![Care Quality Commission logo]

Job Title	Registration Assessment Senior Officer (RASO)
Job Purpose	• Working within the Registration team to assess a range of focused assessment and medium risk registration applications in an efficient and robust way • Use a range of information to assess and make recommendations on applicants' fitness for registration • Ensure collaborative working with registration support, inspection, NCSC, and other internal and external stakeholders • Undertake appropriate development whilst in post
Responsibilities/ Accountabilities	The Registration Assessment Senior Officer (RASO) will undertake a range of tasks as part of their role. These are specifically, but not exclusively: • Delivering all elements of focused registration assessments, formulating judgements, and making recommendations in relation to a range of application types, progressing to other assessments as part of continued development • Making recommendations and judgements in keeping with CQC methodology and in line with the scope of registration and other relevant guidance and legislation • Ensures the escalation of regulatory risk in line with ways of working and the scheme of delegation • Using professional judgement and risk analysis to evaluate complex information and assess applications accordingly • Delivering individual workload as well as working flexibly as part of a team, undertaking additional tasks as required • Updating the relevant systems to ensure records are maintained and an accurate audit trail is recorded that supports judgements made on registration applications • Using autonomy appropriately to assure safety and quality of registration applications and decisions • Scrutiny and analysis of background and supporting information to determine compliance or non-compliance by applicants with regulations, at the point of registration • Building positive and open internal and external stakeholder communication throughout the registration process • Prioritising and scheduling work that considers ongoing discussions with line managers and applying knowledge of applicants' timescales and other known risks • Information exchange with the inspection teams and proactively alerting colleagues to risks

	• Delivering against current and relevant KPIs (key performance indicators), and taking accountability for progress on all applications • Taking part in continuous improvement initiatives to help study, design, and test new ways of working, in streamlining and centralising tasks or application types • Complete all mandatory and developmental training and within the required timescales • Complete cygnum accurately to reflect the work that has been completed week
Knowledge, Skills, and Experience	**Essential** • Experience of working in a responsive, flexible, and targeted way and able to work remotely • Experience of meeting KPIs and working in an environment where work is produced within timescales • Experience of managing a caseload of work and prioritising effectively • Stakeholder engagement skills and the ability to build relationships with people at all levels of seniority • IT literate with a thorough understanding of Microsoft Office packages • Experience of using analytical information and robust evidence to inform decisions against a risk-based methodology • Experience of articulating coherent rationales for action, based upon robust, corroborated evidence • Excellent verbal and written communication skills, being able to write clear and concise reports • Excellent customer service skills, able to respond professionally to queries from external stakeholders, to explain complex information clearly and use questioning skills to extract relevant information • Able to take a proactive approach to self-development and show a willingness to move out of your comfort zone **Desirable** • A background within Health and Social Care would be preferable but is not essential • Experience of using customer relationship management (CRM) software • Experience of operating in a professional, autonomous, and risk-based decision-making environment • Experience conducting interviews