

CRONER REWARD JOB DESCRIPTION TEMPLATE

JOB TITLE: Registration and Continuing Professional Development (CPD) Assistant

JOB HOLDER:

Part 1: JOB PROFILE

1 MAIN PURPOSE OF JOB:

To operate the day to day processes associated with registration and CPD to ensure the integrity of the register

2 POSITION IN ORGANISATION:

Reports to the Director of Registration and Resources

3 SCOPE OF JOB:

Integrity of Register data
Registration application processing
CPD processing

4 DIMENSIONS & LIMITS OF AUTHORITY:

Responds to internal and external registration enquiries within criteria agreed by the Director of Registration and Resources.

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5 INTELLECT:

Level: Level 6

Specialist Skills:

- first time resolution for registration queries
 - ability to build relationships with registrants
 - ability to prioritise tasks and meet deadlines
 - ability to create queries and extract data from a database or membership system
 - able to understand information and to respond to queries within set guidelines
 - clear written and verbal communication and interpersonal skills, including an ability to adjust communication style to various stakeholders
 - Able to use Microsoft Office and search the internet
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JOB HOLDER: _____

IMMEDIATE SUPERIOR: _____

CRONER REWARD JOB DESCRIPTION TEMPLATE

JOB TITLE: **Registration and CPD Assistant**

JOB HOLDER:

Part 2: DUTIES & KEY RESPONSIBILITIES

Integrity of Register data

- Use existing queries and/or develop new queries, to extract information from the Integra database.

Registration application processing

- Understand the different registration pathways, in particular for those applicants wanting to apply from overseas without a UK recognised qualification.
- Produce and dispatch certificates and ID cards to new and renewed registrants in line with service standards.
- Support the Registration and Resources Officer to ensure all new graduates have provided evidence of holding professional indemnity insurance to the GOsC. Will include sending reminder letters to those who have not provided the appropriate documentation.
- Check application forms received from UK graduates and non-UK applicants and ensure the Integra database is updated accordingly.
- Process application, restoration and renewal of registration forms, including fee payments, accurately and promptly in line with service level agreements.
- Understands when to apply processes around non-practising status changes and the return to practise process.
- Update registrants' records promptly and accurately where there is an address or status change.
- Contact third party organisations regarding Enhanced Checks for Regulated Activity requests.
- Ensure all information is saved on network drive and logged to a registrants' record on the Integra database.
- Monitor the websites of former registrants to ensure they are not advertising as registered osteopaths. Send appropriate correspondence and handle follow-up enquiries.
- Propose ways in which the registration application processing can be enhanced.
- Assist with the data quality reviews of the Register information.

CPD processing

- Respond to CPD queries both verbally and in writing using existing templates. This includes providing information on the CPD process and interpretation of our guidance to decide whether activities count as CPD.
- Log all incoming paper CPD forms.
- Return any incomplete forms to registrant.
- Undertake the audit and assessment of annual summary weekly.
- Undertake the audit and assessment of CPD record folders.
- Communicate the results of CPD audits to osteopaths by letter
- Participate in CPD Discretion meetings.
- Provide the Director of Registration and Resources with weekly processing statistics.
- Understand the new CPD scheme (effective from October 2018) and advise registrants when queries arise.
- Propose ways in which the CPD processing can be enhanced.

Inter-regulatory Registration group

- Support the Director of Registration and Resources with the administration of the inter-regulatory Registration group¹.

Query resolution

- Respond to general and specialist enquiries from registrants, osteopathic organisations, students and members of the public related to registration and CPD in line with service level standards.
- Ensure all correspondence, including telephone notes, related to queries raised by registrants are logged on Integra database and attached to registrants' record.

Policy/process development

- Propose areas of process development/improvement.
- In-conjunction with the full team, undertake regular reviews of the Registration Manual to ensure accuracy and currency of data.

Team working

- Be a positive team-player who can propose ways of improving departmental processes.
- Ensure positive relationships exist with colleagues from other departments.
- Provide cover for any team member during periods of absence.

This is not a definitive job description. You may be required to undertake such other tasks of a comparable order as are reasonably requested from time to time.

¹ Note that the Director of Registration and Resources is the chair of the inter-regulatory Registration group