

IAM Professional Code of Conduct

Established in 1915, the Institute of Administrative Management (IAM) is the leading professional body for both practising administrative professionals and aspiring administrative and business managers. Our 20,000 students and professional members are responsible for the administration and management of systems, people and processes. We have members in every UK business sector and in 58 countries across the world.

Any correspondence about this Professional Code of Content or its content should be directed to:

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This code of conduct:

- Outlines the professional standards to be aspired to by all members of the IAM;
- Applies to all members of the IAM irrespective of their membership level; and
- Governs the conduct of the individual member, not the nature of their profession

Breaches of the IAM Professional Code of Conduct

If a member of the IAM should know, or become aware of any breach of this professional code of conduct they should notify the IAM immediately. Any alleged breach of the code will be investigated by the IAM and may lead to the suspension and/or cancellation of membership.

Where a member has been convicted of a criminal offence they should provide the IAM with a Standard Disclosure Certificate or similar notice within 4 weeks of conviction. Not all convictions will be of relevance to the IAM membership so each case will be considered individually.

The Code of Conduct for Administrative Managers and Professional Administrators

Professional integrity

As a member of the IAM I will:

- Promote and subscribe to the charitable objectives of the IAM;
- Develop my professional knowledge, understanding and skills on a continuing basis ensuring alignment with professional standards;
- Seek constructive feedback on my own performance and those I manage;
- Respect the customs of others with respect of equality, diversity and inclusion;
- Inspire and challenge other members to develop administrative management and/or professional administrator skills and progress their careers;

- Ensure I am aware of and comply with any relevant legislation and regulations that impact on my profession; and
- Build and maintain working relationships with fellow administrative managers and/or professional administrators.

Membership of the IAM

In the interests of the IAM I will:

- Uphold the reputation and brand image of the IAM by not taking any action that would bring the organisation into disrepute;
- Encourage other administrative managers and/or professional administrators to join the institute;
- Share knowledge and expertise with other members as an ambassador of the institute at relevant networking and/or training events;
- Add to the body of knowledge and research in the administrative management and professional administrator professions by participating in any relevant IAM regional or national activities and research;
- Act with integrity in my professional working relationships with all members of the IAM and with any other professions;
- Safeguard any personal, corporate or other confidential data in any communications with the IAM;
- Provide feedback to IAM staff following attendance at any national or regional event;
- Participate in any review and/or consultation on products and services offered by the IAM;
- Treat the IAM staff with courtesy when writing or responding to any correspondence;
- Alert the IAM if I change my contact details and/or personal circumstances;
- Notify the IAM if convicted of a criminal offence or upon becoming bankrupt or disqualified as a company owner or director; and
- Assist the IAM with any requests made to investigate any possible breaches of the code.

The Institute of Administrative Management reserves the right to amend and update the Professional Code of Conduct at any time. Any update to the code will be communicated to members and will be published on the IAM website www.instam.org