



ROLE SPECIFICATION

Job Title: Subject Matter Expert (Technical Writer)

Department Head: Head of Operations

Reports To: Technical Project Specialist

The Role Outline

A rewarding role working for the industry's leading representative body supporting the professional development of CIPP members, students, and tutors. The successful candidate will be responsible for reviewing and developing the CIPP's catalogue of materials ensuring consistency and high-quality successful design to the educational material.

This role is responsible for creating and maintaining course content for the Education and Training departments.

Principal Accountabilities

This role will be the primary source for ensuring quality and consistency in the development of the CIPP's training materials to support both the membership and educational arms of the Chartered Institute.

The role requires the successful candidate to contribute to the design and assist with innovative learning solutions to meet the CIPP's requirements. The jobholder will provide expertise writing material and ensuring it is suitable for the CIPP's range of learners.

The jobholder will be required to offer support to the Policy and Research team along with the Advisory Service. They will work closely with the Technical author & Learning technologists department.

Key Responsibilities:

- Working with other departments, participating in the creative design of learning and development deliverables, including content mapping and learning objectives
- Working with other departments to assist with learning needs assessments to identify skills/knowledge gaps. Making and implementing appropriate design recommendations
- Developing and adapting course content based on market research, legislative changes, evaluation tools and subject matter expert feedback
- Where appropriate, developing materials in collaboration with the Digital Department

- Partaking in regular discussions with the Qualifications, Digital, and the Training teams to ensure the updating is being carried out in order of priority
- Keep courses current by adding, deleting, and altering content as necessary
- The ability to coordinate with other departments to obtain clarifications regarding the material produced
- Participating in stakeholder meetings, when required, to develop new courses or materials for the organisation

Behavioural Competencies Required:

- Ability to assess community, business and industry needs using market research, professional developers, and other sources
- Strong team player with excellent organisational, project and time management skills
- Strong analytical, communication and interpersonal skills
- Resourceful and dynamic; able to adapt to change and thrive in a demanding environment and with different technologies
- Meticulous to detail with excellent research and analytical skills
- Commitment towards continuous learning
- Problem-solving
- Pro-active and motivated
- Ability to work well on their own and within a team
- Diplomatic

Technical Competencies Required:

- Ability to monitor legislation for content changes to the payroll profession
- The ability to write payroll/pension documentation, complex calculations, in an understandable manner for the end-user
- Strong computer skills, a working knowledge of Microsoft Office applications, Adobe Acrobat, familiar with cloud-based file management systems (such as OneDrive, Box, and so on) and online search tools, with the ability to learn new applications are required

Knowledge, Skills and Experience

- Recent and substantial payroll management delivery experience; pensions experience would also be useful
- CIPP, or equivalent, qualified
- Proven materials development and proof reading/editorial skills (articles, training courses, presentations)
- Customer service experience
- High quality oral and written communication skills
- An ability to liaise with key people, whether interested internal parties or external suppliers
- The ability to deal accurately with day-to-day important and often urgent details, while not losing sight of the overall job purpose
- Drive, determination, and resilience
- Excellent levels of IT literacy
- Common sense and a good sense of humour

Terms and Conditions:

Salary	TBC (depending on experience)
Working week	37 hour working week (full-time)
Annual leave	25 days annual leave per annum (plus bank holidays)
Location:	Home based

Our People Perks

- ✓ Hybrid working
- ✓ Pension enrolment from first day of service
- ✓ Private Medical Insurance and Cash Plan Schemes provided
- ✓ Option to buy or sell annual leave days
- ✓ Employee Assistance Programme
- ✓ Mental Health Hub
- ✓ Benefits hub, discounts across a broad range of partners
- ✓ Early Fridays, finish half an hour early every Friday
- ✓ Extra day off over the annual festive period
- ✓ 1 paid volunteer day per year to give something back to the community
- ✓ Plus many more

Recruitment Process:

By no later than 8th July 2022, those who wish to be considered should email Jill.Smith@cipp.org.uk with the following:

- Covering letter explaining why they are interested and what they will bring to the post
- CV
- Completed Subject Matter Expert test

Interviews will be conducted between 19 -20 July and take place online.

The CIPP is an equal opportunity employer who seeks to recruit and appoint the best available person for a job regardless of marital / civil partnership status, sex (including pregnancy), age, religion, belief, race, nationality and ethnic or national origin, colour, sexual orientation or disability.