
Job title: Programme Leader & Subject Matter Expert Mediation, Education and Training Department

Salary band: £47,500 to £56,500 (dependent upon experience)

Hours: 35 hours a week

Term: Full Time, Permanent

Accountable to: Director of Global Education

Location: Chartered Institute of Arbitrators, 12 Bloomsbury Square, London. WC1A 2LP

Job Description

Programme Leader & Subject Matter Expert

Overview

The Chartered Institute of Arbitrators (CI Arb) is a not-for-profit, registered charity working in the public interest through an international network of branches. It has a global membership of around 13,000 individuals who have professional training or experience in alternative dispute resolution (ADR). CI Arb's qualifications in arbitration, mediation and adjudication have set an industry benchmark for excellence in ADR.

The post holder will design, develop, deliver and manage all Mediation Pathway modules and education and training programmes, pursuant to the Object in its Royal Charter, of providing education, training and professional qualification in ADR. The Arbitration Programme Leader and SME will be responsible for ensuring that the CI Arb's renowned global standards of knowledge and practice are maintained in all Mediation Pathway modules and education and training initiatives delivered.

Reports To: Director of Global Education

Job Purpose

The Programme Leader and SME role spans the full range of design, development, delivery and management of the CI Arb Mediation Pathway and associated education and training programmes, including significant SME support for on-line learning. The successful candidate will therefore demonstrate the necessary skills, knowledge and experience to work on a wide variety of academic management, teaching, assessment, quality and student experience enhancement related activities. The primary purpose initially will be to enhance the current Mediation Pathway modules by conducting module academic reviews, securing approval for proposed changes and ensuring implementation of enhanced modules. The post holder will also be required to tutor and/or assess on the Mediation Pathway modules and other Pathways and modules as required during 2016.

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of the Education and Training Department of the CI Arb. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Responsibilities

The post holder will be responsible for:

Conducting in-depth academic reviews of the Mediation Pathway modules in order to identify the changes required to enhance each module to ensure:

- Current and appropriate teaching and assessment methodologies are in place;
- Complete alignment between learning outcomes, core content and assessments;
- A consistent student experience with no core knowledge gaps evident within the curriculum.

The module reviews and implementation of recommended changes will be the priority focus for the Programme Leader and SME upon appointment. This activity forms a key element of a major project within Education and Training.

The academic leadership, management and delivery of the Mediation Pathway modules, including the maintenance and enhancement of standards and will have responsibility for the design, development and delivery of the curriculum.

The day to day management of the Pathways and associated modules, including all areas of learning, teaching and assessment of students as well as resources allocated.

He or she will:

Academic

- Ensure clarity of identity, currency of subject agendas, relevance of learning and assessment methods and the fulfilment of appropriate standards for each module in the Mediation Pathway;
- Actively engage with and contribute to the relevant CI Arb committees and engage with other Pathways stakeholders, including global CI Arb training branches;
- Provide the vision for the Pathways and the associated modules, set the agenda for its development and maintaining and enhancing quality;
- Undertake the effective monitoring of the Pathways and lead enhancement activities;
- Lead on the process of course development and syllabus refresh and ensure the establishment of a programme for regular module reviews;
- Analyse data on student progression and achievement with a view to identifying issues and trends and formulating appropriate action in response;
- Ensure that the curriculum is relevant, current and consistent with the purpose of the Pathways at each of its career path points;
- Ensure that the delivery of the curriculum is organised and resourced appropriately to the level of the relevant module, and to the learning styles and development stages of Pathways students;
- Ensure that the teaching and assessment methods (learning) adopted are appropriate to the relevant module, available resources and the demands of the subject;
- Plan and manage the assessment process for the Pathways Modules to ensure that students are given constructive and timely feedback that helps them improve;

- Undertake such teaching duties as are appropriate to the requirements of the Pathways, consistent with your areas of expertise and as agreed with the Director of Global Education;
- Ensure that students registered on the relevant module are appropriately supported and provided with timely and constructive guidance for their professional academic development and pastoral care;
- In liaison with the relevant E&T education executive ensure that information provided to students registered on the relevant module is current, accessible and consistent;
- Contribute to information provided to students by CI Arb and Education and Training;
- In conjunction with the other Programme Leaders develop and ensure compliance with a CI Arb student charter;
- Ensure effective liaison with, and organisation of student representatives to take part in module committee meetings for each Pathways module;
- In liaison with the relevant E&T Education Executive ensure that student records are maintained, which are current, accurate and constructive;
- Be responsible for and, where appropriate lead the recruitment and selection processes for the Pathways;
- Produce original instructional materials for online learning in accordance with agreed deadlines and priorities. This is likely to be a high demand area this this particular Programme Leader and SME with a need to develop negotiation and communication on-line modules as an early priority;
- In conjunction with the e-learning project officer, set up an e-learning library resource for future sourcing of high quality readily available resources;
- Deliver on line course content using the appropriate templates;
- Source credible, high quality resources from the internet to supplement original course materials (videos, podcasts, simulations, websites etc.);
- Work with the Education and Training Manager to develop (potential) new course business cases as appropriate;
- Design, develop and deliver new and already approved open/client specific CPD courses in the subject matter area.

