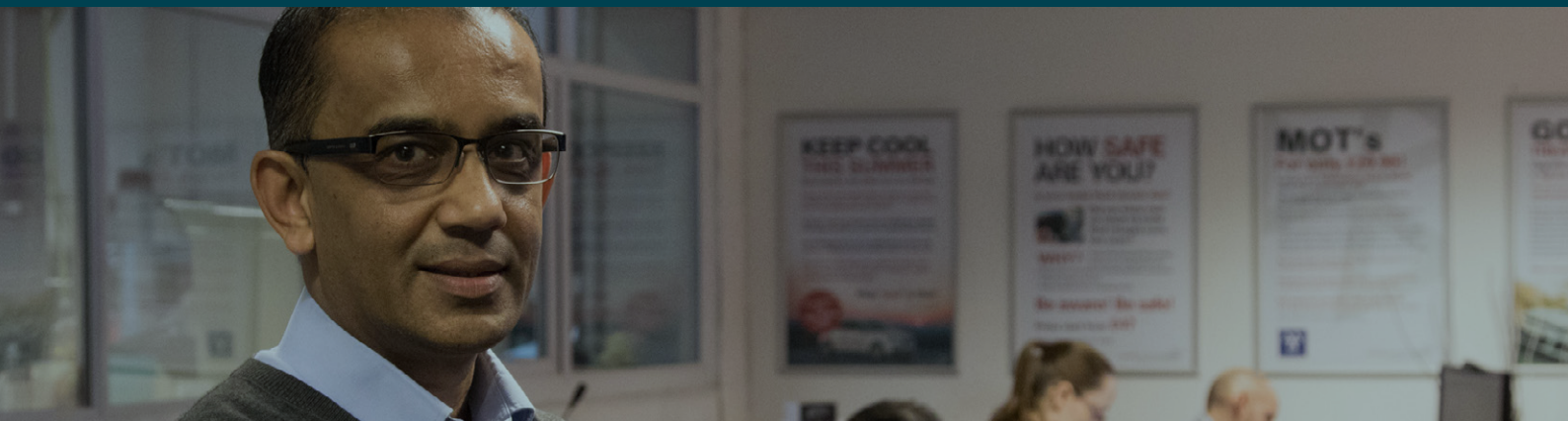




INSTITUTE
OF THE MOTOR
INDUSTRY

IMI PROFESSIONAL STANDARD



Business Support

IMI Professional Standards sit at the heart of what we stand for and, along with our Professional Register, provide a benchmark for the motor industry, focusing on professional behaviours both with customers and business associates.

This Professional Standard applies to a range of business support roles that fit within typical business departments. For example: human resources, marketing and communications, finance and accounting, IT, administration, business development and research.



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PROFESSIONAL CONDUCT AND ETHICS

As a business support professional you:

- act as a role model and champion for the industry
- are honest, courteous and have customer satisfaction at the heart of your work ethic
- have integrity and treat others with respect and without discrimination
- work in a safety conscious manner and consider the health and welfare of others
- are environmentally aware and minimise any impact resulting from your work
- are accountable and take responsibility for your own actions
- adhere to the law at all times and raise legitimate concerns of non-compliance
- protect the confidentiality, security and use of any stored or processed personal data
- do not bring yourself, others, IMI or the Professional Register into disrepute

PROFESSIONAL COMPETENCE

As a business support professional you:

- understand your role and responsibilities within the structure of the business
- build positive and productive working relationships with colleagues and others
- identify and draw on the expertise of others when help is required
- provide the same level of customer service to internal and external colleagues and customers
- are knowledgeable about the industry, business and products or services supported by your role
- are welcoming, helpful and provide timely, accurate support and solutions
- are flexible, open and positive when presented with new challenges or unexpected requests
- are attentive, engaged and actively listen to determine and understand specific needs and expectations
- strive to communicate clearly, concisely, accurately and with relevance using a method best suited to the audience
- seek to understand how your choice of response or actions positively affect all involved, as well as the work and external perception of the wider business
- proactively identify improvements to support processes, taking prompt action to implement and clearly communicate changes

CONTINUING PROFESSIONAL DEVELOPMENT

As a business support professional you:

- have a commitment to Continuing Professional Development (CPD) to maintain your professional competence
- review your performance to identify areas of improvement and development
- focus your CPD on subjects that are developmental, effective and appropriate to your job role or career progression
- plan CPD through regular learning activities spanning a recurring three year cycle
- log CPD with IMI to meet the mandatory requirement for Professional Registration
- take every opportunity to learn and develop using a variety of formal and informal sources of CPD

This section only applies to IMI members on the Professional Register.

Professional Standards are currently available for the following Job Families at www.theimi.org.uk/standards

- Technical
- Sales
- Business Support
- Customer Service
- Management and Leadership
- Education and Training

If you would like help deciding which one best suits you, or to find out more about Professional Registration or CPD requirement, please call **+44 (0)1992 519025** or email imimembers@theimi.org.uk