

## Job Description

<b>Division:</b>	<b>Central Functions</b>
<b>Job Title:</b>	<b>Registration Authority (RA) Agent</b>
<b>Band:</b>	<b>AFC Band 4</b>
<b>Location:</b>	<b>University Hospital of North Staffordshire</b>
<b>Hours of Duty:</b>	<b>8:30am – 4:30pm Mon - Fri</b>
<b>Managerially Accountable To:</b>	<b>Registration Authority Manager &amp; Privacy Officer</b>
<b>Professionally Accountable To:</b>	<b>Registration Authority Manager &amp; Privacy Officer</b>
<b>Key Relationships:</b>	<b>Director of IT; Director of Business Strategy &amp; Planning; Director of HR; RA Leads, Information Governance Manager</b>

### Role Summary

Responsible for the day-to-day support of the local Registration Authority including the issuing and updating of smartcards to users whilst adhering to the National Registration Authority processes. Liaise with departments and staff in order to support the operational needs of the local Registration Authority Team.

### Key Areas/Tasks

- Undertake the work of the RA service and in particular the issue of Smartcards and associated role profiles in compliance with the National and local registration policies and procedures.
- Provide an effective administration service so that documentation is raised as required, and ensure it is suitably tracked, answering queries and chasing progress as required, processed in a timely fashion on the National RA systems and local RA information systems, and stored in compliance with the Data Protection Act 1998.
- Maintain personal and professional development to meet the changing demands of the post and participate in appropriate training activities.
- To ensure that all duties are carried out to the highest standard, and in accordance with current quality initiatives within the work area.
- To assist the Privacy Officer in a supportive function.

### Communication & Relationships Skills

- Responsible for communicating advice and instructions to users and sponsors.
- Excellent communication skills and able to liaise effectively with staff at all levels.
- Able to explain RA matters to non-RA staff. This will require excellent communication skills to liaise with all levels of staff, understand the access requirements being requested and then interpret the requirements using the Role Based Access Control (RBAC) and Position Based Access Control (PBAC) models.
- To develop and maintain effective working relationships with colleagues.
- Handle queries about verification of applicants or sponsors identity. This requires tact and diplomacy, as the information required is sometimes perceived as sensitive by applicants and sponsors.

### Knowledge, Training & Experience

- Administration Diploma level, A-levels, NVQ 3 or RSA 3 or equivalent or educated to GCSE level (5 minimum at A-C) and 3 years suitable experience.
- ECDL or evidence of strong IT skills.
- Specialist knowledge of RA processes.
- Undertake further training as necessary.

### Analytical & Judgemental Skills

- Have a detailed understanding of the RBAC and PBAC models to provide guidance and assistance to sponsors in the selection and modification of role profiles, as there is more than a straightforward range of options available.
- Respond to and resolve user RA problems as and when they arise or escalate to the National Service Desk if required. This requires analysis of the situation to fully understand and interpret the problem, followed by the comparison of a range of options to resolve the problem. In addition, planning and organisation skills will come to the fore to ensure problems are resolved in a timely fashion regardless of any previously planned activities.
- Validate new/temporary/locum users with appropriate ID, add new users to the system and issue smart cards to enable system access.
- Liaise with IT Support to ensure relevant hardware e.g. smartcard reader is available to users.
- Ensure new users are able to access the system.
- Allocate each user to one of a series of defined position categories (PBAC) and ensure user access rights comply with applicable policies.
- Amend user access rights when users change roles.
- Remove access rights for users leaving the Trust.

### Planning & Organisational Skills

- Able to plan and organise a number of activities and continually reprioritise to meet changing deadlines and in response to unforeseen problems or events.
- Maintain user access according to policies and procedures.
- Continually assess the latest procedures with a view to advising departmental leads on updates and improvements to working practices.

### Physical Skills

- This requires advanced keyboard skills, as both speed and accuracy are important.

### Responsibility for Patient/Client Care

- Incidental contact with patients/client care.
- Ensure that if a patient cannot give their consent the appropriate security policy is active and adhered to, protecting the patient's confidentiality.

### Responsibility for Policy/Service Development

- The post-holder will comment on proposed changes to the local procedures and working practices to take advantage of opportunities for improvement.
- Responsible for adherence and implementation of developed RA policy.

#### Responsibility for Financial and Physical Resources

- Responsible for the safe use of the RA equipment, its safe storage when not in use and ensuring it is adequately maintained.
- Maintain upkeep of RA workstation e.g. Data card printer.

#### Responsibility for Human Resources

- Provide basic training to users and sponsors.
- Act as a resource for the advice, support and guidance of sponsors and staff on all RA and associated administrative matters.

#### Responsibility for Information Resources

- Update appropriate local RA information systems to support the RA team in extracting management and statistical information.

#### Responsibility for Research and Development

- To undertake surveys or audits as appropriate to own role.

#### Freedom to Act

- Able to act independently & show initiative, but within guidelines, within a changing and demanding environment.
- To take account of national and local policies and guidelines in the execution of a project.
- Be proactive in developing and updating administrative procedures to ensure the smooth running of the department.

#### Physical Effort

- The working day will consist of light physical effort, a combination of sitting, standing and walking.

#### Mental Effort

- Regularly required to concentrate for investigating and analysing complex information, data and policies whilst managing conflicting priorities requiring immediate response.
- Ability to work under pressure and meet deadlines.

#### Emotional Effort

- The ability to remain confident and calm under pressure, in order to propose solutions to complex or controversial problems.

#### Working Conditions

- There is a requirement to use VDU equipment for most of the working day.

