



Chief Executive Officer and Registrar

Candidate Information Pack 2026

National Register of Public Service Interpreters
Safeguarding the public through professional interpreting standards

Recruitment managed by





Welcome from the Chair

Thank you for your interest in this unique and rewarding role.

I am delighted that you would like to find out more about our organisation and are considering joining NRPSI at such an important moment for us and for the public that we serve. We are seeking a new leader who will build on the achievements of our current Chief Executive and Registrar, Mike Orlov, who will be retiring in April 2026.

NRPSI is the independent voluntary regulator and register for the public service interpreting profession in the UK. Our work plays an important role in maintaining confidence in the profession and supporting the effective delivery of public services across justice, policing and healthcare settings.

The organisation has made good progress in recent years, but we are also conscious that there is still much more to achieve. Public service interpreters continue to face significant challenges, particularly in the absence of statutory regulation and protection of title. Strengthening the profession and improving public protection through higher standards and greater recognition will remain key priorities in the years ahead.

On our journey towards statutory regulation and protection of title, you can be confident that you will be supported by a range of sector stakeholders who share these ambitions. This is an important moment for NRPSI and for the wider profession, particularly following the [*House of Lords Public Services Committee's 2025 report, Lost in Translation?*](#) Interpreting services in the courts, and the government's commitment to address some of its key recommendations.

We are looking for someone who brings an understanding of regulation and its purpose, together with the credibility, influencing ability and judgement to engage effectively with our diverse range of stakeholders. Above all, we are seeking a leader capable of inspiring trust internally and externally, and of building strong, productive and collaborative relationships across the profession and the wider public service landscape.

For the right candidate, this is a rare opportunity to lead an organisation where your voice, values, ideas and leadership will have a meaningful impact on the profession and the public services that depend on it.

I hope you do decide to put yourself forward for the role.

Kind regards,
Victor Olowe
Chair

A message from the outgoing Chief Executive

It has been a privilege to serve as Chief Executive and Registrar of NRPSI over the past seven years. Working alongside a committed team to support the development of the organisation and the profession has been both professionally rewarding and personally fulfilling.

During this time, NRPSI has continued to strengthen its role in promoting professional standards in public service interpreting and in supporting the public services that depend on high-quality interpreting.

While there have inevitably been challenges along the way, the opportunity to contribute to improving standards and strengthening protections for those who rely on interpreting services has been a powerful motivation. Helping to ensure that individuals across justice, policing and healthcare settings receive professional and reliable interpreting support is an important responsibility.

As I step down from the role, I am confident that NRPSI is well positioned to continue building its influence and impact in the years ahead.

I would wholeheartedly recommend the role of Chief Executive and Registrar to someone who is passionate about professional standards and public service, and who is motivated by the opportunity to make a meaningful difference to the profession and the communities it serves.

Mike Orlov
Chief Executive and Registrar



About NRPSI

The National Register of Public Service Interpreters (NRPSI) is an independent organisation that upholds professional standards in public service interpreting and maintains the UK's voluntary register of qualified public service interpreters.

NRPSI was established to ensure that interpreters working in critical public service settings meet recognised professional standards and are accountable to a clear Code of Professional Conduct. These standards help safeguard individuals who rely on interpreting services across justice, policing, healthcare and other public services environments where the quality of interpreting can directly affect legal rights, clinical outcomes and access to essential services.

NRPSI operates independently of government and is funded through registration fees paid by professional interpreters. By maintaining the Register, setting professional standards and overseeing complaints and disciplinary processes, the organisation helps ensure that interpreters working in sensitive public service environments meet appropriate professional and ethical expectations.

Over time, NRPSI has developed meaningful influence across the public service interpreting landscape, engaging with senior stakeholders including the Ministry of Justice, the Metropolitan Police Service, the Home Office and NHS bodies. Through this engagement, the organisation promotes the importance of professional interpreting standards and the role they play in protecting the public and supporting effective public services.

Although NRPSI currently operates as a voluntary register, the organisation is actively working with government and public sector stakeholders to advance the longer-term ambition of statutory regulation and protection of title for Registered Public Service Interpreters, an ambition that the incoming Chief Executive will play a central role in progressing.

The organisation

NRPSI operates as an independent not-for-profit organisation and is structured as a company limited by guarantee.

The organisation is governed by an independent Board, which provides strategic oversight and ensures NRPSI fulfils its purpose of upholding professional standards in public service interpreting.

The Chief Executive and Registrar reports to the Chair and Board and is responsible for the overall leadership and management of the organisation.

NRPSI operates with a dedicated team of five responsible for the day-to-day operation of the Register, including registration, renewals, complaints handling and regulatory processes. Team members work predominantly remotely, working closely together across a distributed environment to ensure the effective delivery of the organisation's functions.

The organisation also works with a number of external providers who support certain operational functions.

