



**ABE  
RECRUITMENT  
PACK**

## ABOUT ABE

As the pioneer in global business education, ABE was founded nearly 50 years ago with a clear social purpose to improve business education for aspiring entrepreneurs and business people in developing countries, many of which are now high-growth economies. That pioneering spirit remains as we seize new challenges to engage millennials with flexible and relevant learning content and credentials.

Today, ABE works all over the world and 1.5 million people have mastered essential modern business concepts and gained the skills and confidence to apply them through ABE's active-learning courses. ABE continues to play a vital role in helping to diversify and grow economies, reducing inequality within and among countries, and is at the forefront of the entrepreneurial skills agenda.

Following a period of change and strategic planning, ABE is poised for growth with an exciting agenda to optimise its global qualifications market and innovate for growth with a range of new education and skills initiatives.

Our head office is conveniently located close the mainline station in New Malden, South West London.

## EQUAL OPPORTUNITIES

We are committed to **equal opportunities** in **employment** and service delivery. The policies and practices of ABE aim to promote an environment that is free from all forms of unlawful or unfair discrimination and values the diversity of all people.



**"WE MAKE  
A DIFFERENCE  
IN THE  
WORLD"**

Statement from staff focus group.

WE ❤️ ABE

## WHY WORK AT ABE?

When you join ABE, you're part of a small but dedicated team committed to our social mission. Our culture is friendly, inclusive, hard working with a can-do attitude. People are willing to do whatever it takes to achieve our objectives and help each other out.

Throughout this document you'll read genuine comments from staff focus groups about why our team love working at ABE.



WE  ABE

**"I HELP STUDENTS  
ACHIEVE THEIR  
DREAMS TO GET  
A BETTER JOB  
AND MAKE A  
BETTER LIFE FOR  
THEIR FAMILIES."**

Statement from  
staff focus group.

# ACCREDITATION/ADMINISTRATION ASSISTANT:

**Maternity cover Fixed Term Contract (FTC) 6 months**

**Part-time, 3 days per week**

**Salary: £24,000 to £28,000 p/a FTE**

## Scope of job

To ensure centre accreditation and re-accreditation is monitored, maintained and evaluate and to ensure smooth and supported centre accreditation takes place in a time framed and measured way.

To assist and support the Products and Services Manager (Quality & Qualifications) with the smooth running of External Quality Assurers (EQA) visit process and to ensure that ABE Endorsed and KidsMBA QA applications are evaluated and details maintained.

## The role and key responsibilities:

- To manage the processing of all new applications for accreditation and re-accreditation of current centres, providing assistance to centres during the application process as needed.
- Ensure accreditation applications for prospective and current centres are thoroughly vetted, so that the operational procedures and quality assurance arrangements meet ABE quality guidelines.
- Issue the accreditation certificates to centres upon successful completion of the application process.
- Maintain the 'in-house' database, ensuring information is always accurate and reliable for use throughout the organisation; including the housekeeping of centre hard and soft copy files.
- Ensure externally displayed information on centres is kept up to date on the website, through reviews and checks against centre database.
- Assist with the management of the schedule of new centre accreditation and ongoing monitoring visits by EQA to ensure: the suitability of the centre facilities, policies and practices that must meet ABE quality guidelines.
- To receive and action all incoming EQA invoices, including logging invoices, cross checking visits and submitting invoices to the accounts department for payment.
- Assist the Products and Services Manager (Quality & Qualifications) with the continual review of centre performance, ensuring standards are maintained and any declining performance areas are addressed.



- Work collaboratively with staff from other departments, including the Business Development team to ensure smooth application progression whilst maintaining a clear barrier to ensure the quality of the centres approval and maintenance
- Keep up to date with regulatory changes and work collaboratively with the Compliance and Risk manager and Products and Services Manager (Quality & Qualifications) to ensure all policies and procedures that relate to centre accreditations are consistent and compliant with regulatory requirements.
- Work collaboratively with home and overseas regulators by responding to data and information requests about centres and centre accreditation documentation.
- Manage the quality assurance process for ABE Endorsed and KidsMBA applications.
- Assist with the review of the policies and procedures in relation to centre accreditations/ABE Endorsed/KidsMBA on an annual basis and ensure that they are still relevant and efficient as well as consistent with best practice. Ensure any changes are communicated effectively and that all sources are updated.
- Contribute to the production of ABE's Annual Statement of Compliance to the regulator and to the regular updating of ABE's Centre Risk Register along with preparing materials and implementing action plans in line with regulatory audit activities.
- Effectively communicate rules, regulations, policies and procedures that apply to centre accreditations to relevant stakeholders including both internal and regional staff, as well as centres that are delivering ABE programmes.

Support ABE's wider business in terms of other tasks as and when required at the level and scope of the role.

### **Skills and attributes to make it:**

- Must have good attention to detail
- Must be a team player, create a spirit of teamwork and opportunities for co-operation, foster good working relationships within own team, ensuring effective upward and downward communication, resolve any conflicts that might exist
- Have an ability to collect data, establish facts and draw valid conclusions
- Be able to establish and build productive working relationships with centres and other stakeholder, both internally and externally across different cultures
- Be efficient in Microsoft Office, Excel willing to use tracking tools such as Trello
- Customer focused, maintaining an equal focus on internal and external customer demands, ensuring that decisions focus on improving customer experiences
- Enthusiastic about the need for continuous improvement, identifying opportunities for improvement, and supporting the implementation of change where it meets the objectives of ABE and the needs of its customers
- Able to challenge appropriately and be solutions-focused

- Strong tracking and reporting ethos while contributing to progressing multiple workflows, willingness to update trackers as a way of providing Managers with visibility of progress
- Have a life-long learning philosophy and be able to feel comfortable juggling multiple tasks and priorities
- Demonstrate an ability to show initiative and take responsibility for designated tasks, be driven and self-motivated, with a can-do attitude
- Be confident in dealing and communicating with both internal and external stakeholders from different backgrounds and regions across the world
- Desirable to have a demonstrable understanding of regulatory and compliance processes and best practice, preferably in a regulatory and/or education environment, experience of working with Awarding/Professional Bodies
- Have an understanding and empathy with the support needs of centres both in the UK and overseas.



At ABE our focus is on building Respect, Openness and Integrity with a strong collective attitude, dedicated to succeed at operating in volatile and challenging international markets, whilst also focusing on the Wellbeing of our staff and stakeholders, better remote-working, social life and our environmental footprint.

ABE offers a dynamic, past paced and exciting work environment and attractive staff benefits, including: flexible working hours/hybrid working, 26 days' annual leave, free access to an online learning platform, Employee Assistance Program (EAP), a market leading pension and access to Perkbox.



**If you would like to join our dedicated and committed team:**

If you would like to join our team, to support a dynamic and growing business, please apply by sending your CV, along with a cover letter, no later than **closing date of Sunday, 9<sup>th</sup> May 2021** to HR Co-ordinator, Gillian Macfarlane at [gillianm@abeuk.com](mailto:gillianm@abeuk.com).

Thank you for your application but only shortlisted candidates will be contacted.

**“THERE IS A  
REAL ENERGY  
TO THE PLACE  
THE PEOPLE CARE  
PASSIONATELY  
THERE IS PERSONAL  
ATTACHMENT.”**

Statement from staff focus group.

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