



Creating a world of better opportunities

Job description

Operations Manager – Registration & Fellowship

Hybrid - Stevenage

Permanent

Grade 11

Full Time - 35 Hours per Week

Reports to: Operations Director

Where the role fits

This role is part of the Management team, within Operations. The Operations team is responsible for the operational delivery of all products and services, across all customer groups and geographies.

The team delivery high-quality, cost-effective services, providing input into the product roadmap, with the Portfolio and Product Management team (PPM) and the Engagement and Growth team (E&G).

The Operations team are responsible for driving continuous improvement of processes, workflows, solutions and services, making use of advances in technology, whilst effectively managing outsourced services, to minimise cost and risk to the organisation and deliver member and customer excellence.

Purpose of the role

The Operations Manager will drive the continuous improvement, efficiency, and cost-effectiveness of our products and services to deliver end-user, member, and customer excellence.

The role covers the management of the IET's Professional Registration and Fellowship operations, ensuring the effective delivery of activities that support professional recognition. This includes managing the Registration Engagement team, who guide prospective applicants and connect them to advisors. In addition, the role also manages our professional compliance operations, ensuring the IET's compliance with assurance frameworks, requirements of third-party licensing bodies, and the IET's own professional standards. Through these activities, the role will help uphold the integrity, quality, and reputation of the IET's professional recognition processes as part of its remit as a Professional Engineering Institution.

Success in role relies on collaborative working with colleagues in PPM, E&G and the People Team (Volunteers) to ensure delivery is aligned and we achieve one-team working.

This role requires a data-driven, and people-focused manager who can oversee day-to-day operations while implementing long-term delivery plans for operational excellence. It also requires an understanding of business functions and their interdependencies, a commitment to quality, and a proactive approach to problem-solving to create efficiencies, optimise the use of process automation and maintain regulatory compliance standards.

Our leadership charter

Leadership is important. It helps create the culture that we need to be a success – as individuals, as teams and as an organisation. As part of our framework, we have four behaviours we specifically look for in our leaders:

- **Shares vision** – by setting a clear shared vision of success for the organisation
- **Sparks engagement** – by empowering, inspiring, and developing people
- **Skilfully executes** – by setting stretching performance expectations, reviewing progress, and holding people to account to deliver planned outcomes
- **Sustains progress** – by recognising achievement and encouraging continuous improvement and experimentation

Our five behaviours

Created by our people – for our people; our behaviours underpin much of what we do and reinforce the type of organisation we want to be. They're an integral part of how our performance is managed and how we recognise great work, and map across our learning and development offering too.

You will seek to bring our behaviours to life in all that you do:

- **Include everyone**

- **Do your very best**
- **Take full ownership**
- **Work well with others**
- **Openly communicate**

Main duties and responsibilities (not necessarily in priority order)

- Operational planning and delivery: Develop and execute the overall operations plan, ensuring alignment with Portfolio and Product Management strategy and the company's business objectives to meet member and customer needs.
- Continuous improvement: Champion a culture of continuous improvement by analysing performance data and current processes, identifying bottlenecks, and implementing solutions to enhance productivity and quality.
- Cost management and efficiency: Manage operational budgets and track expenditure to identify cost-saving opportunities without compromising quality. Optimise resource allocation and workflows to maximise efficiency and achievement of Service Level Agreements (SLAs)/ Key Performance Indicators (KPIs).
- Customer satisfaction: Monitor key customer service metrics, share member and customer feedback with PPM and E&G colleagues, and implement actions to resolve issues and enhance the overall member and customer experience.
- Stakeholder management: Responsible for managing and maintaining effective relationships with key stakeholders, including licensing bodies, assessors, and professional partners, ensuring all regulatory, assurance, and professional recognition requirements are met while fostering positive and constructive engagement.
- Team leadership and development: Manage, coach, and mentor a high-performing operations team. Manage recruitment, training, and performance to ensure the team is skilled and motivated to achieve annual budget targets and organisational objectives/ strategic KPIs.
- Quality and compliance: Ensure operational delivery meets quality assurance, compliance and regulatory requirements and standards for your portfolio of products and services. Deliver quality based outcomes for members and customers.
- Process management: Oversee the design and implementation of operational processes to optimise process automation, promote scalable, repeatable and standardised workflows aligned to regulatory requirements. Ensure these are documented as standard operating procedures (SOPs) for training and audit purposes.
- Cross-functional collaboration: Partner with colleagues from PPM, E&G, Technology, People and Finance, to ensure seamless operations, develop solutions and achieve broader organisation goals.
- Data analysis and reporting: Utilise data, reporting and insight to track KPIs, forecast operational needs, and provide regular reports on performance to Operations' colleagues, Operations Director and Executive team as required.
- Any other duties as are reasonable as per the skill and experience of the post-holder.

