

# Education quality assurance officer

Recruitment pack

2026

## About World Physiotherapy

Founded in 1951, World Physiotherapy (previously known as World Confederation for Physical Therapy - WCPT) is the sole international voice for physiotherapy, representing more than 660,000 physiotherapists worldwide through its 129 member organisations. World Physiotherapy operates as a non-profit organisation and is registered as a charity in the UK.

World Physiotherapy believes that every individual is entitled to the highest possible standard of culturally appropriate healthcare delivered in an atmosphere of trust and respect for human dignity and underpinned by sound clinical reasoning and scientific evidence. It is committed to furthering the physiotherapy profession and improving global health through:

- encouraging high standards of physiotherapy research, education and practice
- supporting the exchange of information between World Physiotherapy regions and member organisations
- collaborating with national and international organisations

## Office environment

World Physiotherapy operates with a staff team of 14 people. The international nature of the organisation means that much of our work and communication with member organisations is conducted by email and videoconference. Staff work remotely with occasional team days in the office. We operate a flexible working option combining working in the office and working from home.

Staff communicate by email, telephone, and videoconference, as well as regular project-based team calls and face-to-face meetings. By necessity, all individuals working with World Physiotherapy must be able to work independently and take the initiative to stay up to date on World Physiotherapy's activity, seeking further information when/if required.

## Diversity and inclusion

World Physiotherapy is committed to best practice in equity, diversity, and inclusion, and to fostering an inclusive environment that reflects the membership it represents. Throughout its recruitment process, it seeks to ensure that all applicants are judged on their suitability for the post alone and that there is no unfair bias.

## Equal Opportunities Statement

As part of its recruitment policy, World Physiotherapy intends to ensure that no prospective or actual employee is discriminated against on the basis of race, sex, nationality, marital status, sexual orientation, employment status, class, disability, age, religious belief or political persuasion, or is disadvantaged by any condition or requirement which is not demonstrably justifiable.

## Team values

# TEAM VALUES

We are a team of people who want to make a difference in the world

### Trust

- We say everything that needs to be said in the room.
- We place 'no surprises' at the core of everything we do.



### Flexibility

- We adapt our approach according to the individual and situation.
- We strive to balance life & work needs for individuals and for the team.



### Diversity and inclusion

- We believe a diverse workplace will lead to smarter ideas and more informed decision-making.
- We treat people and groups fairly based on their unique characteristics.
- We recognise each person's individual value and contribution and accept them as a member of the team.



### Integrity

- Once we commit to an action, we follow through.
- We strive to make fair and reasonable decisions in a non-judgmental way.
- We always give credit to the team who have helped us get a result.



### Collaboration

- We are one team of strong and diverse individuals unified by a clear common purpose.
- We believe working collaboratively will help manage stress, increase retention and loyalty, and achieve our strategic goals.



### Care and support

- We are compassionate and treat people with respect.





## World Physiotherapy Strategic Plan

The World Physiotherapy board has agreed on a strategic plan for 2022 and beyond. It focuses on building a thriving and engaged global physiotherapy profession, supporting physiotherapists and advocating for people, regardless of location, to have access to physiotherapy services.



## Our strategic pillars

**Evolving and sustainable:** World Physiotherapy is a mature, financially sustainable organisation, with a tailored member offering that supports and builds the capacity of our member organisations and regions.

**Influence and reach:** World Physiotherapy works collaboratively with our member organisations, regions, specialty groups, and other stakeholders to advance the profession, increase access to physiotherapy services, and improve outcomes for consumers.

**Knowledge connector:** World Physiotherapy supports effective advocacy and evidence informed best practice by connecting member organisations, regions, specialty groups, and other stakeholders to high quality sources of knowledge, data, and insights.

## Our values

**Connecting:** We bring our community together through our member organisations, regions, specialty groups, and the wider physiotherapy profession.

**Belonging:** We recognise and embrace the diversity in our community and our actions create a sense of belonging.

**Empowering:** We support our member organisations, regions, and specialty groups in the service of others to create lasting change and impact.

**Collaborating:** We partner with our member organisations, regions, subgroups, and others who share our values and objectives.

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## Position description

As Education Quality Assurance Service Officer, you will be responsible for the day-to-day administration, coordination, and continuous improvement of World Physiotherapy's education quality assurance services, including programme accreditation and CPD recognition.

You will be one of the key points of contact for World Physiotherapy education quality assurance services including physiotherapist entry level programme accreditation and continuing professional development (CPD) recognition. The position is instrumental in assisting the smooth running of World Physiotherapy education quality assurance services and supporting the work of the Head of membership, education and development, and other staff working on the education portfolio.

You will use your experience, initiative, confidence, project and organisational skills to support effective implementation of the education quality assurance services. You will support and coordinate activities and administrative tasks for the full review cycle. These include managing inquiries, processing applications, distributing materials to reviewers, organising site visits, supporting the review and reporting process, preparing documentation for committee approval, and communication with applicants about the results of the review. This will require close liaison with staff, member organisations, reviewers, board/committee members, and external stakeholders.

You will enjoy working for a growing, values-driven organisation where you can use your skills to support both day-to-day operations and strategic projects working at all levels in the organisation and with key stakeholders.

