

Assessment Officer

Location: Canary Wharf, London

Reports to: Assessment Manager

Grade: E

Job purpose

Assessment Officers are the gatekeepers to the Fitness to Practise process and are therefore crucial to the success of the General Pharmaceutical Council's (GPhC) role in protecting the public and maintaining public confidence in pharmacy. Assessment Officers assess all concerns received by the GPhC and are key decision-makers in determining initial enquiries and recommendations for whether a concern should be referred forwards for more formal investigation, signposted elsewhere or closed. Assessment Officers carry out relevant enquiries to inform those decisions and to ensure that communications are tailored to the circumstances of a concern and the needs of those involved.

In order to ensure that case progression decisions are appropriately informed, justified and proportionate Assessment Officers liaise with Inspection colleagues as well as other internal and external stakeholders at varying levels of seniority, such as NHS bodies, Pharmacy Superintendents, Police and other healthcare regulators. They are also required to ensure that recommendations are prepared and presented with accurate and relevant factual summarises, as well as supported by good explanatory reasoning.

In making enquiries, explaining our role to external stakeholders and communicating the decisions following their initial assessment, Assessment Officers are ambassadors for the GPhC with a commitment to excellent customer service. This includes the skills and adaptability to communicate in an accessible manner to people who are unfamiliar with healthcare regulation. Assessment Officers need to be tactful, have empathy, and a willingness to communicate in a way which seeks to ensure that the particular individual being dealt with is best placed to understand our role, and our decision reasoning.

Main accountabilities

- To make prompt, reasoned and well-informed decisions about whether a concern we have received should be referred for formal investigation, closed or subject to some limited further enquiries. The Assessment Officer will make sure that concerns referred for investigation are promptly and suitably prepared, and that cases not referred for formal investigation are signposted appropriately.

- To undertake reasoned risk assessments and use such assessments to inform recommendations for case progression, including the potential need for emergency measures.
- To have confidence in taking the initiative in communicating with people who raise concerns, recognising that telephone calls are often more effective and meaningful than written correspondence.
- To ensure that decisions are communicated in a way that is tailored to the needs of the person who has raised the concern, and that we explain the reasons for our decisions clearly.
- To manage concerns in a timely fashion and within operational policies and our statutory framework, as well as making sure that quality standards are maintained, including in maintaining clear records about decision making.
- To liaise with and respond to queries from internal and external stakeholders, including customer services staff, registrants, members of the public and witnesses, managing issues directly and, where appropriate, escalating the issue or referring the query on.
- To build and maintain effective working relationships with internal and external colleagues and stakeholders, demonstrating a person-centred approach and a commitment to contributing to an efficient, effective, proportionate and collaborative approach to case management and investigation.
- To carry out such other duties across the Assessment Team as required.

Knowledge and skills for this job	Essential	Desirable
An inquisitive mind with a commitment to helping people to get answers, where appropriate, to the concerns which they have raised.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Competent to work autonomously and on own initiative under pressure to prioritise work and ensure that operational KPIs are achieved and quality standards upheld.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Successfully be able to apply problem solving skills within a framework of operational guidance, and to identify when matters require escalation.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to successfully manage significant numbers of cases requiring varying degrees of input, ensuring that correspondence and electronic records are maintained accurately.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Identify and suggest improvements to procedures and processes, and willingness to assist with the development of operational policies.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent written and oral communication skills, with an ability to adapt messages for different audiences; as well as to influence and deal tactfully with a wide range of people.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
An appreciation of the need for appropriate confidentiality, and the requirement to work in accordance with GDPR.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Knowledge and skills for this job	Essential	Desirable
A good working knowledge of key IT packages, including Microsoft Word and Outlook, and the ability to acquire new IT skills as required.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to understand and apply relevant legislation, professional standards guidance and other regulatory guidance documents.	<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"/>
Experience of case management systems and successful use of electronic records management software.	<input type="checkbox"/>	<input checked="" 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.