IRCM

Institute of Registered Case Managers

# Recruitment Pack
# Operations Co-ordinator
# August 2026

www.ircm.org.uk

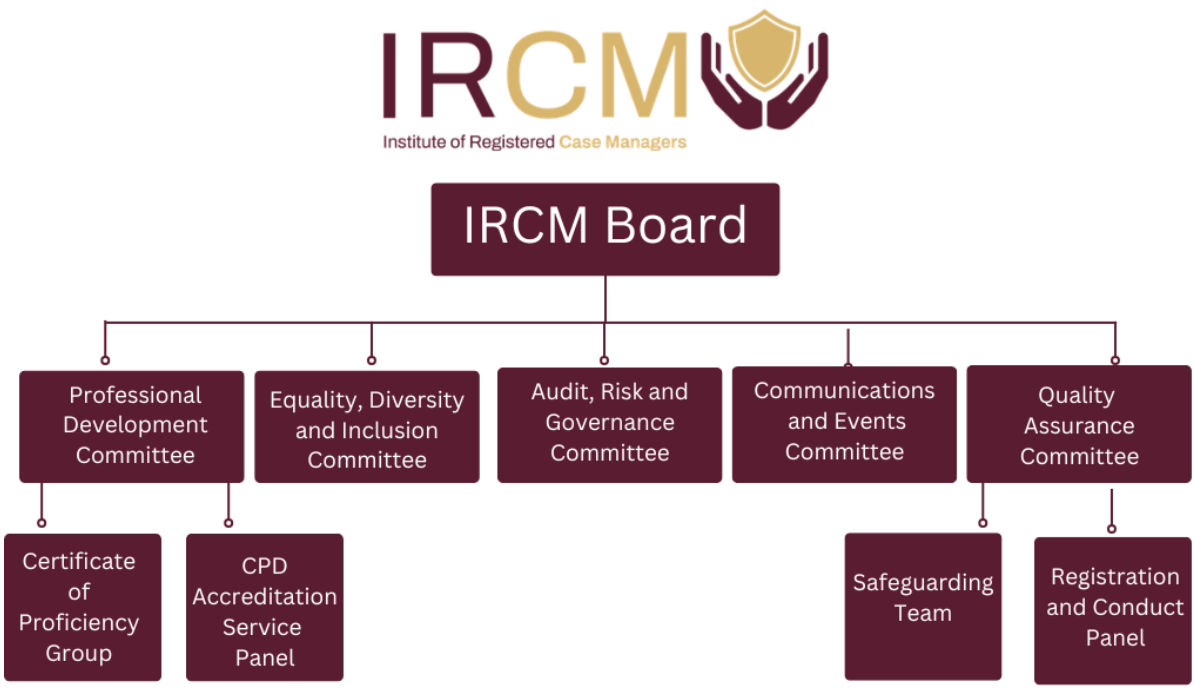
From the Chair

Thank you for your interest in becoming part of the Institute of Registered Case Managers. The Institute of Registered Case Managers (IRCM) is a not-for-profit organisation whose mission is,
*"To safeguard the public by setting and upholding standards for case managers."*

How we are achieving this:

- We set and publish standards of proficiency that define safe and effective case management practice.
- We maintain a public register of Registered Case Managers who have demonstrated their eligibility and committed to practising in line with these standards and a Pre-Registrant Pathway for those working towards Registration.
- We operate a clear and fair concerns process so that issues can be reported, investigated, and addressed where a Registered Case Manager or Pre-Registrant may pose a risk to the public or to confidence in the profession.

We will be seeking accreditation from the Professional Standards Authority under its accredited register scheme.



**About the role**

Now is a very exciting time become part of IRCM. We opened the Register of Case Managers in 2025 and the Pre-Registrant Pathway in early 2026. The Operations Co-ordinator will play a key role in the day-to-day activities of the organisation including supporting Representatives, Applicants, Registrants and Pre-Registrants, as well as our wider projects.

As IRCM is a very small organisation this is a practical hands-on role. It would suit someone who enjoys working across the varied functions of an organisation and can manage competing priorities effectively.

The salary is competitive and the role is largely flexible within normal office hours. This is a UK-based remote role with occasional attendance at in-person events. Applicants must have the right to work in the UK, visa sponsorship is not available for this position.

We actively encourage and welcome applications from people of all backgrounds, particularly those from underrepresented and minority groups who are reflective of the diversity of the public we safeguard.

Kind regards

Carole Chantler
Chair

## Application details

Please let us know of any reasonable adjustments that would assist you as part of this process. If you would prefer to discuss this, please contact us. It may be necessary for us to share information about reasonable adjustments with the interview panel in order to put them in place.

Candidates are asked to complete an application form. This should be submitted as an unlocked word document. Candidates are also asked to complete an equality and diversity monitoring form. These should be submitted to hello@ircm.org.uk

As part of the application candidates are asked to explain how they meet the knowledge, skills and experience, providing relevant examples.

