

JOB TITLE:	PROFESSIONAL CONDUCT ADMINISTRATOR
JOB HOLDER:	
DATE UPDATED:	JD 2025
REVISION (HR Office Use):	

1 MAIN PURPOSE OF THE JOB

- To provide effective administration support to the professional conduct process of CIOB members, liaising closely with Governance colleagues and Investigators to ensure the smooth running of the process in line with the Disciplinary Regulations.
- To be an active member of the Governance department.

2 POSITION IN ORGANISATION

Reports to the Head of Governance on a day-to-day basis; working closely with the Professional Conduct Officer.

Liaises with other Institute staff and external stakeholders including Directors, Investigations (Disciplinary) Panel, Professional Conduct Committee, where necessary.

3 DIMENSION & LIMITS OF AUTHORITY

None

4 SKILLS & EXPERIENCE

- Excellent administration and organisational skills
- A strong attention to detail, high level of diligence and ability to keep accurate records.
- Excellent communication skills both written and verbal, with the ability to communicate at all levels from senior staff, technical experts to members of the public.
- Ability to manage and prioritise a busy workload, in line with agreed processes.
- Experienced in dealing with confidential matters.
- Strong IT skills with experience in Microsoft Office, Teams and CRM systems.

PART 2 : DUTIES & KEY RESPONSIBILITIES

5 DUTIES & KEY RESPONSIBILITIES

Professional Conduct	90%
<ul style="list-style-type: none"> ○ Provide administrative support to the professional conduct process including but not limited to: <ul style="list-style-type: none"> ○ Administering the arrangements for Committee meetings and hearing, including liaising with the Committee members, lawyers and members as appropriate, organising meeting requirements, travel and accommodation as appropriate. ○ Supporting the Professional Conduct Officer with the running of Mandatory CPD audits as first line support for queries and the management of spreadsheets and outcomes. <ul style="list-style-type: none"> ○ Call for CPD audits <ul style="list-style-type: none"> ○ Administer the audit process of approximately 1,200 members per quarter. ○ Respond to any queries in a timely manner. ○ Work the process to strict deadlines and response times. ○ Administration for the disciplinary process for the non-performers. <ul style="list-style-type: none"> ○ Drafting of standard returns. ○ Collation of evidence packs for the CPD disciplinary process. ○ Update the CRM and other Institute systems with each stage of the disciplinary process, including but not limited to the compliance notes and outcomes with cost orders. ○ Support the Professional Conduct Officer with the Company Membership Scheme process as first line support for queries and the management of spreadsheets and outcomes. 	
Other	10%
<ul style="list-style-type: none"> ● Attend meetings and take notes as directed, producing accurate and concise minutes in a timely manner. ● Participate in cross Institute projects to support the team as directed ● Undertake any other duties as required by Head of Governance and or Director of Governance. 	

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.

PLEASE ELECTRONICALLY SIGN ON HR SYSTEM