The following generic responsibilities would also apply to the role. Specific responsibilities will vary depending on the department and level of seniority.

- **Shape the IET's future:** You'll play a key role in developing and implementing strategic plans that define the direction of the IET and contribute to long-term success.
- **Lead and inspire teams:** You'll provide strong leadership that motivates and inspires your team and the wider One IET team to achieve their best, fostering a culture of purposeful collaboration and open communication.
- **Maximise team strengths:** You'll enhance productivity and engagement by maximising your team's understanding and use of their strengths, ensuring that each team member can contribute their best work.
- **Manage performance and development:** You'll be responsible for setting clear objectives, monitoring performance, and providing feedback and development opportunities for your team members.
- **Build strong relationships:** You'll develop and maintain strong relationships with internal and external stakeholders, effectively representing the IET and its vision.
- **Make informed decisions:** You'll exercise sound judgement and make informed decisions, considering all relevant factors and potential risks to ensure optimal outcomes for the IET.

Skills and experience required

- Detailed understanding of professional registration and fellowship, or similar, assessment operations, with knowledge of compliance, assurance, and professional recognition requirements.
- Excellent interpersonal skills to build relationships with volunteers and actively seek feedback
- Demonstrated experience in driving continuous improvement and implementing systemic process changes.
- Strong financial acumen and experience with budget management.
- Excellent management, communication, and interpersonal skills.
- Analytical and skilled problem-solver.
- Knowledge of standard operational and quality control procedures.
- Ability to proactively manage risks and devise responsive risk mitigation plans
- Experience of deployment of process automation desirable
- Advantageous but not essential: CEng or IEng registered

The following generic skills and experiences would also apply to the role. Specific requirements may vary depending on the department and level of seniority.

- **Proven leadership experience:** A demonstrably successful track record in a managerial or leadership role is essential.
- **Exceptional communication and interpersonal skills:** You'll possess excellent written and verbal communication skills, with the ability to present information clearly and confidently. You'll build rapport and trust with team members through effective communication and active listening.
- **Strong organisational and time management:** You'll demonstrate excellent organisational skills with the ability to prioritise effectively and manage your workload to meet deadlines consistently.
- **Technical or administrative expertise:** You'll possess in-depth knowledge of the relevant technical or administrative area, coupled with a commitment to lifelong learning and development to stay current with industry trends and best practices.
- **Motivational and inspirational leadership:** You'll be able to inspire and empower your team to achieve their full potential through facilitating learning and fostering a culture of innovation, collaboration, and excellence.
- **Teamwork and independent work:** You'll be a strong team player with the ability to work independently and take initiative when required.
- **Inclusive and positive work environment:** You'll be passionate about creating a positive and inclusive work environment where diversity is celebrated, and each individual feels empowered to contribute and thrive.
- **Proficiency in IT tools:** You'll be proficient in Microsoft Office applications and demonstrate a willingness to learn and use any applicable support systems, including CRMs and databases.

Document control

<i>Authorised by</i>	<i>Job Title</i>	<i>Date</i>
<i>Head of Department / Team</i>	<i>WB, Operations Director</i>	<i>04.2026</i>
<i>Strategic People Partner</i>	<i>VD, SPP</i>	<i>04.2026</i>

This job description is not intended to include specific tasks, temporary activities or projects but aims to describe the overall purpose and outputs for the role and may be subject to change. Using this role profile, specific success objectives will be part of the ongoing performance conversations with your manager throughout the year.

It's the expectation that you will understand and keep up-to-date with all IET mandatory policies and appropriate training, including data protection and data handling, as well as current Health and Safety policies.