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**Role description**

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| Post: | Registration support |
| Location: | Cardiff |
| Pay Band: | A1 £18,307 - £21,840 |
| Line Manages: | n/a |
| Reports To: | Registration team officer |
| Type of contract: | We have a number of permanent and fixed term posts |

**Job purpose**

The role’s main purpose is to maintain the Register of Social Care Workers. This consists of processing the information of applicants and registrants and providing support through telephone, email and occassionally face-to-face.

Welsh language skills are essential.

**Key responsibilities**

* To maintain the Social Care Wales Register of Social Care Workers including:
  + Reviewing, processing and storing information supplied by users to ensure essential criteria for registration is met and data is accurate.
  + Updating registrants personal and employment details
  + Processing payments for registration
  + Collating information to assist the production of reports for internal committees
  + Data cleansing
* To provide good customer support through telephone, face to face and email advice and support to external and internal customers, stakeholders and staff including:
  + Registration queries
  + Offering advice on qualifications
  + Supporting the use of the online system
  + Advising employers
* Undertake such other duties appropriate to the level of the post that may reasonably be required.

**Person specification**

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| --- | --- |
| Post: | Registration support |

We expect all our staff embrace and demonstrate behaviour that is in line with our Organisational Values.

**Respect Everyone:** Seeing people as Individuals and treating everyone with dignity and respect

**Professional Approach:** Acting responsibly and appropriately, holding each other to account.

**Always Learning:** Improving ourselves and supporting others to be the best we can be.

**Involve People:** Encourage and enable everyone to work together

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|  | **Essential** | **Desirable** |
| **Experience** | Working in a customer service environment  Using Microsoft office suite specifically word, outlook and excel  Working effectively as part of a team | Using an electronic records management system/database |
| **Skills and attributes** | Able to read, write and speak Welsh fluently.  Ability to effectively organise and prioritise workload as the needs of the customer and team require  Able to follow procedures and process data methodically and accurately  Effective communication skills  Ability to scrutinise data to ensure accuracy  Embraces continuing improvement and change  Displays a proactive approach to problem solving | Ability to instruct and guide users through an online process |

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**Confidential**

**Application form**

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| --- | --- |
| Post applied for: | **Registration Support** |

For HR use only:

|  |  |
| --- | --- |
| Candidate Reference Number |  |

**Application form Confidential**

This form will need to be photocopied, please type or write clearly in black ink – Please do not remove any of the perforated pages.

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| --- | --- | --- |
|  | | |
| **Personal details** | | |
| Last name - Mr/Mrs/Ms/Miss | | |
| First Names(s) | | |
| Home Address | | |
| **Telephone No.** | Daytime: | Home: |
|  | Mobile: | e-mail: |

**References**

Please give details of two previous employers to whom we may apply for a reference. One of these must be your present or most recent employer - if applicable.

**References for all shortlisted candidates will be taken up prior to the interview.**

**If you do not want us to contact your referees at this stage please tick the box:**

|  |  |
| --- | --- |
| 1. Name: | 2. Name: |
| Job Title: | Job Title |
| Capacity: | Capacity: |
| Address: | Address: |
| Postcode: | Postcode: |
| Telephone: | Telephone: |
| e-mail: | e-mail: |

**Relationships**

Have you any friends or relatives employed by the Social Care Wales? If so, please provide name(s) and relationships with those named:

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**Legal status to work in the UK**

Do you have the legal right to work in the UK? Yes/No

If ‘YES’ but there are conditions attached, for example start or finish dates, please give details:

If ‘NO’ what type of permit do you require?:

**Availability**

Are there any dates during the next two months when you cannot attend for interview?

**Education/qualifications**

Please give name and type of establishment, beginning with Secondary School and list qualifications gained.

| **Establishment** | **Qualifications** |
| --- | --- |
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**Membership of professional bodies and professional qualifications**

Please give details of your membership of professional bodies and the level of qualification attained.

| **Date** | **Professional Organisation** | **Level of membership attained** |
| --- | --- | --- |
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**Additional training**

Please detail any further or specialist training undertaken or continuing professional development.

**Employment**

If you are a school/college leaver include details of holiday jobs.

**Present or last employer**

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| --- |
| Name, address and nature of business: |
| Position held and responsibilities: |
| Dates (Month and Year) From: To: |
| Salary (now or on leaving): |
| Notice Period: |
| Reason for leaving: |

**Previous employers**

Starting with the most recent. Add more rows if necessary.

| **Name and nature of business** | **Position held and responsibilities** | **Duration - months and years** |
| --- | --- | --- |
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**Person Specification**

Please explain how you meet the following criteria by providing examples from previous experience *(please note: the boxes will expand as you write in them)*

**Essential**

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| Working in a customer service environment, including experience of answering phone calls and use of Microsoft Office |
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| Working effectively as part of a team |
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| Effectively organising and prioritising workload |
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| Following procedures and processing data methodically and accurately |
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| Able to read, write and speak Welsh fluently. |
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| Scrutinizing data to ensure accuracy |
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| Showing a proactive approach to problem solving |
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**How did you hear about this position?**

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**Declaration**

I confirm that the details of this application and the evidence of competency provided in support of it, are to the best of my knowledge true and accurate; and I consent to Social Care Wales processing, by means of a computer database or otherwise, any information I have provided for the purposes of employment with Social Care Wales.

Signature**:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_