

## Job description

Job title:	Professional Standards Officer
Reports to:	Associate Director of Membership and Professional Development
Division:	Professional Standards

### Job purpose

To support the promotion, maintenance, audit and enforcement of professional standards.

### Dimension

To support the CIEH's strategic aims of setting and maintaining high standards in education, training and professional behaviour, promoting excellence in environmental health practice and forming an inclusive membership body.

### Key objectives

1. Deal with all enquiries relating to professional standards raised by members of the CIEH, members of the profession, members of the public and internal stakeholders
2. To process and take responsibility for the administration of formal complaints against members of the CIEH
3. To promote professional development to members of the CIEH
4. To administer the annual CPD monitoring exercises including the Chartered status declarations.
5. To process Fellowship applications
6. To be responsible for the organization and smooth-running of CPD compliance, disciplinary and assessment appeals Panels
7. To assist with the accreditation of learning products and to liaise between the professional standards and commercial teams
8. To assist with the administration of assessments at peak times
9. Update documents, webpages, etc. as directed
10. Maintain the assessor pool to ensure it is up to date and appropriate records are kept of assessor activity
11. Carry out any other duties as required from time to time as directed
12. Be aware of and comply with HR policies and guidelines

### Special features

- The jobholder will have excellent communication skills and will need to present to a range of people throughout the CIEH and its membership networks.
- The jobholder will need to combine excellent administrative skills with the ability to engage well with members of the CIEH, members of the profession and members of the public
- The jobholder will work with minimal supervision to deliver an annual program of work agreed for the following year along with the usual key objectives

### Contacts

Internal

- All staff at the CIEH

External

- Members of CIEH
- Assessors
- Academics
- Members of the profession
- Members of the public
- Other organisations

### Person Specification

- Ability to produce comprehensive reports, guidance materials and training manuals
- Excellent written and verbal communication skills
- Proven experience of working in a membership organisation, or an ability to demonstrate an awareness of the CIEH and its work
- Excellent organisation and administrative skills
- Previous experience of developing and organising training events
- Good presentation skills
- Appreciation of budgeting and financial control
- Excellent IT Skills, including MS Word and Excel
- Experience in using databases is essential
- Ability to work well within a team
- Keen to work on own initiative

CIEH is an equal opportunities employer

Signature of Manager:		Date:	
Signature of Job Holder:		Date:	