

ROLE PROFILE –Authorisation Officer Level 3

Authorisation

Career Framework: Matrix / Balancing Level 3 (lower)

Role Purpose:

To assist Authorisation in the delivery of our regulatory objectives. Role holders will be responsible for making timely decisions on a full range of applications, including those that are deemed to be high risk and complex. Decisions will reflect the SRA's risk-based, outcomes-focused approach to regulation. Role holders will be expected to support and coach colleagues to enable KPI and service levels to be met. Role holders will have responsibility for sharing experience, knowledge and expertise and will be required to support key projects.

Outcomes:

- Delivers technical advice and support to colleagues and other internal stakeholders through coaching and other methods. Including the interpretation/production and maintenance of technical material.
- Analyses and interprets data, develops presentation materials for stakeholder engagement and allows for the coaching of individuals/teams, using appropriate procedures/equipment/techniques.
- Contributes to the design and delivery of training to meet business needs whilst minimising operational impact.
- Works with Team Leaders to ensure that volumes and quality of decisions meet KPI's and service levels.
- Takes responsibility for the continuous improvement of quality standards, on an individual and team basis, including business and information system processes.
- Identifies and actions recommendations for improvements to ways of working, in order to enhance the effectiveness and efficiency of Authorisation to deliver value for money services.
- Pro-actively works with colleagues in other functions, to contribute to cross-functional project work delivering outputs on time and to specified quality standards.
- Takes ownership and makes complex technical decisions on applications ensuring active use and referral to the Handbook and other regulatory materials (eg Risk Framework) as appropriate.
- Maintains online information and makes recommendations for amendments to applications and online communication materials including guidance notes, notifications and FAQs.
- Identifies trends in data received and informs Risk Centre as appropriate in accordance with the defined process.

Knowledge, Skills & Experience:

Essential:

- Experience of influencing and constructively challenging internal and external stakeholders.
- Experience of coaching/mentoring colleagues, at all levels, using a variety of techniques.
- Experience to review/analyse/present complex information to a variety of audiences using appropriate methods of communication.
- Takes ownership and makes technical decisions on applications, ensuring active use and referral to regulations, guidance and other regulatory materials (eg Risk Framework) as appropriate.
- Experience of working in an environment where priorities may change, championing a positive attitude and taking responsibility for implementation and continuous improvement.
- Willingness to learn and develop, taking on new responsibilities and adopting a flexible, pragmatic approach to work.
- Experience of working autonomously and under direction, collaborating as part of a functional and/or cross functional team.
- IT literate – comfortable using/interrogating on line systems to input, extract and analyse data.
- Experience/understanding of delivering operational results which support strategic and operational objectives of the organisation.

This role profile is aligned to the internal SRA career framework.

The career framework profile outlines the generic requirements which are common to all roles within this strand/level. The role profile outlines supplementary role specific requirements.

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- Track record of delivering results by owning work and projects, ensuring successful/measurable outcomes.

Desirable:

- Experience of designing learning solutions which incorporate the latest industry standards.
- Experience of working in a regulatory environment.
- Experience of managing a small to medium sized team.

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