



National Register of
Public Service Interpreters

Post: Registration Officer

Salary: £19 – 24K depending on experience

Location: City of London (close to Bank tube and Liverpool Street station)

Job type: Permanent, full time

NRPSI is the UK's independent voluntary regulator of interpreters working in the public services. We are a not-for-profit organisation and we uphold standards in interpreting by maintaining a register of professional, qualified and accountable interpreters. The National Register is publicly available and searchable online. We promote public safety by ensuring that all registered interpreters are qualified and accountable. We are located in a light pleasant office close to the Bank of England and are currently setting up a new register of translators to run alongside the existing register for public service interpreters.

The role

We are looking for a Registration Officer to join our small but busy Registration Department. Reporting to the Registration Manager you will work as part of a team to maintain and update the NRPSI database, process registrations (including checking documents and evidence provided), deal with registration queries (by mail, email and telephone) and issue letters of registration and ID Cards. You will have responsibility for your own files and will liaise directly with Registrants. You will also communicate with public service users (e.g. the police) to enable them to access the online Register. The role includes providing information to those interested in joining the profession to help maintain and increase our Registrant numbers, helping to coordinate the regular activities carried out by all the Registration team and taking a lead on the new registration requirements for the translation register when and if required.

With a commitment to providing high quality customer service, the successful candidate will possess good communication skills, including a good grasp of English grammar and syntax for correspondence (note that other languages are not required). You will have experience of inputting and maintaining data on databases along with an awareness of finance and data protection issues that you can apply to your work. With the ability to prioritise and organise your workload, you will manage conflicting demands and priorities.

Applicants for the Registration Officer role should have at least three years' experience in a registration department handling complex processes and protocols.

For further information please contact mike@nrpsi.org.uk; note that you will need to submit your CV plus a personal statement describing your suitability for the role (maximum two A4 sides) in order to be considered for this position.