

## **Job Description: ICM Development Officer**

Reporting to: Quality and Development Director this role is required to manage the development, review and maintenance of ICM qualifications with as this role will also ensure that such qualifications remain fit for purpose and compliant with any regulatory requirements.

### **Job Responsibility:**

#### **Core Duties, in this role you will be required to:**

1. Identify and recruit consultants with specialist knowledge and skills to contribute to the development of qualifications and related products and co-ordinate their activity
2. Plan and coordinate product development projects and manage external stakeholders and associates who are being utilised in product development activity to ensure they complete their element of the work or project on time and in the most cost effective way following ICM procedures
3. Conduct product review, implementing changes when appropriate and identify products to be withdrawn
4. Ensure that all assessments on all qualifications are carried out to a high standard in accordance with appropriate internal policies and external regulators and can withstand scrutiny by internal audit and key stakeholders
5. Proactively take forward new business opportunities, including partnerships and collaborations, recruitment of new centres and the development of qualifications and other products through personal contact, visits, market research and any other means
6. Keep abreast of policies and initiatives relevant to product development
7. Contribute to the marketing strategy in relevant areas in liaison with the ICM marketing team and support marketing activities including attending relevant events and centre visits to provide technical advice and guidance on products
8. Liaise with ICM Country coordinators around the world in the development of new qualification's, supporting centres, and guiding learners where necessary
9. Be a member of appropriate project teams and attend meetings as required to fulfil the role
10. Produce and present reports at trustee meetings, management committees or other forums and meetings as required
11. Deal with customer enquiries relating to ICM qualifications
12. Travel within the UK and overseas on ICM business and work unsocial hours or stay over in hotel accommodation as the job requires
13. Contribute as required to regulatory compliance and engage with other processes including business continuity, risk management and the internal audit process
14. Contribute to the improvement of customer service
15. Undertake any other responsibilities or tasks that are within the employee's skills and abilities whenever reasonably instructed commensurate to this role

### **Key Attributes**

#### **Essential:**

- Degree or equivalent professional qualification, or significant professional experience and excellent track record
- Excellent project management skills

- Demonstrable commitment to a high standard of customer service
- Excellent verbal and written communication skills
- Proven ability to work effectively independently and as a member of a team
- Ability to organise and prioritise
- Ability to achieve agreed targets and to work to deadlines
- Attention to detail
- Positive attitude to change, development and quality
- Competent in the application and operation of ICT
- To act as a role model, abiding by ICM principles and values
- High degree of flexibility in approach to work
- Experience of successful curriculum development

**Desirable:**

- Evidence of current Continuing Professional Development
- Teaching expertise
- Understanding of awarding organisation procedures and processes and the requirements of qualification regulatory authorities
- Relevant post-graduate professional qualifications