The opportunity

NRPSI is entering an important stage in its development.

Over the past several years the organisation has strengthened its credibility and influence across the public service interpreting landscape, building constructive relationships with government departments, public sector bodies and sector partners who recognise the importance of professional interpreting standards in protecting the public.

The incoming Chief Executive will join the organisation at a time when there is increasing attention on the role that professional interpreters play across justice, policing and healthcare. The House of Lords Public Services Committee's 2025 report, *Lost in Translation? Interpreting services in the courts*, has brought renewed focus to the importance of high-quality interpreting in the justice system and the implications for public protection where standards are inconsistent.

Against this backdrop, NRPSI is well positioned to continue strengthening its role as an authoritative standards body for the profession. Working closely with the Chair and Board, the Chief Executive will help shape the organisation's next phase of development while ensuring that the Register continues to operate with credibility, integrity and independence.

This role offers the opportunity to combine strategic leadership with direct organisational impact. In a focused organisation such as NRPSI, the Chief Executive is closely connected to both the strategic direction and the practical delivery of the organisation's work. This proximity enables decisions to translate quickly into meaningful outcomes for the profession and for the public services that depend on it.

Leading a dedicated and experienced remote team, the Chief Executive will oversee the organisation's core functions, including registration, regulatory processes and stakeholder engagement, while ensuring that the organisation remains financially sustainable and operationally resilient.

Externally, the role offers the opportunity to engage with senior stakeholders across government and the public sector, making the case for professional interpreting standards and the role they play in protecting the public and supporting effective public services.

The Chief Executive will also play a central role in advancing NRPSI's longer-term ambition of achieving statutory regulation and protection of title for Registered Public Service Interpreters. This would represent a significant milestone for the profession.

For the right candidate, this is a rare opportunity to lead a respected organisation with a clear public purpose, where thoughtful leadership, credibility and influence can make a lasting impact on both the profession and the public services that depend upon it.

The role

The Chief Executive Officer and Registrar is the senior leader and senior representative of NRPSI, accountable to the Board for the governance, operational management and strategic direction of the organisation.

The full role description, including key responsibilities and person specification, is set out below.

Key responsibilities

Strategic leadership

- Define and deliver the strategic vision, values, and objectives of the NRPSI.
- Advise the NRPSI Board on all strategy and policy matters.
- Promote continuous improvement while ensuring the NRPSI's strategic objectives are delivered effectively and efficiently.
- Ensure that key stakeholders including government departments, sector representative bodies and other industry partners, have trust and confidence in the NRPSI, the operation of its registration and regulatory approach and framework.
- Ensure that the responsibilities of the Registrar for the NRPSI are delivered effectively and appropriately including those delegated to the Deputy Registrar.

Governance and compliance

- Support and advise the Chair and the Board in delivering the highest standards of corporate governance in line with relevant legislation, guidance, and good practice.
- Ensure the filing of all statutory, legal, and regulatory documents and monitor compliance with relevant laws and regulations, including Health and Safety, Data Protection and Whistleblowing.
- Support board members in fulfilling their legal and constitutional obligations, and provide timely information and advice to enable informed decision-making, including horizon-scanning for changes in the external environment.
- Maintain robust systems of internal control and governance, including regular reporting to the Board on progress against strategic and operational objectives.
- Support the cycle of board and committee meetings, ensuring papers are accurate, timely and fit for purpose.

The role continued

Governance and compliance (continued)

- Lead on risk identification, assessment and management, ensuring the Board maintains a clear and current view of organisational risk.
- Lead the review and revision of NRPSI's Code of Professional Conduct, working with panel members, registrants and the Board to ensure the framework remains rigorous and fit for purpose as a cornerstone of the organisation's credibility as a standards body.

Financial stewardship

- Ensure the financial stability and sustainability of the organisation, which is funded through registrant fees, by protecting and growing registrant numbers and ensuring the fee model remains appropriate to the organisation's needs.
- Oversee the financial management of the organisation using appropriate professional services and advice, including budget preparation and monitoring, financial planning, reporting and audit, ensuring prudent management of resources aligned with strategic priorities.
- Provide the Board with clear and timely financial performance reporting and forward sustainability analysis.
- Maintain close oversight of day-to-day financial operations, working in liaison with the organisation's accountancy and payroll providers to ensure financial control and cash-flow visibility.

Operational and people leadership

- Retain oversight of core operational functions including registration, renewals, complaints, and disciplinary processes including ensuring that NRPSI has internal processes and systems in place which meet relevant service standards.
- Provide engaged, trust-based leadership to a dedicated and experienced team working in a remote environment, fostering a culture of accountability, professional development and collaborative working across registration and regulation.
- Identify proportionate opportunities to improve operational resilience and efficiency including review of legacy IT systems and digital tools.

