

HEAD OF PROFESSIONAL DEVELOPMENT JOB DESCRIPTION

JOB TITLE:	Head of Professional Development
HOURS:	35 hours per week
SALARY:	£40,000-£45,000
LOCATION:	Institute of Hospitality, The Counting House, 14 Palmerston Road, Sutton, Surrey SM1 4QL
RESPONSIBLE TO:	Chief Executive

SUMMARY OF POST

The role of Head of Professional Development will provide direction, creation and delivery of professional development programs. It will also drive commercial business development through the promoting of the Institute's suite of Continuing Professional Development (CPD) products and services. The post-holder will be a key member of the Institute's Management team.

We have important commercial relationships with the following and ensuring that we maximise the commercial potential of these relationships and create opportunities to extend our activities is a key responsibility of the role.

- Businesses who use our resources within their management development programmes
- Universities and students through our Academic and educational Partnerships

KEY TASKS AND RESPONSIBILITIES

To be responsible for the elements of the business, budget and business plan that relate to professional development including:

- **Program delivery:** Oversee the delivery of programs, including conferences, courses, and online events
- Attend, as necessary, significant/ large scale/ new professional development events as required, providing leadership on the ground as well as being the public face of the Institute of Hospitality

- Accreditation & Endorsement
- CPD Programme
- To oversee (a) the IoH's Mentoring Scheme, (b) the IoH's safeguarding officers
- Knowledge Centre, to include, but not limited to, industry and market research, round-tables, management guides and white papers
- Production of quantitative research for the performance of CPD and commercial activities as requested
- Constantly seek to understand the needs of members, so that these are reflected in every aspect of planning, delivery and communication of our CPD services and systems
- Ensuring that the Knowledge Centre produces appropriate research (webinars, whitepapers, Round Tables and other CPD related activities as requested) and information for members in pursuing their careers in hospitality and in developing their own careers
- The post holder will be responsible for monetising these activities and further:
 - Driving and developing the sales of our qualifications and awards
 - Driving and developing the sales of our accreditation and endorsement services
 - To source and apply for grant funding to support the continuous professional development of the output of the IoH
- To undertake any reasonable request outside of this job description
- Carry out all duties and responsibilities in line with the Institute's Articles of Association and Bye Laws

Collaborative Working

Work collaboratively as part of the wider Institute of Hospitality Team.
Promote the aims and objectives of the Institute of Hospitality at all times

PERSON SPECIFICATION

SKILLS AND KNOWLEDGE

Essential:

- Essential experience and knowledge of the Hospitality Industry
- Understanding of a Professional Body and their role in the Industry
- Extensive knowledge of current issues in Further and Higher Education
- Experience of further and/or tertiary education settings
- Knowledge of the range and diversity of the hospitality, leisure and tourism industries
- Analytical and budget management
- Critical thinking and decision making skills
- Interpersonal and presentation skills
- Leadership and management
- Organisation, prioritisation and time management
- Performance management skills
- Project management and problem solving
- Strategic planning and risk management
- IT and technology support
- Excellent written and oral communication
- Willingness to travel and work irregular hours when business requires;

PERSONAL QUALITIES

- Excellent customer service skills.
- Highly organised with excellent attention to detail across all tasks.
- Highly motivated with an outgoing and positive attitude.
- Able to respond courteously and effectively to incoming requests from internal and external contacts at all levels, via telephone, email and in person.
- Able to remain calm and professional in any personal interaction and able to spot potentially difficult situations and alert colleagues accordingly.
- Able to manage multiple tasks to differing daily and weekly deadlines.
- Adaptable, resourceful, resilient and with a can-do attitude.
- Ability to work independently as well as part of a larger team.

EQUAL OPPORTUNITIES STATEMENT

The Institute of Hospitality is committed to equality of opportunity and welcomes applications from all sections of the community.