

## Job Description

<b>Job Title</b>	Assessor Manager	<b>Grade</b>	3
<b>Department</b>	Education and Lifelong Learning	<b>Reports</b>	0
<b>Reports to</b>	Professional Standard Manager		

### Our values

The role holder will be expected to operate in line with our company values of:

- Progressive
- Warm
- Excellent
- Thoughtful

Values are the principles that drive our behaviours. They are organisation-wide and should be adopted by everyone. Behaviours provide a consistent standard we can all expect inside the organisation from one another, and towards our members and stakeholders.

### Main purpose of the role

The Assessor Manager plays a pivotal role in ensuring the consistent delivery of high-quality assessments through the effective management of assessors and panel members. Working closely with our external stakeholders this role will support, motivate and monitor the growing number of external partners to support the standards assessment.

This role involves overseeing all aspects of standardisation, quality assurance, and operational processes in relation to assessors in order to maintain the integrity and credibility of assessments, including the Chartered Standard, Full Membership (MAPM) and Fellowship (FAPM).

The manager is responsible for setting and upholding professional standards, ensuring compliance with relevant regulations and guidelines, and driving continuous improvement in assessment practices. By providing training and guidance to assessors, the Professional Standards Manager ensures a robust and fair assessment framework that meets organisational and stakeholder expectations.

### Dimensions & Limits

Capital expenditure outside the given budget will need to be referred to the line manager. Recommendations for change must be referred to the line manager.

Significant changes in direction or input to the PS strategy are referred to the line manager.

### Key relationships

#### *Internal*

- Professional Standards team
- Service Innovation team – Chartered and Membership
- Finance
- Portfolio team

#### **Confidential**

- Marketing team
- Membership team

**External**

- Chartered assessors
- MAPM panel
- FAPM panel
- ChPP Panel
- External contractors – subject matter experts

**Career development**

We are a learning organisation and want our employees to learn and grow during their time with us. There are many ways in which they can do this:

- Personal development days offer an opportunity to attend interactive bite sized training events.
- Our fantastic knowledge share calendar of events enables colleagues to share their knowledge with each other as well as access to a coach or mentor to help employees to navigate their chosen career paths.
- Shadowing in other departments is a popular way to learn about the roles and challenges across the different functions.

**Key responsibilities / accountabilities**

**Management of assessors and panel members**

- Recruit, onboard, and manage a team of assessors and panel members, ensuring they have the necessary skills and resources to perform their roles effectively.
- Provide ongoing support, training, and professional development opportunities for assessors and panel members.
- Monitor assessor and panel members’ performance and provide constructive, evidence-based feedback to maintain high standards.

**Standardisation of Assessments**

- Lead standardisation activities to ensure consistency and fairness in assessment decision making
- Develop and maintain guidelines, procedures, and frameworks for standardised assessment practices.
- Facilitate regular meetings and workshops to share best practice and address inconsistencies amongst assessors.

**Quality Assurance**

- Implement and oversee quality assurance processes to ensure compliance with organisations policies, regulations and industry standards.
- Conduct audits and reviews of assessment activities to identify and address areas for improvement.
- Produce detailed quality reports and present findings to senior manager

**Data analysis and reporting**

- Analyse assessment data and feedback to identify trends, risks and opportunities for improvement.

- Use data insights to drive decision-making and inform strategic planning.

**Operational Oversight**

- Monitor operational efficiencies to ensure assessor contractual obligations are met, addressing concerns where applicable with the relevant stakeholders.

**Key performance measures**

- Maintain a fully resourced Assessor pool to ensure that the Chartered assessors, MAPM and FAPM panels can appropriately manage applications received.
- Manage complaints, stage 2 and stage 3 results enquiries processes in conjunction with service innovation.
- Manage quality reviewing sampling processes and agree corrective action where required.
- Contribute and actively participate in the development of the standards ensuring the quality, rigour and robustness is maintained.

**Person specification – Professional Standards Manager**

Attribute	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> <li>• Professional qualification in assessment design and application.</li> <li>• Professional qualification in project, programme or portfolio management.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Experience managing or developing professional standards or qualifications</li> <li>• Experience of analysing and presenting data</li> <li>• Experience of managing dispersed and associate teams</li> </ul>	<ul style="list-style-type: none"> <li>• Experience within a professional body</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Knowledge of assessment design</li> <li>• Knowledge of quality assurance in relation to professional standards and qualifications</li> </ul>	
Skills	<ul style="list-style-type: none"> <li>• Highly developed communication and presentation skills</li> <li>• Relevant PC skills in Word, Excel, PowerPoint and CRM systems</li> <li>• Good negotiation and stakeholder management skills</li> </ul>	
Behaviour / Competency	<ul style="list-style-type: none"> <li>• Adaptability</li> <li>• Analytical thinking</li> <li>• Communication skills</li> <li>• Interpersonal skills</li> </ul>	

	<ul style="list-style-type: none"><li>• Resilience</li></ul>	
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