equivalent
  - 3.2 NVQ3 business administration or equivalent, an advantage
  - 3.3 A basic understanding of examination processes and procedures an advantage
  - 3.4 At least 2 years’ experience in a similar role
  
- 4. Skills and Personal Requirements:**
  - 4.1 Good eye for detail, ensuring own work meets high quality standards at all times
  - 4.2 Intermediate use of MS Office (specifically Excel, Word and Power Point)

- 4.3 Effective time management
- 4.4 Excellent communicator, with a very high standard of spoken English as well as a good grasp of English grammar and syntax
- 4.5 Excellent organisational skills and confident in managing multiple tasks and prioritising workload
- 4.6 Excellent interpersonal and relationship skills at all levels

**5. Behaviours:**

- 5.1 Adaptable to change
- 5.2 Positive problem solver
- 5.3 Deadline and goal-focused
- 5.4 Calm under pressure
- 5.5 Sensitive to operating in a regulated environment
- 5.6 Customer focused

The above job description covers the main duties of this position as at July 2019.

CIOI Qualifications reserves the right to review and revise all job descriptions from time to time according to business need. Any future review or revision will be carried out in consultation with individual members of staff.