Science Council

Senior Registration Officer – Job Description

Title: Senior Registration Officer
Salary: £27-29k
Working Hours: Full time, 5 days a week (1 FTE)
Type of contract: Permanent
Reports to: Registration and Licensing Manager

Working Location:
The Science Council’s office is based at 71 Central Street London, EC1V 8AB. This role will be flexible between the office and home working with some London and UK-travel expected. (Please note during the COVID pandemic all staff are currently working remotely.)

Background:
The Science Council sets the standards for practising scientists, through professional registration.

We believe that every scientist has a responsibility to society, and themselves, to work with integrity, keep their skills and knowledge up to date and consider how their efforts affect the world around them.

The Science Council licenses science professional bodies to award one or more of the Science Council Registers to their members: Registered Science Technician (RSciTech), Registered Scientist (RSci), Chartered Scientist (CSci) and Chartered Science Teacher (CSciTeach).

The Science Council also works with companies and organisations that employ or engage with practising scientists and science technicians. The companies are encouraged to sign up to our Employer Champion programme, through which they commit to promoting and embedding professional registration among their staff, as well as providing an environment in which registrants can meet their continuing professional development (CPD) standards and adhere to their codes of conduct.

The Senior Registration Officer ensures that the process of registration is efficient and appropriate, providing a positive experience for applicants, supporters and assessors. They are responsible for managing our online application system called the Common Application Process (CAP) and for supporting applicants to become registered. The Senior Registration Officer is also responsible for managing our Professional Registration Quality Assurer (external consultant) and for recruiting and training our CAP assessors ensuring that robust quality assurance processes are in place.

Purpose:
To support scientists interested in registration to apply, ensuring they have a positive experience of the process that encourages them to become and remain registered, and to recommend registration to others.

Responsibilities:

Expertise
- Be the charity expert on registration and its requirements, supporting the Registration and Licensing Manager in upholding the standards.
- Be aware of changes in regulation and registration and the aims of the Science Council suggesting improvements to the standards to keep them up-to-date with best practice.
- Be the expert on how to support applicants in their goal of becoming registrants.
- Work closely with colleagues and Employer Champions to keep them up to date and ensure systems as experienced by these stakeholders are efficient and professional.
- Be aware of the requirements of data protection and safeguard registrant data to ensure the Science Council does not breech regulations and operates in line with its policy.
Systems management
- Manage the systems that support the process of registration, ensuring they work effectively, provide a good experience to applicants and minimise effort for staff.
- Manage the database of assessors keeping it up to date.
- Automate as much of the process of managing assessors and allocations as possible.
- The Senior Registration Officer will also automate communication to applicants as well as offering individual support.

Support
- Provide either personally or through part time workers or volunteers, face to face, online and telephone support to those who need help with their applications.
- Provide support to assessors in the logistics of their work and in the approach to assessments.
- Organise online and face to face assessments which may be held in person or virtually.
- Support with the creation and amendments of registration guidance documents and support manuals.

Monitoring and reporting
- Provide the reports necessary to monitor the system to ensure it efficiently enables anyone who has expressed an interest and meets the standards can register in the shortest possible time.
- Provide reports to the management team and for the Board to meet their needs for monitoring and governance.
- Provide reports for grant funders to demonstrate progress in meeting their targets.
- Report on CAP stats and feed this back to the Registration and Licensing Manager (e.g. on a monthly basis), identifying monthly and end of year trends.

Assessors
- Recruit, train, support, allocate and monitor application assessors to ensure a consistent and high quality assessment that enables a high volume of applicants to become registered in a timely fashion without compromising standards.
- Promote good practise and provide feedback to assessors to support them in improving their performance; and where necessary with the support of the Registration and Licensing Manager performance manage poorly performing assessors.
- Work with the Professional Registration Quality Assurer and volunteers to oversee the design and delivery of training and refresher training to assessors either via face to face or virtually to ensure that their skills are kept up to date.

Licensed Bodies
- Work closely with counterparts in Licensed Bodies to support them in improving their processes for registrants for the part of their journey for which they are responsible.
- Work closely with colleagues to ensure invoicing and data transfer between the Science Council and Licensed Bodies works effectively and smoothly.

RAC Committee
- Oversee the quarterly Registration Assessment Committee (RAC). Prepare the relevant papers, follow up actions and report back to the Registration and Licensing Manager and RA with the support of the RAC chair.

Quality Assurance
- Oversee the Quality Assurer role to ensure the consistency of CAP assessments and high quality training for assessors.
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Employees are also required to comply with all Science Council policies and relevant legislation.

You may be expected to carry out other duties which fall reasonably within this role.

This is a description of the job as it is presently constituted. It is the practice of the Science Council to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed.

Person Specification

Qualifications and Experience:

**Required**
- Successful experience in a customer facing role such as retail, hospitality or equivalent with a focus on delivering a high quality customer experience
- Experience of maintaining an accurate and compliant CRM system (e.g. Salesforce)
- Self-motivated with the ability to work autonomously with minimal supervision
- Track record of taking responsibility and delivering results
- Good presentation skills and comfortable leading workshops or similar activities. Has the ability to adapt style and approach to suit the audience
- Successful experience of working as part of a team to deliver joint objectives
- Proficiency with MS Office suite of applications, in particular Excel, Word and PowerPoint

**Desirable**
- Experience working with systems to administer applications (e.g. SurveyMonkey Apply)
- Experience or qualifications in training, facilitating or teaching, ideally adult learners
- Empathy and interest in science and understanding of the science workforce

**Personal qualities:**
- Warm and empathetic and the ability to be clear and firm
- An ability to stay calm and cope with working under pressure
- Highly organised with proven time-management skills
- Good telephone manner
- Able to relate to people of all ages, seniority and experience
- The ability to develop and maintain order and systems
- A personal commitment to an inclusive approach that values diversity

Our team and values:
We are a small team with staff working across a broad range of areas. We are positive and balanced in our promotion of the contribution of scientists and technicians, and collaborative in our approach to debate and discussion.

As a membership organisation and employer, we work for the benefit and well-being of society. We value diversity and work to create an environment in which everyone feels included and valued.

We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.
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Application Information:

To apply for this role, please submit an up to date CV and covering letter via our online application form outlining your suitability for the role according to the job description and person specification.

Closing date for applications: Midnight on Monday 4th January 2021
Interviews: To be arranged for early January 2021

Please apply early as we may bring the closing date forward should we receive a high volume of applications.

Referees will only be contacted post the interview stage.

DATA PROTECTION – By submitting an application you agree that the Science Council collects and manages the information that you provide. Your personal information will be used for recruitment purposes only. Your application will be treated with strict confidentiality.