You thrive in a dynamic, international team where you can implement systems and processes that support effective and efficient operations, and you are confident bringing forward ideas to strengthen the service. We undertake a range of educational and quality assurance activities, and we are looking for someone who is very familiar and confident with Microsoft 365, Salesforce, and Zoom meetings.

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|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reports to:</b> | Head of membership, education and development                                                                                                                                                |
| <b>Hours:</b>      | Full time 35 hours per week                                                                                                                                                                  |
| <b>Location:</b>   | Remote with occasional team days in the office (1-2 times per year)<br>London office: Unit 17, Empire Square, London SE1 4NA                                                                 |
| <b>Term:</b>       | Permanent. Must have legal right to work in the UK.<br>There is a three-month probationary period.                                                                                           |
| <b>Salary:</b>     | £32,000                                                                                                                                                                                      |
| <b>Benefits:</b>   | 25 days paid holiday plus bank or public holidays<br>We will contribute 7% of your gross basic salary to a personal pension scheme of your choice subject to you also making a contribution. |

## **Duties and key responsibilities**

### **1. Education quality assurance service administration**

- 1.1. Act as a primary point of contact for all inquiries related to education quality assurance services including physiotherapist entry level programme accreditation and CPD recognition services.
- 1.2. Manage the full application process, including intake, tracking, communication with applicants, assigning reviewers, and ensuring all required documentation is complete.
- 1.3. Manage the annual reporting process
- 1.4. Coordinate the distribution of applications and supporting materials to reviewers, ensuring timelines and procedures are followed.
- 1.5. Organise and support site visits, including scheduling, logistics, documentation, and communication with applicants and reviewers.
- 1.6. Support reviewers throughout the evaluation process, including preparing materials, responding to questions, and ensuring adherence to governance requirements.
- 1.7. Provide administrative support to reviewers in preparation of documentation for internal and committee consideration.
- 1.8. Organise accreditation committee meetings.
- 1.9. Prepare materials for committee approval and minutes of the committee meetings, ensuring accuracy, completeness, and adherence to organisational standards.

- 1.10. Communicate to applicants the final outcome of the quality assurance process and issue certificates
- 1.11. Maintain accurate records, files, and data related to all quality assurance activities.
- 1.12. Work with Head of membership, education and development to carry out activity analysis and assess ways to improve and scale up quality assurance services.
- 1.13. Contribute to continuous improvement of quality assurance processes, tools, and resources.
- 1.14. Support recruitment and training of reviewers.

## **2. Operational support**

- 2.1. Manage the accreditation application and review process in the CRM (Salesforce) and CPD recognition in CEU Locker (platform currently used for the service).
- 2.2. Manage the data base of reviewers (e.g. declaration of interest, updated contact information).
- 2.3. Provide technical and logistical support across all education quality assurance operations for any physical or digital meetings.
- 2.4. Work with relevant staff to ensure that activities are set up on Teamwork® or other project management software and support their ongoing management.
- 2.5. Support communications activities:
  - 2.5.1. Ensuring that lists of accredited programmes and approved CPD are up to date.
  - 2.5.2. Providing information to promote uptake of quality assurance services.
  - 2.5.3. Editing and formatting education quality assurance documents for house style.
- 2.6. Liaise with different stakeholders including member organisations, regions, specialty groups and networks if necessary and as required by the Head of membership, education and development and other staff.
- 2.7. Maintain office systems and procedures, including data management and reporting.
- 2.8. Promote the image of World Physiotherapy in all activities and contribute to the overall development of the organisation undertaking any reasonable duties, as required and agreed, to support the work of World Physiotherapy.

## **Person specification**

The education quality assurance service officer must have experience in supporting quality assurance management and administration. They must be highly organised, self-motivated and able to demonstrate initiative in managing complex and competing demands from different sources.

It is expected that the individual will have a relevant degree, or equivalent professional experience in quality assurance, education administration, project coordination, or related field. Experience of working with senior staff, academics and boards/committees is essential. Experience working with reviewers, review boards or academic/quality assurance processes is an asset.

The individual must have a legal right to work in the UK.

### Attributes

The position requires:

- advanced computer literacy skills and competency with Salesforce, Word, Excel, Outlook PowerPoint, SharePoint, and Zoom.
- strong communication skills in a cross-cultural/professional environment
- the ability to manage multiple tasks and deadlines with attention to detail
- the initiative to identify new ways in which the skills of the Education quality assurance officer can bring added value and efficiency to the organisation
- cultural awareness and sensitivity
- proficiency with digital workflow tools and document management systems
- tact and discretion for dealing with confidential information.

It is expected that the person appointed will have:

- a minimum of 3 years in a relevant work environment
- demonstrable ability to organise and prioritise own workload effectively
- meeting and travel planning experience
- experience with Salesforce
- experience gained working remotely with small teams and individuals across time zones internationally

It is expected that the person appointed will be:

- personable and approachable
- efficient and well organised
- diplomatic
- collaborative and team orientated
- culturally aware and sensitive to diverse needs

It would be helpful if the person appointed had:

- understanding of the physiotherapy profession

- ability to speak French or Spanish or another language