



# Deputy Director of Services

## Candidate information pack

August 2023

# The organisation

## ABOUT CMI

The Chartered Management Institute (CMI) works with business and education providers to inspire people to unleash their potential and become skilled, confident and successful managers and leaders. In fact, CMI has more than 100,000 people training to be better leaders right now across our partnership network in the UK and internationally.

Backed by a unique Royal Charter, CMI is the only organisation able to award Chartered Manager status - the ultimate management accolade, which is proven to boost individuals' career prospects, management capability and impact in the workplace.

CMI's thought leadership, research, events and online resources provide practical insight about critical issues for its 170,000 plus membership community and any professional looking to improve their results; create diverse high-performing teams and nurture the next generation of managers and leaders. #BetterManagers.

Over the last 10 years, CMI has doubled in size and achieved significant growth - including achieving double digit growth over the course of the pandemic. We are now investing to continue our growth trajectory, influence and reach.

At CMI we believe that organisations with diverse and inclusive workforces outperform their peers and lead to improved business performance. CMI is committed to supporting diversity and inclusion both within CMI, from Board level through to all levels of staff, and through the provision of tools, insight, and qualifications for our membership community and the wider public.

# The opportunity

## JOB ROLE

CMI's customer service team manages the administration services for CMI's UK and International B2B accreditation and apprenticeships service lines, including but not limited to centre applications and approvals, mapping of courses, registration of learners, partner queries, contract reconciliation, and certification. CMI's end-point assessment team delivers over 11,000 end-point assessments each year for management and leadership apprenticeship standards.

We are seeking a highly skilled and experienced Deputy Director of Services to oversee CMI's customer service and the delivery of CMI's end-point assessment processes. The successful candidate will play a leading role in unifying customer service across CMI, enhancing the quality and efficiency of service delivery processes, contributing to CMI's business improvement programme, and ensuring high-quality delivery of CMI's end-point assessment services for apprenticeships, to ensure that CMI meets or exceeds the needs and expectations of its stakeholders.

## KEY RESPONSIBILITIES

### Service Delivery Management:

- Support the Head of Customer Service to deliver after-sales customer service to CMI's B2B partners, including universities and private training providers, covering improving the efficiency of processes, aligning processes across CMI, enhancing the customer experience, and implementing and adhering to appropriate regulation standards and SLAs.
- Support the Head of End Point Assessment to deliver CMI's end-point assessment process for apprenticeships, including workforce planning, forecasting, scheduling, coordination, and evaluation of assessments, whilst working closely with the Awarding Body directorate to ensure continued compliance with relevant regulatory standards.

### Stakeholder Engagement:

- Work with CMI's Director of Partnership Sales and Engagement to create a unified service delivery model mapping to an already established unified engagement and sales approach.
- Build and maintain effective relationships with universities, training providers, employers, and other key stakeholders to understand their customer service needs, address concerns, and ensure customer satisfaction.
- Collaborate with internal teams and external partners to develop and implement strategies for continuous improvement of service delivery, in line with industry best practices.
- Work closely with CMI's Programme Management office to deliver business improvement initiatives including around data, assessment services, and customer UX.

**Resource management:**

- Ensuring accurate forecasts of end-point assessments, by month, by standard through the implementation of an accurate process to obtain forecasts from Partners, together with simulation modelling to take into account uncertainties.
- Implementing a workforce and capacity planning model, working closely with the Deputy Director of Awarding Body to ensure we can meet partner demand for endpoint assessments at all times.
- Provide support to the 'Heads of' in setting the directorate's budget and forecast and be accountable for ensuring those budgets and targets are met.

**Team Leadership:**

- Provide strong leadership to the service delivery team, promoting a culture of high performance, accountability, and continuous service improvement and professional development.
- Foster a collaborative and positive work environment, encouraging teamwork, effective communication, and knowledge sharing among team members.
- Ensure team members are trained in the use of CMI's systems and methodologies.

**Process Optimisation:**

- Unify customer service processes and SLAs across CMI.
- Identify how the service team can optimise the use of Salesforce to increase the transparency of partner information and communication across CMI.
- Identify opportunities to streamline and improve service delivery processes, working with the 'Heads of' and PMO to implement appropriate systems, tools, and technologies to enhance operational efficiency through the Business Improvement Plan.
- Lead the Service teams through the CMI Data Strategy, embedding it into day-to-day processes.
- Monitor key performance indicators (KPIs) and service metrics, analysing data to identify trends, areas for improvement, and opportunities for innovation.