The role continued

Stakeholder engagement and external relations

- Act as the senior representative of NRPSI, responsible for building and maintaining relationships with key stakeholders across justice, policing, healthcare and central government and making compelling, evidence-based cases for why professional interpreting standards matter to public safety and the effective use of public funds.
- Support the Board's long-term ambitions regarding recognition, influence, and potential future positioning of the Register, including the lobbying and advocating for achievement of statutory regulation of the profession and protection of title for Registered Public Service Interpreters.
- Represent NRPSI externally at the highest levels, including with senior civil servants, government departments, the media, industry partners and sector bodies, ensuring the organisation's voice is authoritative and consistent.
- Ensure registrants understand and value NRPSI's work on their behalf, maintaining visible and accessible leadership to the profession.
- Develop opportunities to promote the profession with relevant government departments, the media, industry partners, and any other relevant parties, particularly highlighting the risks to public protection and the wider public interest (including public spending) of not engaging with qualified and professional public service interpreters.
- Review and obtain appropriate communications support, maintaining oversight of NRPSI's digital presence, newsletter programme, social media channels and media engagement activity, ensuring a coherent and sustained communications strategy aligned with organisational priorities.

General

- Carry out any other duties that may be assigned by the Board.

Person Specification

The following criteria outline the experience, skills and personal qualities we are seeking. Applicants will be assessed against these criteria throughout the application and interview process.

Knowledge and experience

- Strong senior strategic leadership experience in a charity, professional or membership body, public sector, or other relevant organisation (director level or above).
- Knowledge and understanding of the complexities in the public sector, and the relevant policy context in areas of NRPSI's remit.
- Experience of shaping public policy, influencing government and commissioners of public spending on suppliers.
- Experience of developing and improving registration and regulatory processes.
- A track record of developing and delivering strategy, business, and operational plans, into practical and measurable impact.
- Knowledge and experience of using IT systems and digital tools including social media and websites to support delivery of strategic priorities.

Skills and abilities

- Excellent communication and advocacy skills, with the ability to influence at the highest levels (including with senior civil servants) and represent the organisation externally, including public speaking and media engagement.
- Understanding of, or experience in, a registrar or equivalent function within a professional, regulatory or standards body, including accountability for the integrity of registration processes and criteria.
- Demonstrable financial literacy, including budget oversight, expenditure control, and sustainability awareness.
- A collaborative, inclusive leadership style with the ability to foster collaborative working relationships, internally and externally.
- Ability to work flexibly and autonomously, exercising sound judgement and making decisions independently where required.
- Relationship-building skills to work effectively with a wide range of diverse stakeholders.
- Ability to combine strategic vision with practical, pragmatic delivery in a small, specialist organisation, managing competing priorities

Person specification continued

Desirable

- Knowledge and understanding of supporting an organisation through the process to achieve statutory regulation or obtain a Royal Charter.
- Exposure to justice, policing, healthcare, or public service delivery environments.
- Understanding of professional registration, accreditation, or regulatory frameworks.
- Familiarity with public affairs, lobbying, or policy advocacy work.
- A second language.

NRPSI recognises that candidates may not meet every criterion listed. If your experience aligns closely with the role and you believe you can contribute to the organisation's mission, we encourage you to apply.

Terms of appointment

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| Salary | £55,000 - £60,000 |
| Contract | Permanent |
| Hours | Full time, 35 hours per week, flexible working |
| Location | Remote first role (UK based) Typically one in-person board meeting a year |
| Reporting to | Chair of the NRPSI Board |

Recruitment process

- The recruitment process for this role is being managed by House Recruitment on behalf of the NRPSI Board.
- Following an initial review of applications, selected candidates will be invited to an initial discovery call with Michelle Paoloni of House Recruitment. This conversation will provide an opportunity to explore the role in more detail and discuss how candidates' experience aligns with the position.
- Following an appointment panel review, shortlisted candidates will then be invited to participate in interviews with members of the NRPSI Board.
- Interviews are scheduled to take place on Wednesday 29 April 2026 and will be held in person in London.

How to apply

To apply for this role, please submit:

- A copy of your CV (PDF format preferred)
- A supporting statement limited to two pages explaining your interest in the role and how your experience aligns with the requirements of the position (PDF format preferred)
- Applications close at 5pm on Friday 10 April 2026

Applications to be submitted to [Michelle Paoloni - NRPSI@houserecruitment.co.uk](mailto:NRPSI@houserecruitment.co.uk)

Equality, diversity and inclusion

NRPSI is committed to promoting equality, diversity and inclusion. We welcome applications from individuals from all backgrounds and are committed to ensuring a fair and inclusive recruitment process.

If you have any questions or require any adjustments to support your application or participation in the recruitment process, please contact [Michelle Paoloni - NRPSI@houserecruitment.co.uk](mailto:NRPSI@houserecruitment.co.uk).