Managerial

- Provide leadership for the Mediation Pathway and work with colleagues and delivery partners (global CI Arb training branches) to ensure quality, consistency and clarity of Pathways module delivery;
- Set, promote and maintain appropriate educational and professional standards of good practice in all aspects of module organisation, administration and delivery;
- Work with CI Arb colleagues and delivery partners (CI Arb training branches) to ensure the highest possible standards of student experience in terms of:
 - Pathways and individual module promotion activities and provision of relevant materials;
 - Student progression;
 - Student registration;
 - Student induction;
 - Learning support.
- Producing reports and management information as required, including annual Pathways and module reports;
- In conjunction with other Programme Leaders develop a standard template for annual training reports from CI Arb training branches, provide guidance for completion

and ensure timely submission. Review all training reports as a Programme Leadership team and take action as appropriate.

Enterprise

- Contribute to the income generating activities of CI Arb in areas that are directly related to the Pathways and areas of specialism, whilst protecting the charitable work of CI Arb;

Professional

- Establish and maintain appropriate dialogues and relationships with the ADR community and its audiences, nationally and internationally, continually updating knowledge of academic developments, subject and skills, and relevant developments for the benefit of the Pathways, colleagues, delivery partners (training branches) and students;
- Undertake research and/or professional practice to maintain your subject currency as part of your own continuing professional development, actively promoting and contributing to the professional and research profile of CI Arb;
- Support and contribute to enhancing the external profile of CI Arb via academic activities such as writing articles and speaking at conferences etc;
- To perform any other duties commensurate with these responsibilities and skill and qualifications of the post-holder.

Person Specification

Qualifications

	The successful candidate should:	Essential / Desirable	Tested by* A, I
1	Be educated to Degree level	E	A
2	Be qualified to Masters level in Arbitration or a related subject or have relevant demonstrable experience	E	A
3	Hold a recognised teaching qualification	D	A
4	Hold CI Arb Membership	D	A

Background & Experience

	The successful candidate should have:	Essential / Desirable	Tested by* A, I
1	Professional experience of working in ADR, and ideally Mediation	E	A,I
2	Experience of working with Moodle in a professional education environment	D	A,I
3	Experience of working with volunteers	D	A,I
4	Experience of tutoring on ADR related subjects, ideally at post graduate, professional level	E	A,I
5	Experience of working closely with an e-learning developer/team as a subject matter expert in the development of e-learning content in a variety of e-learning compatible formats	E	A,I
6	Experience of developing and delivering professional level learning programmes	E	A,I
7	Experience of working in a Professional Association	D	A
8	Working with a wide range of people from a variety of backgrounds	E	A,I
9	On-line teaching experience	D	A,I
10	Experience of developing professional education programmes for delivery on a global scale by accredited training providers, which may require cultural and/or legislative adaptations	D	A,I

Knowledge

	The successful candidate should have demonstrable knowledge of:	Essential / Desirable	Tested by* A, I
1	Knowledge and understanding of professional postgraduate education and training in ADR, and specifically Mediation	E	A,I
2	In-depth knowledge and understanding of ADR generally and Mediation specifically	E	A,I
3	Knowledge of contemporary and innovative programme development, learning and student engagement strategies within the professional education and training sector for ADR	E	A,I
4	Sound knowledge and understanding of academic quality assurance requirements	E	A,I
5	Up to date knowledge of online learning technologies	D	A,I

Skills & Competencies

	The successful candidate should demonstrate:	Essential / Desirable	Tested by* A, I
1	Excellent presentation/teaching and learning support skills	E	A,I

2	Excellent interpersonal skills with the ability to communicate effectively at all levels. Effective in adapting messages for a diverse audience in an inclusive and accessible way	E	A,I
3	Able to work to tight and sometimes conflicting deadlines and an ability to cope well under pressure	E	A,I
4	Sophisticated student service abilities, contributing to improving or adapting provision to enhance the student experience	E	A,I
5	Applies innovative approaches to course leadership, teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity	E	A,I
6	Contributes to advancing professional practice/research or scholarly activity in own area of specialism	D	A,1
7	Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration	E	A,I
8	Applies own research to develop learning and assessment practice	D	A,1
9	Flexible, self-motivated, innovative and enthusiastic individual	E	A,I
10	ICT skills in Microsoft Word, Microsoft Excel, Microsoft Outlook, PowerPoint, VLE	E	A
11	Proven Ability to develop and deliver new courses on time and on budget	E	A,I
12	Suggests practical solutions to new or unique problems	D	A,1
13	Proven ability to work effectively with colleagues and stakeholders at all levels	E	A,I
14	Entrepreneurial and creative, with a results driven commercial focus	D	A,I
15	Effective course budgetary planning, management and reporting skills	E	A,1

A = Application form, I = Interview