



National Register of  
Public Service Interpreters

March 2019

Dear Applicant,

Thank you for your interest in the advertisement for the post of Registration Officer with the National Register of Public Service Interpreters (NRPSI). Together with this letter you will find the Job Description and Person Specification for the role.

We very much hope that you have sufficient information to help you decide whether to apply. However, if you have any questions that you need to have answered before making an application, then please call Stephen Bishop on 020 7721 5501 or email [stephen@nrpsi.org.uk](mailto:stephen@nrpsi.org.uk).

If you wish to apply for the role, we ask that you submit your CV **plus** a personal statement of no more than two A4 pages to [stephen@nrpsi.org.uk](mailto:stephen@nrpsi.org.uk) or alternatively by post marked 'Private and Confidential' to NRPSI, Token House, Tokenhouse Yard, London EC2R 7AS.

In your personal statement, please let us know why you are applying for this post giving details of any relevant skills and experience which you might bring to the role. Read the job description and person specification before you answer this section as these documents outline the skills, knowledge and experience required for this post. We draw up a short list on the basis of this information. Remember to address all points in the person specification. You must give demonstrable evidence of your skills and abilities, drawing on academic, professional, voluntary or personal life. It is not sufficient to simply duplicate the person specification.

NRPSI is committed to working within the principles of equal opportunity and we value diversity.

The closing date for this opportunity is 9am on Monday 1 April 2019. We will contact you once short-listing has been completed to advise you of the outcome of your application. For short-listed applicants, first stage face to face interviews are due to take place on either Tuesday 16 or Wednesday 17 April 2019 and second stage interviews anticipated to be the following week, both at our offices in the City of London.

Thank you for the interest you have shown in this position. We look forward to hearing from you.

Yours sincerely,

Stephen Bishop  
**Executive Director**



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## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Registration Officer</b>
<b>RESPONSIBLE TO:</b>	<b>Registration Manager</b>
<b>RESPONSIBLE FOR:</b>	<b>No staff responsibilities</b>
<b>JOB SUMMARY:</b>	<b>To carry out registration processes including the accurate maintenance of the National Registers</b>

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### **DUTIES**

Reporting to the Registration Manager, the post holder will ensure that the standards of NRPSI Ltd are maintained by implementing the agreed registration policies for both new applications and renewals to the registers.

The Registration Officer is required to:

- maintain the NRPSI databases (i.e. inputting/updating of data) to a high standard
- process registrations, including payments and NRPSI ID card generation, in accordance with departmental procedures
- submit files to the Selection Panel as appropriate
- deal with registration queries (correspondence and telephone work)
- maintain correspondence files and ensure that they are saved in electronic format
- deal with communications and personal callers relating to the above and maintain data on the same
- ensure that copies of personal documents are shredded (or returned) when registration procedures are completed
- carry out regular mailings, eg on security clearances, as required
- carry out office administration as required
- work as part of the Registration team to ensure that there is a high standard of Customer Service delivered at all times
- assist with marketing via mailing lists and attend exhibitions as and when required
- ensure that all your actions conform to the DPA and other relevant privacy legislation
- maintain confidentiality on information gained as a result of your position

### General duties

- monitor and report stationery requirements in accordance with office procedure
- liaise cooperatively and effectively with all other parts of the organisation
- carry out duties required by other parts of the organisation, when necessary
- act as an ambassador of the organisation at all times
- keep up-to-date with developments that affect the position and the organisation

### **PERSON SPECIFICATION**

Applicants must demonstrate the following:

- Positive personality with can-do attitude
- Attention to detail and meticulous accuracy
- High personal standards which are applied in their work
- Experience of inputting and managing data on databases
- Good, confident people and communication skills
- Good grasp of English grammar and syntax for correspondence (note that other languages are **not** required)
- Excellent telephone manner
- Commitment to providing high quality customer service
- Strong organisational and prioritising skills
- Ability to make decisions and work on own initiative as well as part of a team
- Good knowledge of Microsoft Office programmes: especially Word, Excel and Outlook
- Awareness of finance and data protection issues
- Discretion (in view of confidential information involved)
- Ability to act as a positive ambassador for the organisation at all times

Applicants for the 'Registration Officer' role should have at least one year's relevant experience.

### **Benefits**

Company participating in pension auto-enrolment. 25 days annual leave. Access to on-site gym.

### **Probation Review**

Probationary period of one month, followed by regular one to one reviews

### **Working Hours**

Monday to Friday, 9am - 5pm

The above Job Description covers the main duties of this position as at the date below and may be changed if necessary.

*NB: A Job Description is a written statement of the essential characteristics of the job. It is not intended to be a complete, detailed account of all aspects of the duties involved.*

Signed (Job Holder): \_\_\_\_\_ Signed (Line Manager): \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_