

POSITION DESCRIPTION

COMPLAINTS & ASSESSMENT OFFICER

About us | mō mātou

Engineering is a big deal for New Zealand. It's behind almost everything we do and plays a vital role in Kiwi life – from our homes and how we travel and communicate, to the water we drink and the food we eat. Engineers are awesome, and we want everyone to know.

We're Engineering New Zealand Te Ao Rangahau – a non-profit membership organisation that's driven to help our engineers be the best so they can engineer better lives for New Zealanders.

As a membership organisation and the Registration Authority for chartered professional engineers, we represent around 24,000 members from graduates through to experts in their field. As well as supporting and promoting the work of our members, we are leading exciting programmes that are making a difference to Aotearoa.

We're the voice of engineering. We aren't afraid to ask the hard questions, seek expert advice, explore possibilities, and partner with all sectors of society to drive this mission home. We give our members a platform to share their views and impact real change. We're also unashamedly proud to shout their engineering genius from the rooftops.

About the role | Kōrero mō te tūranga

The Complaints & Assessment Officer sits within the Regulation Team in a dual-function role, supporting:

- Engineering New Zealand's complaints and disciplinary processes, and
- The competence assessment processes that underpin entry to CPEng and membership classes.

This role will be roughly a 60/40 split between complaints and assessments.

The Complaints and Assessment Officer reports to the Deputy Registrar / Competence Assessment Team Leader within the Regulation team.

Key accountabilities | Takohanga tuhinga o mua

Complaints and Disciplinary Support

- Support complainants, respondents, candidates, assessors, and internal stakeholders to help ensure regulatory and assessment processes run smoothly, fairly, and efficiently.
- Respond in a timely and professional manner to enquiries about the complaints and disciplinary process.
- Manage incoming complaints, ensuring they are logged, triaged, and progressed in accordance with procedures and jurisdictional requirements.
- Work with complainants and respondents to encourage early resolution of concerns.
- Gather information and analyse evidence, working closely with the legal team to prepare clear recommendations for complaint resolution.
- Prepare evidence bundles and materials for Investigating Committees.
- Contribute to well-reasoned recommendations to the Chairperson of Investigating Committees.
- Maintain accurate and up-to-date documentation, including the complaints worklog and templates.

- Identify and escalate high-risk complaints when appropriate.
- Contribute to board reports, the annual report and regulatory reporting (e.g. CPEC), as required.
- Assist with enquiries duties, including rostered phone and inbox responsibilities.
- Act in accordance with obligations under the Privacy Act 2020.

Competence Assessment Support

- Provide high-quality guidance and advice to candidates and assessors engaging with the competence assessment processes.
- Respond to queries from candidates regarding assessment steps, requirements, and status of assessments.
- Validate submitted assessment portfolios and provide clear, constructive feedback to improve quality and compliance.
- Assign suitable assessors to assessment panels in line with rules and regulations.
- Review the quality of panel reports prior to submission to the Competency Assessment Board.
- Recommend improvements to assessment processes, documentation, and reporting.
- Support the Registrar, Competency Assessment Board, and work collaboratively with colleagues involved in assessments.

Other

- Represent Engineering New Zealand at workshops, seminars, forums, and branch meetings as required.
- Embody the Engineering New Zealand values of integrity, service, mahi tahi, and bravery.
- Ensure you adhere to the relevant Engineering New Zealand health and safety policies and procedures.
- Ensure your own wellness, health and safety within the workplace, as well as that of colleagues.
- Participate in other tasks, projects and activities as required.

Who we're looking for | Ngā herenga

Skills and experience

- Relevant tertiary qualification or equivalent experience (law, professional regulation, or similar advantageous but not essential).
- Experience in complaints handling, assessments, regulation, customer service, or a professional services environment.
- Ability to review large volumes of information and logically summarise key points.
- Strong communication skills with the ability to build rapport with engineers, complainants, respondents, and candidates.
- Interest in professional regulation, engineering competence, or complaint resolution.
- Ability to learn quickly and adapt to new systems and processes.
- Sound judgement, relationship management, and confidence in handling sensitive information
- Ability to confidently handle complex or ambiguous situations with confidence, resilience, and a flexible approach.

Personal attributes

- Resilient and composed under pressure – able to manage stress associated with sensitive or challenging complaints.
- Comfortable with ambiguity – able to make reasoned judgements where there is no clear answer.
- Strong relationship-building and stakeholder engagement skills.
- High level of initiative, energy, and ability to work unsupervised.
- Flexible, collaborative, and willing to pitch in as needed.
- Self-starter with a can-do attitude and sense of humour.
- Fosters respect among peers, team members, and external audiences.

- Demonstrates care and respect for others.

Other requirements

- High level of organisational and administrative capability, with accuracy and attention to detail.
- Strong judgement and decision-making skills, especially under pressure.
- Excellent oral communication skills, including confident phone manner.
- Strong plain English writing skills, including editing and summarising complex information.
- Ability to identify underlying interests in complaints and de-escalate conflict.
- Ability to manage competing priorities effectively.
- Competent with Microsoft Office Suite and able to learn new systems quickly.