We will store and use your data in line with our privacy policy.

Prior to any appointment we will require proof of right to work in the UK and two references.

**This vacancy will be closed at midday on 16th September 2026 or sooner if we have received sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.**

## Role and person profile: Operations Co-ordinator

Role purpose

The role of the Operations Co-ordinator is to provide support to the Operations Manager and wider organisation, ensuring the delivery of IRCM's strategy, mission and values. This is a varied hands-on primarily home-based role working across all aspects of the organisation's activities.

The Operations Co-ordinator will support the smooth day to day running of the organisation ensuring key tasks such as applications to the register and concerns raised are dealt with in a timely manner. The role will also support improvements to policies, procedures and processes in line with the Professional Standards Authority's Accredited Register Scheme to which IRCM will be applying.

Main duties

- Working within agreed structures carrying out tasks delegated by the Operations Manager in accordance with the organisation's policies and under their direction.
- Monitoring and responding to emails in the general mailbox.
- Ensuring applications and renewals are processed in a timely manner and at a minimum in line with the organisation's policies; completing administrative checks and responding to queries on the portal.
- Providing administrative support for fitness to practise and professional conduct processes.
- Supporting the Board, Committees, Panels and other groups, preparing draft agendas, arranging meetings, coordinating and preparing papers, producing minutes and monitoring and chasing actions.
- Assisting with the preparation of marketing and promotional material, coordinating promotional materials and deliveries for in person events and supporting its representation at relevant sector events (this role requires occasional attendance at events - circa 6 per year).
- Preparing updates and sending to IRCM's mailing lists (MailerLite), uploading on its website (Wordpress) and social media (LinkedIn and X).
- Preparing internal communications for representatives.
- Maintaining the document library and monitoring review dates. Ensuring the organisation's policies, procedures and processes and supporting documents are up to date, fit for purpose and meet the requirements of the Professional Standards Authority seeking appropriate sign off for any amendments in line with IRCM processes.
- Supporting organisational record keeping, including administration of invoices and expense claims.
- Administrative updates to Microsoft 365 and SharePoint sites.

- Providing administrative support for other organisational activities.

The postholder is expected to be flexible and reasonable in carrying out additional commensurate duties, as required from time to time.

Anticipated workload

This a part-time UK home-based flexible role equivalent to 3 days per week (22.5 hours). Equipment will be provided. The working pattern is flexible around meetings which are typically held between 10am and 3pm but it requires most of the work to be carried out between 9am and 5.30pm Monday to Friday. The post holder may work flexibly but this will need to be spread over a minimum of 4 days between Monday and Friday.

The role is primarily remote with most meetings taking place online. However, the postholder will need to attend some in person events or meetings around the UK and this may involve occasional overnight travel. This is unlikely to exceed 6 per year and advance notice will be provided of these.

Salary

£18,000–£21,000 per annum for 22.5 hours per week (equivalent to £30,000–£35,000 FTE).

Knowledge, skills and experience

*Essential*

- Strong administrative and organisational skills, with the ability to manage multiple tasks and competing priorities.
- Excellent written and verbal communication skills, including drafting correspondence, agendas, minutes, and updates for a range of audiences.
- Ability to organise and support meetings, including agenda preparation, paper coordination, minute taking, and action tracking.
- High level of accuracy and attention to detail when processing applications, records, and documentation.
- Proficiency in Microsoft 365 applications, including Outlook, Word, Excel, Teams, and SharePoint.
- Experience of managing shared inboxes and responding professionally to enquiries.
- Experience of working in a practical hands-on role in a small team with a broad remit.
- A proven track record of sound judgement and effective decision-making working in ways which ensure accountability and transparency.
- A strong and active commitment to equality, diversity and inclusion.
- Understanding of data protection, confidentiality, and information governance principles.
- Ability to build positive working relationships with colleagues, Board members, Committee and Panel members, and external stakeholders.
- Strong time management skills and the ability to work independently within agreed procedures and deadlines.

*Desirable*

- Experience as an Operations Coordinator or equivalent supporting an operations, project or business team.
- Experience working within a professional membership body, regulator, case management, health or social care organisation, charity and/or not-for-profit organisation.
- Experience of maintaining databases and records, ensuring data quality and confidentiality.
- Experience supporting governance functions, including Boards, Committees, Panels, or disciplinary/professional conduct processes.
- Experience creating and scheduling content for social media platforms such as LinkedIn and X (Twitter).
- Experience of maintaining policies, procedures, and document control systems.
- Experience of designing promotional material.
- Experience coordinating logistics and materials for events, conferences, or exhibitions.
- Familiarity with registration, accreditation, membership, or application-processing systems.
- An understanding of fitness to practise, professional standards, or regulatory frameworks.
- Knowledge of MailerLite and Wordpress.

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