

| Role Profile                        |                                   |                           |                             |
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| <b>Job Title</b>                    | Registration Authority (RA) Agent |                           |                             |
| <b>Section</b>                      | IT Training                       | <b>Department</b>         | Infrastructure & Operations |
| <b>Reports to (Job Title)</b>       | IT Training Manager               |                           |                             |
| <b>Suitable for Job Share (Y/N)</b> | No                                | <b>If No state reason</b> | Key Role                    |
| <b>Location</b>                     | Plymouth or Exeter                | <b>Shift Pattern</b>      |                             |

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| <b>Job Purpose</b> | To deliver the Registration Authority service (on behalf of NHS Devon Clinical Commissioning Group) that involves issuing and supporting NHS Smartcards for staff in Primary Care (GP surgeries and Pharmacies) as well as CCG staff and other organisations such as Devon County Council and Devon Doctors. Smartcards are required to access NHS Spine information systems and Registration Authorities roles and responsibilities are defined by NHS policy. |
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| <p><b>Key Competencies &amp; Output</b></p> | <p>Carries out the identity checks of prospective Smartcard users and assigns an appropriate access profile to the health professional's role as approved by the employing organisation.</p> <p>Ensures the RA function is administered and managed in accordance with national and local RA policies.</p> <p>Acts as first point of contact for the RA team, dealing with routine and specialist enquiries in a pleasant and helpful manner, communicating relevant information to stakeholders and referring to others as appropriate.</p> <p>Ensures that the Smartcard printer consumable supply levels are maintained.</p> <p>Effectively completes administrative responsibilities in a timely and organised manner including the inputting, monitoring and printing of reports and the photocopying and word processing of documents, letters, emails and minutes</p> <p>Responsible for sorting all incoming post and ensure distribution to the relevant team members, and to ensure that all out going post is documented accurately.</p> <p>Ensures complaints, comments and suggestions are dealt with appropriately, in accordance with policy, resolving where possible and escalating to line manager when appropriate.</p> <p>Works under pressure with conflicting deadlines; managing workload and resource conflicts to ensure service delivery is not affected.</p> <p>The accountabilities listed here are not an exhaustive list. The post holder could be required to work in other areas of the business and deliver ad-hoc duties as and when directed.</p> |
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| <p><b>Experience, Knowledge, Skills &amp; Qualifications</b></p> | <p>Educated to NVQ 3 level in a relevant subject or equivalent level of qualification or significant equivalent previous proven experience</p> <p>Demonstrable experience of working in an administrative environment and working with computerised data systems</p> <p>Working knowledge of Microsoft Office including Word and Excel</p> <p>Knowledge of NHS issues</p> <p>Awareness of Registration Authority (RA) procedures</p> <p>Understanding of General Data Protection Regulation legislation</p> <p>Clear communicator with good writing, data entry and telephone skills</p> <p>Ability to work effectively as part of a team</p> <p>Able to work on own initiative, organising and prioritising own workload to set deadlines</p> <p>Understand of and commitment to equality of opportunity and good working relationship</p> <p>An ability to maintain confidentiality and trust</p> <p>Ability to travel throughout Devon and the wider South West Region. This job will involve dealing with customers by email, telephone and face to face visits, therefore a full driving licence and access to a car is essential</p> |
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| <b>Delt Standards</b> | <p>In accordance with Delt policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.</p> <p>Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Delt constitution and its' policies and procedures.</p> <p>Work within the requirements of the Delt Health and Safety policy, performance standards, safe systems of work and procedures.</p> <p>Undertake all duties with due regard to the Delt equalities policy and relevant legislation.</p> <p>In a 'people first' environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behaviour for them and their team(s).</p> |
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