

Professional Regulations Manager

Location: Canary Wharf, London

Reports to: Head of Professionals Regulation (Casework and Resolution)

Grade: B

Job purpose

To lead and manage teams within the Professionals Regulation team in the end-to-end management of fitness to practise cases in line with quality, timeliness and cost objectives and in compliance with operational procedures, legislation, rules and case management directions. You will manage through others, ensuring proportionate, proactive and good quality regulation. You will contribute to and lead on improvements across the portfolio, working collaboratively to achieve our aims.

You will lead on Performance across the investigations teams, monitoring and reporting on case progression against the Casework and Resolution team's objectives. You will be a decision maker and responsible for high quality decisions made in accordance with our processes, which are proportionate, consistent and fair, taking account of our overarching statutory objective to keep patients safe, our published standards and relevant case law.

Main accountabilities

- Effectively lead and manage the performance and development of teams within Professionals Regulation, ensuring that the team and individuals meet their individual and collective objectives and targets.
- Lead on the monitoring and reporting of performance across the teams in Casework and Resolution.
- Contribute to wider performance meetings, ensuring data tools are readily available, shared with teams and updated where necessary.
- Ensuring that the teams operate as a cohesive unit, are supported, developed, and coached to enable them to deliver proactive, good quality regulatory services.
- Manage through others, driving performance and change improvements across the wider team.
- Champion change within the team to deliver improvements to service delivery and proportionate outcomes in cases, while complying with regulatory and legal requirements.
- Work collaboratively with peers to ensure consistency in quality across teams, and to use resources efficiently and effectively to deliver individual teams and collective team objectives and targets.
- Effectively manage information and concerns received by the GPhC related to the fitness to

practise of pharmacy professionals, from the point of acceptance for investigation through to resolution, whether at the end of the investigation or after being considered by the Investigating Committee or the Fitness to Practise Committee. Working collaboratively with staff across Professionals Regulation.

- Make objective, evidence-based decisions on the disposal of cases. Draft decisions on the outcome of a case which are clear and robust.
- Work supportively with peers, without direction, to problem solve wider issues. Support and take ownership of the implementation of improvement workstreams, ensuring change is embedded and monitored across the team.
- Ensure that all information received by the GPhC concerning Pharmacy Professionals' fitness to practise is managed effectively and securely from receipt to closure, in accordance with the GPhC's governing legislation, rules, policies and procedures.
- Work collaboratively with colleagues across the enforcement portfolio ensuring links between systems and professionals regulation are utilised to deliver proportionate regulation where appropriate, sharing information and soft intelligence.
- Provide accurate and up to date advice as necessary to appropriate staff across the GPhC in relation to specific cases/investigations; and, if required, provide general advice (and relevant training as requested) in relation to legal / investigative matters relevant to the conduct of fitness to practise investigations, including rules and regulations, evidence-gathering, disclosure, technical/procedural issues, and construction and preparation of cases.
- Maintain up to date knowledge of developments in fitness to practise and regulatory case law and best practice in the investigation of complaints and management of cases, including any guidance issued by the PSA, and ensure that other members of the fitness to practise teams are updated in turn.
- Build effective working relationships with internal and external stakeholders. Engage, as appropriate with any internal or external audit of the team's performance; implement agreed recommendations from audit appropriately and within agreed timescales.
- Represent or deputise for the Head of Professionals Regulation team and other managers in the directorate as appropriate.

Knowledge and skills for this job	Essential	Desirable
Significant experience of successfully managing people and their performance, including business planning and objective setting; making the best use of people's skills to achieve business objectives while motivating and developing staff.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Proven track record of managing performance and process improvement to ensure delivery to required quality and timescales. Including the ability to identify and implement improvements to procedures and processes to enhance service delivery.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience of successfully managing and working within a multidisciplinary team.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Detailed knowledge of investigative methods, rules of evidence and the legislative and policy framework in the healthcare regulation environment. Including the ability to assimilate, understand and interpret complex legislation in relation to medicines, controlled drugs and the practice of pharmacy.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Positive and proactive role model for change, striving for high standards and continuous improvement in the way work is done.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Proven track record of effective case management against agreed targets in a high volume environment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience at contributing to and drafting policy and procedural documents.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to analyse, manage and problem solve complex and sensitive issues.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to champion the development, implementation and use of new systems and procedures, including through use of information and communication technology.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A high level of written and verbal communication skills with internal and external stakeholders.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to work with the Microsoft Office suite, case management systems and to grasp new systems quickly.	<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"/>
Apply and manage the diversity and equality policy and practice pertinent to the role.	<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.