

Job description - Programme Officer

Job title:	Programme Officer
Salary:	£28,000 + 6% Pension Contribution
Contract:	Permanent
Hours:	Full-Time (35 hours per week)
Location:	Hybrid (London office and remote)
Annual leave:	25 days per annum (pro rata) + 3 days Christmas closure

About Icon

Icon, the Institute of Conservation, is a charity and professional membership organisation dedicated to safeguarding cultural heritage and championing the value of conservation.

Icon's vision is to protect, preserve and promote our treasured cultural heritage through cultivating skilled conservation professionals, supporting meaningful collaboration across the cultural heritage sector, and delivering public benefit through engagement and advocacy.

Icon's mission is to represent and support the practice and profession of conservation by promoting the public value of caring for cultural heritage and upholding high standards and ethics in conservation practice.

Icon ensures that the guardians and owners of objects, buildings and collections can access knowledgeable and passionate professionals who will help them safeguard the physical remains of our past for the future.

With a membership of almost 2,500 individuals and organisations, Icon brings together conservators working in all disciplines as well as conservation scientists, educators and many others with an interest in conservation. Icon's membership takes an active part in the running of the organisation and the delivery of services to members. Icon has 24 specialist interest groups each of which runs an active programme of lectures, training and social events for members.

About the role

Icon's Programme Officer will be responsible for the day-to-day operation of our continuing professional development, professional accreditation and training activities to support the development of a highly skilled conservation workforce.

You will be committed to building on Icon's achievements in standards development, education and training. This is a broad role, giving you the opportunity to work closely with Icon's 400+ volunteers and providing a meaningful impact on the working lives of professional conservator-restorers across the UK and further afield.

Icon's office is in Farringdon, London, where this role is based. Icon operates a hybrid working policy with staff based in the office a minimum of two days per week, and the remainder worked remotely. The post-holder will report to the Accreditation Manager.

Specific duties:

- Day-to-day administration of Icon's accreditation process including the taking and managing payments, coordination of assessments and internal quality assurance processes.
- Act as the lead for Icon's e-portfolio, ensuring all aspects are appropriately set up and all user groups fully understand how the system should be used.
- Supporting the Accreditation Manager to coordinate all aspects of Icon's annual CPD and Pathway Reviews - including the issuing of formal notifications, delivering workshops, collating submissions and feedback and review processes.
- Oversee the operation of Icon's Mentoring Scheme, matching members with volunteer mentors, working with the Accreditation Manager to train new mentors and provide day-to-day support for all parties.
- Working with the Accreditation Manager to develop and update guidance and maintain policies and procedures that underpin all assessment services.
- Day-to-day administration to ensure compliance of Icon's Apprenticeship End-Point Assessment Service including collating documentation, arranging assessments, and claiming certificates.
- Day-to-day administration and support for Icon's Internship Programme.
- Maintaining records on Icon's CRM platform to ensure full compliance with all quality assurance and management requirements.
- Working with the Policy and Programmes Director to develop, market and deliver Icon's annual programme in-person and online skills training events.
- Working alongside the Business and Projects Officer and Membership Officer to set up and support events and training delivered by Icon's 25 specialist groups.
- Any other responsibilities that may be reasonably requested by the Chief Executive or the Policy and Programmes Director.

Person Specification

Training, experience and qualifications	
<p>Essential:</p> <ul style="list-style-type: none"> • Track record of coordinating projects and activities including events. • Track record of efficiently administering personnel/membership data. 	<p>Desirable:</p> <ul style="list-style-type: none"> • Experience of working for a charity. • Experience in a heritage-based organisation. • A recognised qualification in administration e.g. NVQ level 3 or equivalent.
Knowledge and skills	
<p>Essential:</p> <ul style="list-style-type: none"> • Ability to gather, structure and present information clearly and concisely. • Coordination of multiple tasks. 	<p>Desirable:</p> <ul style="list-style-type: none"> • An understanding of CPD and mentoring.

<ul style="list-style-type: none"> • Basic financial reporting skills • Ability to use office IT applications, particularly spreadsheets, databases, word processing and website applications. 	<ul style="list-style-type: none"> • An understanding of professional training and standards i.e. professional accreditation. • Knowledge of the Conservation sector. • Able to write for public audiences.
Other	
<p>Essential:</p> <ul style="list-style-type: none"> • Strong communication (oral and written) skills. • Diplomacy and discretion. • Ability to work closely and collaboratively with a range of colleagues, including volunteers. • Willingness to work effectively and constructively as part of a small team and to alter patterns of working to meet organisational needs. • Flexibility and willingness to develop. 	<p>Desirable:</p>

To apply: Please visit Icon’s website to download the application form for this role. If there are any reasonable adjustments that we can make to support your application for this post, please email recruitment@icon.org.uk.

Application Deadline: Monday, 18th March 2024, 5pm

Professional Development: As an organisation committed to championing conservation and supporting the careers of our conservator and heritage professional members, we are equally committed to supporting Icon staff with continuing professional development through both access to Icon training opportunities and external development opportunities.

Equality, Diversity and Inclusion: Being inclusive is one of our core values. As an organisation Icon values diversity and recognises that the broad range of backgrounds, experiences, views, beliefs and cultures represented within our staff, trustees and membership greatly enhances our organisation. Icon is therefore committed to supporting, developing and promoting equality, diversity and inclusion in all its activities. We aim to ensure that opportunities are open to all those who are passionate about caring for heritage.