

**Role Title: Professional Registration Executive (PRI)**

**Reports to:** Registration Team Manager

**Accountable to:** Professional Registration Operations Manager

**Hours:** 35 hours per week.

**Grade:** 5

**Location:** Futures Place, Stevenage

**Setting the Scene:**

Working in the Registration and Standards Department within the Member and Professional Development directorate. Processing applications for Professional Registration, facilitating the arrangement and hosting of Professional Review Interviews for applicants seeking professional recognition.

**Our Five Behaviours:**

* I include Everyone
* I do my very best
* I take full ownership
* I work well with others
* I openly communicate

**Key Accountabilities (not necessarily in priority order):**

* To contribute to the achievement of the department’s overall objectives and key performance Indicators through the arrangement of professional review interviews.
* To use a complex database and workflow system to process applications for Registration**.**
* To process applications within the prevailing regulatory framework; to act on own initiative where appropriate and to obtain additional information as required.
* Liaise with applicants and interviewers and relevant groups and individuals to ensure the effective and efficient processing of applications
* To arrange interviews by sourcing interviewers and assigning applicants on agreed dates.
* To prepare documents with meticulous attention to detail.
* To check post interview decisions for accuracy and adherence to relevant code of practice.
* To follow- up delayed applications and be pro-active in taking any necessary action to ensure service level agreements are maintained/improved.
* To book appropriate external and internal venues, equipment, and refreshments for interviews.
* To arrange on-line interviews, including booking and conducting test calls, providing appropriate support and guidance.
* To host and monitor online interviews to ensure smooth running and resolve any issues, technical or other that may arise.
* To respond to dedicated email inbox for applicants at interview stage on rotational basis.
* To undertake any other duties and projects at the request of my line manager.
* To comply with data protection registration and act responsibly on matters of data disclosure both internally and to third parties.

**What success looks like:**

Excellent working relationships with volunteers and other members of the team to facilitate the arrangement of Professional Review Interviews. Confident in the knowledge and understanding of the process to support applicants and volunteers with appropriate guidance, ensuring an excellent level of service during the Registration Process.

**Aptitude and Experience:**

* Excellent Interpersonal skills with confidence to deal with people at all levels.
* Excellent communication skills; written and oral.
* Experience in a customer led service industry.
* A good team player with a flexible approach
* Previous experience in administration role
* Excellent organisational skills with the ability to prioritize workloads with minimum supervision.

This role description isn’t 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 IET mandatory policies, including data protection and data handing, as well as current Healthy and Safety policies, undertaking any training updates as needed.