

Registration Officer

Location: Canary Wharf, London

Reports to: Deputy Registration Manager

Grade: F

Job purpose

Registration Officers are responsible for checking applications and documents from people and premises applying to join the Register to ensure they meet all our requirements. The post holder will also develop an in-depth knowledge of policies and guidance to be able to assess applications and handle complex cases.

Main accountabilities

- To take responsibility for ensuring that the accuracy and integrity of the GPhC Register is maintained and only those pharmacists, pharmacy technicians and pharmacy premises which meet the GPhC's criteria for registration are entered, and subsequently renewed or removed, in line with policies and timeframes.
- To process applications in CRM accurately and efficiently, following procedures and organisational standards.
- To apply a person-centred approach to complex cases demonstrating good problem-solving skills and showing empathy.
- To quality assure own and colleagues work, spotting and raising issues appropriately.
- To recognise where improvements can be made and suggest solutions, particularly in relation to team processes and communication.
- To capture and record information in CRM and other systems.
- To open post, check documentation and information provided with applications to ensure an application has been made in line with registration rules and legislation, liaising with customers where more information is needed.
- To identify and flag any issues and potential risk on individual cases to Fitness to Practice colleagues for further investigation.
- To establish and maintain relationships and effective communication channels with colleagues, working collaboratively to resolve more complex issues.

- To assist in other parts of the Customer Service Team where needed.

Knowledge and skills for this job	Essential	Desirable
Excellent attention to detail with experience of working in a customer services environment dealing with high volumes of processing and data entry.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
IT proficient with the ability to quickly learn new systems, including CRM and record management systems.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent written communication skills and experience of providing written replies to customers. The ability to draft bespoke answers in professional, clear, concise language.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Good verbal communication skills and experience of effectively handling customer enquiries by phone.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Able to quality assure your own work, ensuring it is accurate and delivered on time.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Active team player, demonstrating behaviours of helping colleagues, sharing information, identifying and solving process and efficiency issues, as well as flexibility to ensure that Service Level Agreements are met.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Target driven with the drive and desire to ensure that all individual and department targets are achieved.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A pro-active, “can do” approach to helping customers, and the tenacity to ensure that answers are provided to customers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Apply the relevant management systems, procedures, policies and training related to risk management, health and safety, information security, data protection and business continuity.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Apply and manage the diversity and equality policy and practice pertinent to the role.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

The knowledge and skills required for this role may change according to the needs of the GPhC and you will be required to perform any other reasonable duties as may be assigned from time to time.