#### **Personal/Professional Development**

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence.
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

### **Standards of Behaviour**

- Managers who have responsibility for supervising/managing people must comply with the guidelines that can be found in the “Code of Conduct for NHS Managers”.
- The principles of “Improving Working Lives” must be upheld at all times.
- To promote and practice customer care and to act in a manner which presents the good image of the Trust.
- To contribute to improving standards, performance and efficiency.
- To work to the standards set out in the Data Quality Policy and to promote E&D and H&S standards.

### **Health and Safety**

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.
- To co-operate with University Hospital of North Staffordshire Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.

### **Confidentiality**

- To ensure that confidentiality is maintained at all times and that data belonging to the Trust is protected.

### **Equality and Diversity**

- To promote equality and diversity in your working life ensuring that all the staff you work with feel valued and treated in a fair and equitable manner.

### **Infection Control**

Infection Control is everyone’s responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts’ Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of Healthcare Associated Infections including MRSA.

All staff employed by the UHNS Trust has the following key responsibilities:

- Staff must wash their hands or use alcohol gel on entry and exit from all clinical areas and between each patient contact.
- Staff members have a duty to attend mandatory infection control training provided for them by the Trust.
- Staff members who develop recurrent skin and soft tissue infections and other infections that may be transmittable to patients have a duty to contact Occupational Health.

### **Safeguarding Children, Young People and Vulnerable Adults**

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines. All health professionals who come into contact with children, parents and carers in the course of their work have a responsibility to safeguard and promote the welfare of children and young people up to the age of 18 years of age as directed by the Children’s Act 1989/2004. Health professionals also have a responsibility

even when the health professional does not work directly with a child but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role

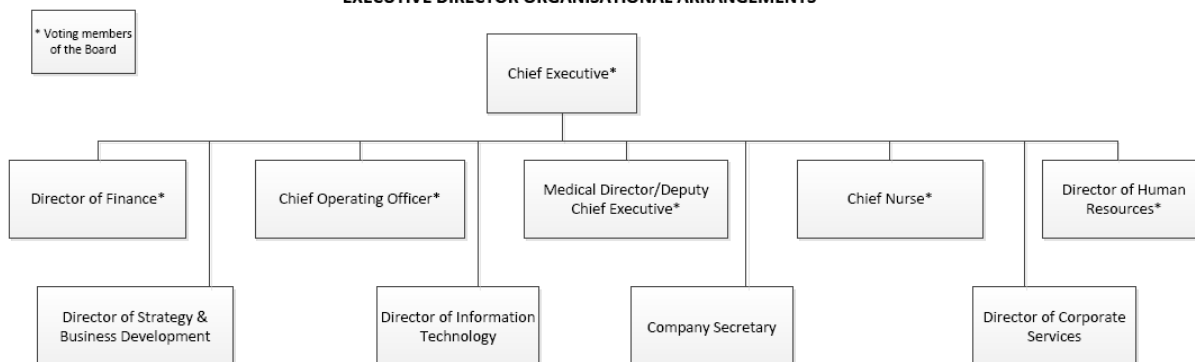
This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trusts intranet, or alternatively copies can be obtained from the Human Resources Directorate.

Signed Employee \_\_\_\_\_ Print \_\_\_\_\_

Signed Manager \_\_\_\_\_ Print \_\_\_\_\_

Date \_\_\_\_\_

**EXECUTIVE DIRECTOR ORGANISATIONAL ARRANGEMENTS**





**RA Agent**

**Person Specification**

Requirements	Essential	Desirable
<b>Education and qualifications</b>	<ul style="list-style-type: none"> <li>Administration Diploma / A-levels/ NVQ 3 or RSA 3 or equivalent or educated to GCSE level (5 minimum at A-C) and 3 years suitable experience.</li> </ul>	<ul style="list-style-type: none"> <li>European Computer Driving Licence (ECDL) or similar</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of working in a Registration Authority.</li> <li>Experience of using IT equipment and software including MS Word and Excel.</li> <li>Proficient in the use of Internet based software.</li> <li>Specialist knowledge of RA processes</li> <li>Understanding of a range of work procedures and practices, including non-routine.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of improving work procedures and practices.</li> <li>Experience of ESR</li> <li>Understanding and knowledge of health service information systems and the role of Information Governance.</li> </ul>
<b>Skills, ability and knowledge</b>	<ul style="list-style-type: none"> <li>Excellent communication skills and able to liaise effectively with staff at all levels.</li> <li>Able to explain RA matters to non-RA staff</li> <li>Able to plan and organise a number of activities and continually reprioritise to meet changing deadlines and in response to unforeseen problems or events.</li> <li>Able to analyse a wide variety of sometimes complex situations / information and make decisions within guidelines.</li> <li>Able to act independently &amp; show initiative, but within guidelines, within a changing and demanding environment.</li> <li>Able to remain calm, polite, tactful and persuasive when</li> </ul>	





	<p>problems occur.</p> <ul style="list-style-type: none"><li>• Excellent standards of administration and record keeping, ensuring attention to detail.</li><li>• Excellent excel skills with the ability to review and analyse large quantities of data.</li><li>• Advanced keyboard skills requiring both speed and accuracy.</li><li>• Able to work effectively within a multidisciplinary team.</li><li>• Able to make own travel arrangements.</li></ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"><li>• Adaptable, flexible and a 'Can Do' positive attitude</li><li>• Personal commitment, integrity and enthusiasm</li><li>• Self-motivated</li><li>• Ability to work under pressure and meet deadlines</li><li>• Ability to work in a high profile confidential area and engender position of trust</li></ul>	

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