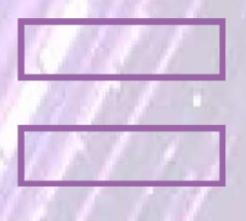# IET
The Institution of
Engineering and Technology

Creating a world of better opportunities

Job description

Professional Registration Assessment Executive

Hybrid – Stevenage

Permanent

Grade 5

Full Time - 35 Hours per Week

Reports to: Senior Professional Registration Executive

Where the role fits

This role is part of the Professional Registration team, within the Operations Team, that is responsible for the operational delivery and processing of Professional Registration and Fellowship enquiries, applications, and all associated registration services and reporting.

The role of the Operations team is to define and deliver the operational strategy that enables the delivery of 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).

Purpose of the role

The Professional Registration Assessment Executive is a critical role responsible for delivering high-quality application processing and ensuring compliance with the Engineering Council Licence and IET Fellowship Criteria. This role directly supports the IET's strategic goal of increasing new registrants by applying expert knowledge and sound judgement to manage applications efficiently and accurately.

Working both independently and as part of a dedicated team, the role involves building strong relationships with applicants, members, and volunteer assessors, providing excellent service throughout the Registration and Fellowship journey. Responsibilities include processing applications, supporting decision-making activities, and assisting with committee and group tasks, both virtually and in-person

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)

– Process all UK and international applications in the Review Process System (RPS).
– Use judgment and experience to obtain or chase additional information as needed.
– Process applications within regulatory frameworks, acting on initiative when necessary.
– Provide high-quality service to applicants, assessors, and advisors; build and establish relationships with volunteers; assisting with panel, committee, and group activities.
– Use a complex database and workflow system for Registration and Fellowship applications.
– Review and check all qualifications via the Engineering Council portal; international qualifications via FEANI, Ecctis, Washington/Dublin accords.
– Create, track, and process all assessment panels; ensure completion within service level agreements (SLAs); book meeting rooms, catering, and travel; attend meetings regionally or virtually.
– Facilitate panel outcomes; contact applicants for further evidence; ensure timely completion and reassessment.
– Check post-interview decisions for accuracy and adherence to codes of practice.
– Process decline/deferral letters; secure PRA if required.

- Contact applicants and volunteers for outstanding information promptly and professionally. – Ensure notes are added to RPS records in a timely manner for team visibility.
- Respond promptly to dedicated email inbox on a rotational basis.
- Book venues, equipment, and refreshments for interviews.
- Arrange online interviews, conduct test calls, provide support and guidance.
- Host and monitor online interviews, resolving any issues.
- Handle inbound enquiries professionally and knowledgeably.
- Process Regulation 7A applications, collaborating with senior staff (if assigned).
- Facilitate appeals, monitor, and process outcomes (if assigned).
- Process transfers, collaborating with senior staff (if assigned).
- Own cohorts, process applications within timelines, consult with senior team members (if assigned).
- Ensure CRM is updated in a timely manner to record successful election or upgrade to Fellowship.
- Plan data for Engineering awards, collate shortlisted applicants, ensure panel receives information, plan and attend events (if assigned).
- Process Technical Knowledge Assessments (TKAs).
- Process EC Lists, EC Elections and Fellow Election lists daily or as required; send success letters; upload lists to the Engineering Council.
- Work towards achieving annual Professional Registration strategic KPIs for each category and organisational KPI for Fellowship.
- 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.

- **Apply specialist knowledge and skills:** You'll leverage your in-depth knowledge and expertise in a specific field to deliver essential tasks and services that contribute to the smooth running of the IET.
- **Perform specialist tasks accurately:** You'll independently execute a diverse range of specialist tasks under general supervision, ensuring accuracy, efficiency, and adherence to established procedures.
- **Contribute to continuous improvement:** You'll actively participate in the ongoing development and improvement of the IET by applying your specialist knowledge and suggesting innovative solutions.
- **Collaborate effectively:** You'll work closely with colleagues from various departments, fostering a collaborative and inclusive environment where open communication leads to achieving shared goals.
- **Provide valuable expertise:** You'll act as a resource within your area of specialism, sharing your knowledge and expertise to support your team and contribute significantly to the overall success of the IET.
- **Develop and motivate teams:** For manager roles, you'll be responsible for coaching, motivating, and facilitating the learning and development your team to achieve their full potential, fostering a positive and inclusive work environment.

Skills and experience required
- Previous experience in a customer-centric Applicant Processing or Administrative role is essential; experience within a Professional Membership Body, or similar is highly preferred.
- Experience in processing payment details or handling highly sensitive information.
- Ability to prioritise workload and manage multiple workloads/caseloads simultaneously
- Excellent interpersonal & networking skills, including confidence in dealing with people at all levels

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

- **Lifelong learning:** You'll demonstrate a willingness and flexible approach to learning and adapting to new tasks and responsibilities, staying current with industry trends and developments.
- **Leadership and motivation:** Where required, experience in a role is demonstrating strong leadership, motivational abilities, and the ability to delegate effectively.

- **Teamwork and independent work:** You'll be a strong team player with the ability to work independently and take initiative when required.
- **Effective communication:** You'll possess excellent written and verbal communication skills, ensuring clear and concise communication with colleagues and stakeholders.
- **Organisation and time management:** You'll demonstrate strong organisational and time management skills, effectively prioritising tasks and meeting deadlines consistently.
- **Positive and collaborative work environment:** You'll be passionate about creating a positive and inclusive work environment, fostering collaboration, and contributing to a supportive team atmosphere.
- **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

Authorised by	Job Title	Date
Glenn Atkins	GA Registration Delivery Manager	*04.2025*
Helen Thompson	HT Strategic People Partner	*04.2025*

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 handing, as well as current Health and Safety policies.