



IAOCR

The International Accrediting
Organization for Clinical Research

Job Description

Learning & Assessment Manager

(Full-Time/Part Time, UK Homebased)

Role Description:

Working within the Accreditation team, this role will support the business with delivering assessment, competence verification and accreditation services for Clients and external individuals.

NOTE: A solid background working in the clinical research industry is essential for this role. This is because developing the assessment questions and the scenarios designed to test an individual's competence will require this person to have proven experience of working in clinical research. Whilst experience in developing training and assessments is highly desirable, it is not essential, as the role holder will be working alongside the Accreditation Team and other subject matter experts. We are looking for somebody however who has an interest applying their clinical research experience to a learning and assessment role, and an enthusiasm for driving best practice standards within the industry.

The key focus for this role will be on developing and maintaining robust online assessment programmes (*leading to internationally recognised accreditation for individuals successfully passing the assessments*) across specific clinical research roles. The role holder will consistently ensure delivery of a high quality and engaging learner experience to maximise successful outcomes, as well as providing ongoing quality assurance.

Reporting into the Vice President of Operations, this person will work closely with our clients and the internal accreditation team to engage, develop and deliver online blended* assessment programmes designed to independently verify an individual's competence in a particular role, against the core competencies set by industry.

This person will also ensure that global core competency frameworks are developed (and/or) kept up to date for specific clinical research roles. This will involve setting up and working with appropriate industry leaders through the IAOCR Taskforce initiatives. They will also be responsible for ensuring that all Learning Outcomes and Assessment Criteria are developed in alignment with the relevant core competency framework.

The role holder will be responsible for close collaboration with subject matter experts to enable successful development and delivery of online assessment programmes, working closely with the IAOCR accreditation team to develop and update assessment methods for organisations to drive consistency and quality of required outcomes.

At times this role may also be required to deliver occasional training and provide support in completing assessment reviews for individuals and organisations.

Role Responsibilities:

- Design and develop relevant on-line/paper Learning Outcome and Assessment Criteria, aligned with agreed individual role core competencies.
- Work closely with the external moderation body to ensure accuracy, quality and robustness of assessment programmes.
- Review presentation and programme content and adapt as relevant to meet client needs whilst ensuring IAOCR accreditation requirements are maintained.
- Design and develop assessment programmes for clients and individual learners in line with agreed Learning Outcomes and Assessment Criteria.
- Work to educational and clinical research regulatory requirements (for assessment quality & content quality).
- Set up and lead Industry Taskforces to ensure industry expertise and current relevance to build core global competencies for different clinical research roles.
- Support the development of new training presentations and assessment materials with occasional delivery of training programmes (if required).
- Provide advice, support and recommendations to clients in relation to quality and competency within the workforce (this could include strategies for competency profiles).
- Support Accreditation Team with relevant online assessment module training (as appropriate).
- Develop and maintain positive client relationships to ensure partnerships and excellent customer service delivery.
- Sharing of knowledge and experience within the wider internal organisation to drive IAOCR initiatives and support client needs as relevant.
- Support new business opportunities through networking and developing client relationships.
- Ensure all relevant documentation and processes are maintained and adhered to.
- Close collaboration with the IAOCR Admin/Business support to ensure clients/individual learner communication is clear, supportive, accurate and timely.
- Provide suggestions for continuous improvement.
- Provide feedback to the Accreditation Assessment Team to support quality oversight of all IAOCR working practices.
- Maintain current knowledge of specific industry requirements through continuous self-development
- Ad hoc support with the Accreditation Team to complete internal verification of assessments (*as required - this is not a key aspect of the role and training for this will be provided as relevant*).
- On occasion (if required), review, assess and verify completed workbooks/online assessments (also known as assessment portfolios) to check and verify an individual's competence in order to award accreditation.

Qualifications and required key skills:

NOTE: A solid background working in the clinical research industry is essential for this role. This is because developing the assessment questions and the scenarios designed to test an individual's competence will require this person to have proven experience of working in clinical research. Whilst experience in developing training and assessments is highly desirable, it is not essential, as the role holder will be working alongside the Accreditation Team and other subject matter experts. We are looking for somebody however who has an interest applying their clinical research experience to a learning and assessment role, and an enthusiasm for driving best practice standards within the industry.

- Degree qualified or equivalent with previous experience and knowledge of working within clinical research or healthcare research is essential.
- An interest in developing assessment programmes designed to verify the competence of individuals working within the clinical research industry is essential.
- Excellent interpersonal skills and the ability to work well with others, build relationships and gain trust of staff, peers, management, suppliers and clients. Act as an ambassador for IAOCR at all times.
- Methodical with excellent attention to detail and a focus on accurate high-quality delivery.
- Flexible, reliable and organised with an ability to prioritise and manage competing priorities.
- Team player with an ability to work independently.
- Highly committed to customer satisfaction and confidently able to engage with clients as required
- Ability to gain buy-in and commitment from others to ensure adherence to required timelines.
- Excellent verbal and written communication skills at all levels.
- Proactive and creative thinker with a logical approach, strong analytical skills and an ability to think “outside of the box.”
- Knowledge (and maintenance of that knowledge) of current clinical research practices and regulatory requirements.
- Ability to adapt and assimilate information quickly and offer innovative suggestions as relevant.
- Proactive, problem solver, confident and able to work independently or as part of a team.
- Professional with a positive and energetic “can do” approach with an ability to be flexible and adapt to change.
- Experience in confidently delivering training and presentations to a professional standard is desirable.
- Creation of highly engaging, interactive and modern online blended learning materials.
- Experience in developing training content and using online learning tools and systems.
- Project planning and management skills.

- Proficient in the use of Microsoft applications and other relevant IT systems: Email, Word, Excel, PowerPoint, Teams Meetings and Zoom
- Able to train and support others and communicate technical information in terms that are understandable to non-technical users.

Hours and location:

- Homebased in the UK (some travel will be required to attend internal/external meetings and events)
- Full-time (37.5 hours per week) (Part time 4 days per week might be considered)
- Flexibility to meet the demands of the job will be required from time to time (and this works both ways)
- Salary up to £50k (dependent on experience) (This represents the full-time salary)

Training:

- Relevant training will be provided as required to ensure continuous professional development and maintain current clinical research knowledge and regulatory requirements.
- Training and ongoing support will also be provided to support any work specifically related to the accreditation and delivery of relevant training programmes.

How to apply:

Please send your CV with covering letter/email to vbooth@iaocr.com