**Quality Assurance and Compliance:**

- Work with the Deputy Director of Awarding Body to ensure continued compliance with regulatory and accrediting bodies' standards and guidelines in the delivery of services.
- Continuous improvement of quality assurance frameworks, policies, and procedures to maintain high standards of end-point assessment processes.
- Provide support for Ofqual audits.
- Ensure compliance with GDPR for personal data handled by the Service directorate.
- Ensure IR35 considerations are considered in workforce planning for freelance assessors.

# Person specification

## REQUIREMENTS

### Knowledge & Experience:

- Proven experience in managing service delivery operations, preferably in the education, edtech, training, or assessment sector.
- Good knowledge of accreditation processes, quality assurance frameworks, and end-point assessment requirements for apprenticeships in the UK.
- Ideally, a bachelor's degree in a relevant field (e.g., Education, Business, Management) is required. A master's degree or professional qualification in a related discipline is desirable.
- Experience working within a start-up to scale-up environment is desirable.

### Skills & Abilities:

- A strong affinity with CMI's charitable mission and purpose.
- Excellent leadership and people management skills, with the ability to motivate and inspire a diverse and largely remote team.
- Excellent stakeholder management and relationship-building abilities, with the capacity to engage with various stakeholders at different levels.
- Analytical mindset with the ability to interpret data, identify trends, and drive data-informed decision-making.
- Exceptional organisational and project management skills, with the ability to handle multiple priorities and meet deadlines.
- Excellent verbal and written communication skills, with the ability to effectively convey complex information to diverse audiences.
- Demonstrated commitment to maintaining high standards of service delivery, quality, and compliance.

At CMI we place a huge value on equality and inclusivity, we don't just say what needs to be done we embrace it in our culture and values. We are committed to building a culturally diverse team and increasing our representation from all backgrounds, we go beyond just adhering to the Equality Act 2010.

We expect all employees to take responsibility for their own professional development with CMI providing support including through our extensive management products and services.

Our approach is to work collaboratively and flexibly and you may be required to take on additional responsibilities as and when required to support the organisation.

# Terms of appointment

**Reports to:** CFO

**Direct reports:**

- Head of Service Delivery
- Head of End Point Assessment
- Combined team of 65

**Location:** Management House, Corby (hybrid working)

**Key relationships:** Executive Leadership Team, Senior Leadership Team, Heads of Dept

## BENEFITS OVERVIEW & GDPR

Coming to work at CMI not only means joining a dynamic and ambitious organisation, it also means collaborating and sharing a passion for our mission. We know the importance of fresh ideas and encourage new perspectives.

We are a not for profit, Sunday Times top 100 and IIP Platinum employer offering an engaging, flexible and collaborative culture with a wealth of opportunity for professional development. Not forgetting our dog friendly offices! Some of our competitive benefits include 32 1/2 days' holiday, flexible working for all, CMI membership, healthcare cash plan and stakeholder pension scheme to name a few!

As part of our recruitment process, we will share information relevant to your application, including your name, current role, CV and other data you may have provided us with, with internal hiring managers. We will use this data for the purpose of recruitment only. We may also access your publicly available profiles (e.g. LinkedIn) to support your application.

Once the vacancy has been filled, your data will be retained for 4 weeks, after which your data will be destroyed, unless we contact you to request otherwise.

By applying for a vacancy with CMI you are agreeing for your data to be shared in this way.

# How to apply

Saxton Bampfylde Ltd is acting as an employment agency advisor to The Chartered Management Institute on this appointment.

Candidates should apply for this role through Saxton Bampfylde's website at [www.saxbam.com/appointments](http://www.saxbam.com/appointments) using code **ABFFB**.

Click on the 'apply' button and follow the instructions to upload a CV and cover letter, and complete the online equal opportunities monitoring\* form.

The closing date for applications is **noon on Friday 8 September 2023**.

*\* The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.*

## GDPR personal data notice

According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express consent. You will be asked to complete a consent form when you apply and please do not include any Sensitive Personal Data within your CV (although this can be included in your covering letter if you wish to do so), remembering also not to include contact details for referees without their prior agreement.

# Saxton Bampfylde

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