



IAM Corporate ARUP

1. Why did Arup decide to recognise their administrative staff through corporate membership of the IAM?

The Business Services discipline in Arup is an integral part of the firm, and we wanted to have an external body whereby our staff could have their experience and qualifications professionally recognised.

2. What do you think are the biggest challenges for administrative staff in organisations?

Being recognised as equals and being taken seriously that this is a choice of career. There is often limited understanding of our capability and where we can add value. The learning and development opportunities can be restricted, or just not thought of or prioritised.

Finally, the ability to prioritise our work when we have to deal with multiple demands and deadlines.

3. Why do you think admin staff can often be overlooked when it comes to professional recognition?

The inconsistency of roles and comparisons makes it harder to obtain professional recognition across the board. Without a universal recognisable qualification or chartership, it is difficult for others (colleagues, management) to fully understand and appreciate what we do. However, there is a general assumption that we have not chosen to be on the job, and it's not seen as a valid career path.

4. Make comment on professional development opportunities for administrative staff within your sector.

Within our own firm, we have created our own network where we work together to create and develop opportunities through that body.

We have been able to raise the profile of our network by offering lunch talks, training sessions and CPD opportunities.

To increase the profile of the sector from where it was previously and by being a corporate member of the IAM, we have been able to offer a pathway for administrative staff allowing their skills and experiences to be recognised. This has helped to validate our pursuit for professional development opportunities.

5. Comment on your experiences of working with the IAM.

We have found working with the IAM very straightforward because they are responsive, helpful and enthusiastic. They have been very proactive in contacting us to attend CPD sessions and offer opportunities to host talks. They've also helped us raise our own profiles in our business, through membership and CPD opportunities.