

Personal Assistant (PA) Portal - Frequently Asked Questions

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I'm a Personal Assistant looking for employment

How does the PA Portal work?

As long as you are over 18, live in the UK and have a right to work in the UK, you are eligible to register your profile on the PA Portal.

Create your profile and fill in all the sections. Once you submit your profile, it will be sent to the Direct Payment Support Team for approval.

Once your profile has been approved, you will be sent an email confirming this and a Flintshire "My Account" will be created for you, if you don't already have one. Details will be in the emails.

Your profile will be uploaded to the Personal Assistant list and be available for Flintshire County Council Direct Payment Employers to view and shortlist if they think you are suitable.

You can update your profile through your "My Account" if your availability changes or you want to add any additional training or experience. You can also request your profile to be made inactive if you are no longer seeking employment.



We recommend you keep your profile updated with any training and experience. If you have not updated your profile in 3 months we will send you a reminder. If your profile continues to be dormant, we will make your profile inactive.

You can request for your details to be deleted at any time

What information from my profile will be visible to the public?

ALL the details on your profile (including your photo if you choose to upload one) will be visible to the public EXCEPT;

- Surname
- Home phone number
- Mobile phone number
- Email address

How will a potential Employer contact me?

If your profile has been shortlisted by an Employer, they will then request your contact information from the Direct Payment Support Team, please ensure your contact details are up to date.

I'm an Employer looking for a Personal Assistant

This is a free service for any Flintshire County Council Direct Payment recipient.

You can use the filters to narrow down your search. View the profiles and pin any suitable profiles to your shortlist.

Once you have decided who to shortlist, you can request more information about the PA and invite them to interview.

You should continue to liaise with the Direct Payment Support Team through the remainder of your recruitment process.

E-Learning through CLICK (Powered by Grey Matter Learning)

How will I access the training?

Once you have been enrolled onto an e-learning course, you will receive an email to create an account.

To access an existing account go to <https://greymatterlearning.co.uk/> and select sign in, or go to





<https://app.greymatterlearning.co.uk/login>

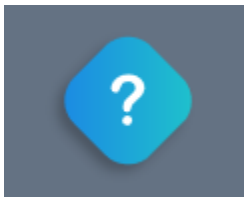
Check out their Getting Started video

<https://content.greymatterlearning.co.uk/video+guides/Click+Getting+Started.mp4>

Who do I contact if I am having problems

If you have any issues you can visit the support page to contact Grey Matter Learning or visit the helpdesk <https://greymatterlearning.co.uk/clicksupport/>

Once you are logged in to your learner dashboard you can access the helpdesk by clicking the help button



How do I translate the page or change the font size

Once logged into your learner dashboard, you can switch on the accessibility toolbar by clicking on your name in the top right hand corner.

The accessibility tool bar allows the learning to be translated, read out loud and the font type, size and colour theme can be changed.

