

Head of Professional Regulation (Adjudication and Associates)

Location: Canary Wharf, London

Reports to: Chief Enforcement Officer and Deputy Registrar

Grade: A

Job purpose

- To lead and develop the Professional Regulation (Adjudication and Associates) team as a high performing cohesive unit, with a focus on service excellence and continuous improvement.
- To lead the team to work collaboratively across the Enforcement Portfolio to deliver a proactive, good quality hearings function.
- To contribute to the delivery of strategic objectives and the business improvement programme. Leading a team that ensures that allegations concerning registrants' fitness to practice (FtP) are scheduled and administered at hearing in line with quality, timeliness, and cost objectives.
- To oversee the effective governance processes to ensure that our committee members, associates, and partners are supported to service the GPhC's broader regulatory requirements.

Main accountabilities

- As the senior operational lead for the Adjudications function, you will provide up-to-date expertise and advice to the Executive and GPhC Council on all related issues to support the development of strategies and initiatives that deliver the Council's overall vision and corporate objectives.
- Ensure that the Adjudication and Associates team is adequately resourced and developed to work cohesively as a unit; manage the performance of the team to ensure that they deliver good quality services in line with agreed policies, procedures and standards and objectives for quality, timeliness, and cost.
- Ensure that data relevant to each matter is recorded accurately and that management information reports are produced and proactively used for performance monitoring purposes and relevant action.
- Develop, implement, and oversee systems for effective quality assurance and training and development for team including individual coaching to support individual development.

- Actively contribute to and take responsibility for strategic planning and formulation of policies as part of the Enforcement senior leadership team. Identify and implement short-term business improvements with quantifiable quality, timeliness and/or cost benefits without the degradation of service standards for business-as-usual activities.
- Act as business lead in the part of the business improvement programme relevant to ensuring that the team is prepared and appropriately resourced to contribute to the implementation of the business improvement programme and introduction of new processes and procedures.
- Manage the team’s budget in line with the GPhC’s financial policies and processes, within delegated authority, ensuring the efficient and effective use of resources to deliver value for money.
- Lead the support for the Chair of the Appointment and Assurance Committee in the recruitment, appointment, training and development, performance review and performance management of members of the GPhC’s statutory committees.
- Build constructive relationships with key senior internal and external stakeholders to add value and ensure service is delivered in line with Customer Service Standards which enables the GPhC to communicate effectively.
- Chair meetings of the Determination Review Groups (administration, quality and thematic) ensuring that feedback on learning points from this and other routes about performance or behaviour is appropriately logged, routed, and dealt with.
- Develop and maintain effective liaison with the Chair of the independent Appointments and Assurance Committee and others to ensure the Chief Executive and Registrar can provide adequate assurance and risk.
- Ensure high quality processes exist for the recruitment, induction, training, allocation, performance management and quality assurance of panel members and clinical/legal assessors servicing the adjudication function, as well as all other categories of associates who support the GPhC’s remit.
- Represent the adjudication function, enforcement portfolio and /or GPhC at internal or external events as required.
- Deputise for the Chief Enforcement Officer as required.

Knowledge and skills for this job	Essential	Desirable
Educated to degree level, preferably with a relevant legal qualification.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Significant experience and achievement in a senior operational management role, preferably regulatory hearings, tribunal, or court services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Outstanding people leadership skills and proven ability to motivate, develop and hold to account diverse teams.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent interpersonal, influencing and presenting skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Highly developed analytical skills, and a proven ability to think critically and challenge the status quo.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience of leading performance improvement and change.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Knowledge and skills for this job	Essential	Desirable
Proven ability to work in partnership with a complex range of stakeholders, building and leveraging relationships to achieve corporate objectives.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sound working knowledge of Windows based software packages, including Word, Excel, databases, electronic mail, and the internet including the ability to manipulate data.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A high level of personal integrity, professionalism and confidentiality	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to apply and interpret procedures, policy and law as it relates to GPhC's adjudication function.	<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"/>
A commitment to and understanding of the importance of equality and diversity within the environment that the GPhC operates	<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.