

OVERVIEW & JOB OBJECTIVE					
Job Title	CIPM HR Leadership Academy Officer	Pay Range (Annual Gross)	N 2.1m – N2.4m	Location	Lagos, Head Office
Grade Level	Officer				
Background: The CIPM is the umbrella Association for Practitioners of People Management with the vision to be the Institute of Choice for People Management. At the CIPM: We care for our People We partner to build their Careers and Together we strive for EXCELLENCE “We focus on building people, so our people will focus on building our Institute” The purpose of this job shall be to: To provide programme administration, learner support, LMS/portal support, logistics coordination, documentation, data management, assessment support and reporting assistance for the effective delivery of CIPM HR & Leadership Academy programmes, certifications and services.					
EQUAL OPPORTUNITY STATEMENT					
CIPM is an equal opportunity workplace and an affirmative action employer. We encourage applications from suitable candidates, irrespective of gender, physical ability/disability, color, tribe, race, religion, marital status, pregnancy or other status protected under the law.					
REPORTING RELATIONSHIPS					
Reports to	- CIPM HR & Leadership Academy Manager. - Functional escalation/access: Director, CIPM HR & Leadership Academy, where required by the Manager or institutional protocol.		Supervises	None	
JOB DUTIES / RESPONSIBILITIES / ACCOUNTABILITIES					
Internally Relates with	- Academy Manager; - Academy Director, - Learning & Consultancy Unit; - Membership; - Finance; ICT; - Marketing/Communications; Research; - Professional Standards & Practice; - other relevant CIPM units.		Externally Relates with	- Learners; - CIPM members; faculty; facilitators; assessors; - Corporate clients; - Public sector institutions; academic partners; - Delivery partners; portal/LMS vendors; - General public.	
PRINCIPAL ACCOUNTABILITIES & RESPONSIBILITIES					
	1.Programme Administration and Calendar Support Maintain the Academy programme calendar covering open programmes, specialist certifications, workshops, short courses, bootcamps, communities of practice, global learning activities and organisation-focused engagements.				

	• Support programme scheduling, venue booking, virtual classroom setup, facilitator availability checks, participant lists, attendance registers and programme materials. • Prepare and maintain programme folders, templates, registers, checklists, facilitator packs, learner packs and post-programme documentation. • Provide administrative support for meetings, stakeholder sessions, faculty briefings and internal Academy review sessions. 2. Learner Support and Communication • Respond to learner enquiries or escalate them appropriately within agreed service timelines. • Support participant registration, onboarding, pre-programme communication, joining instructions, learning materials distribution, attendance tracking and post-programme follow-up. • Maintain accurate participant records, contact lists, payment status updates, completion records, feedback forms and certificate documentation. • Support alumni/community engagement activities, reminders, surveys and learner experience improvement actions. 3. Portal, LMS and Digital Learning Support • Assist with learner enrolment, course uploads, session links, access checks, digital learning records, virtual attendance tracking and LMS helpdesk support. • Log portal/LMS issues, track resolution status and provide updates to the Manager, ICT and vendors. • Support user acceptance testing, course content verification, assessment access checks and learner data extraction for reporting. • Ensure digital learning documentation is properly named, stored and backed up in line with Academy and CIPM requirements. 4. Certification and Assessment Support • Support candidate registration, eligibility documentation, assessment schedules, examination logistics, assessor communication, results collation and certificate processing documentation. • Maintain certification registers covering applicants, admitted candidates, programme attendance, assessment status, completion status and certificate issuance support. • Ensure assessment materials and candidate records are handled confidentially and in accordance with approved protocols. • Assist in preparing certification status reports for the Manager and Academy Director. 5. Logistics and Delivery Support • Coordinate programme logistics including venues, refreshments, room setup, teaching aids, online links, faculty support, attendance sheets, name tags, materials and feedback forms. • Confirm readiness before each programme using approved checklists and escalate gaps promptly. • Provide on-site and online support during programme delivery, including participant registration, attendance monitoring, faculty assistance and issue escalation. • Support post-programme closure activities, including materials retrieval, feedback collation, documentation and communication with participants. 6. Data, Records and Reporting • Maintain complete, accurate and up-to-date records of enquiries, leads, registrations, payments, attendance, feedback, completion, certification and partner/faculty information. • Support weekly, monthly, management and Board reporting by collating data, preparing summaries and maintaining evidence folders. • Assist with revenue and payment follow-up records in collaboration with the Manager and Finance. • Prepare draft programme summaries, feedback summaries, attendance reports and documentation trackers as required. 7. Faculty, Partner and Vendor Support • Support communication with facilitators, assessors, delivery partners, consultants, vendors and institutional stakeholders as directed by the Manager. • Assist with faculty onboarding documentation, profiles, session briefs, delivery schedules, evaluation results and payment documentation. • Track partner/vendor deliverables, deadlines, required materials and unresolved issues for escalation. 8. Quality Assurance, Compliance and Confidentiality • Use approved Academy templates, checklists and documentation standards for all programme, certification and learner records. • Check programme files for completeness, accuracy and audit readiness.
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	- Protect learner, member, faculty and partner data in line with CIPM policies, NDPA/NDPR, GDPR where applicable, and internal confidentiality requirements. - Support continuous improvement by documenting learner complaints, operational issues, feedback trends and agreed corrective actions.
KEY PERFORMANCE INDICATORS	
Knowledge, Technical Skills and Attitudes	
Knowledge: - Basic knowledge of CIPM, the HR profession and the Academy's programme clusters. - Programme administration, learner services and training logistics. - LMS/portal support, digital records and virtual learning administration. - Certification records, assessment logistics and document control. - Data protection, confidentiality and records management requirements. Technical and Functional Skills - Programme coordination and administrative support. - Learner communication and customer service. - LMS/portal use, Microsoft Office, spreadsheets, data entry and document management. - Attendance tracking, feedback collation and basic reporting. - Event logistics, scheduling, minute-taking and stakeholder follow-up. - Good business writing and presentation support skills. - Institute Knowledge - Relevant Regulations	Behavioural Competencies - Accuracy and attention to detail. - Responsiveness and service orientation. - Confidentiality and professional conduct. - Reliability, follow-through and deadline discipline. - Teamwork and willingness to escalate issues early. - Problem-solving and continuous improvement mindset.
Experience	
- Minimum of 3-5 years' experience in programme administration, learning operations, professional education support, training coordination, learner services, LMS support, customer service or administrative coordination. - Experience supporting training programmes, certification programmes, workshops, events, digital learning platforms, participant records or professional body operations will be an advantage. - Ability to work with multiple stakeholders, maintain accurate records, support programme logistics and prepare timely reports is essential.	
Qualifications	
Education and Professional Qualification - Bachelor's degree in Human Resource Management, Business Administration, Education, Management, Social Sciences or a related field. - Master's degree, relevant professional qualification or certification in HR, learning and development, education technology, project management or customer experience will be an advantage.	Membership of CIPM will be an advantage and may be required within an agreed period after appointment
Other Requirements	
Proficient in the use: Computer Literate: Excel, Word, Outlook and PowerPoint.	



PHYSICAL REQUIREMENTS					
Location	Office Based ☐		Both Office & Field Based ☒		Field Based ☐
Travel	None ☐	0% - 30% ☒	31% - 60% ☐	61% - 100% ☐	
Work Cycle/Days	Mondays – Fridays				

Application Process

- Method of Application: Send your CV quoting appropriate Job Title to: recruitment@cipmnigeria.org
- Application **Deadline to submit CV: Thursday, July 23rd, 2026**
- Remuneration: We value our employees, and the role comes with attractive compensation, benefits and a great work environment.