

JOB TITLE:	PROFESSIONAL AND TECHNICAL REVIEW ADVISOR
JOB HOLDER:	
DATE UPDATED:	MARCH 2023
REVISION (HR Office Use):	

1 MAIN PURPOSE OF THE JOB

To provide the delivery of a high level of customer service to members and potential members applying for the chartered and technical membership

2 POSITION IN ORGANISATION

Reports to Professional and Technical Review Manager
Contact and liaison with all levels of the organisation
Daily contact with Members
Contact with Professional and Technical Review assessors and verifiers.

3 DIMENSION & LIMITS OF AUTHORITY

Assist the Professional Review team in the operation of interviews and applications
Make judgments and provide advice to potential members in all aspects of the Professional and Technical Review processes
Liaise with the CIOB Assessors and verifiers for Professional and Technical Review Applications.
Ensure Assessors are meeting their contractual obligations to return applications within 2 weeks.
Work with colleagues to ensure potential members' qualifications are assessed through UK ENIC

4 SKILLS & EXPERIENCE

Excellent customer service skills
Excellent verbal and written communication skills
Administrative experience in a similar role
Ability to manage own workload and prioritise.
Interpersonal Skills
Ability to work methodically
IT literate in database use, Word and Outlook

5 DUTIES & KEY RESPONSIBILITIES

Area of Activity	90%
<p>Working on an End-to-End application process. This requires that you work autonomously on your Professional and Technical Review ensuring that:</p> <p>The candidates are advised on the application – fees, missing documents, quality, timescales and checking qualifications.</p> <p>The candidates are kept up to date with progress of their application.</p> <p>Make a judgement on an application and decide when additional support is required for applications that are below standard by providing guidance for revisions although no comment on competence must be made.</p> <p>Applications are batched and progressed through to an assessor and verification process</p> <p>Monitor the progress of the batch ensuring the assessment process is completed within given timescales.</p> <p>Challenge assessors on batches not returned within give timescales and pass to the Professional and Technical Review Manager where problems persist</p> <p>The candidate is advised of the outcome and complete the membership upgrade.</p> <p>In cases of deferral, provide the feedback report.</p> <p>Challenge assessors where the feedback is inadequate to provide to the candidate in the case of a deferral</p> <p>Interviews are arranged with assessors and candidates booked in as necessary.</p> <p>Host interviews including ensuring the panel have the necessary documents in time to review before the interviews take place and resolve any problems that may occur on the day.</p> <p>Maintain accurate records on CRM.</p> <p>Ensure compliance with GDPR</p> <p>Generate Purchase Orders for Assessors and Verifiers</p> <p>Generate invoices for monthly Provider PR applications</p>	
General Team duties	10%
<p>Monitor the Professional and Technical Review enquires email box.</p> <p>Assess Technical Membership eligibility forms and work with colleagues to provide the potential members with appropriate advice on membership</p> <p>Process the monthly Provider PR applications ensuring the timescales are met.</p> <p>Provide Moodle access for potential Technical members</p>	

PART 2: DUTIES & KEY RESPONSIBILITIES

Assist with customer workshops as required .	
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This is not an exhaustive list of responsibilities involved in the role and the CIOB reserves the right to change the scope of job in line with the operational requirements.

BOTH THE EMPLOYEE AND MANAGER WILL ELECTRONICALLY SIGN THE JOB DESCRIPTION ON PEOPLE HR.