

# Appointment of Chief Standards Officer 9 to 12-month Contract / Secondment

## Candidate information pack

April 2025



# An introduction

The General Pharmaceutical Council (GPhC) is the regulator for pharmacists, pharmacy technicians and registered pharmacies in Great Britain. Our main job is to protect, promote and maintain the health, safety and wellbeing of members of the public by upholding standards and public trust in pharmacy.

We are a statutory organisation set up by the UK and Scottish parliaments, and we are independent from government and those we regulate. Our role and functions are set out in legislation called the Pharmacy Order. We are funded by fees paid by the pharmacists, pharmacy technicians and pharmacies that register with us. We have a governing council made up of seven pharmacy professionals and seven members of the public. Our chief executive and registrar, Duncan Rudkin, is accountable to this governing council.

Our main work includes:

- setting standards for the education and training of pharmacists, pharmacy technicians and the pharmacy team
- registering and listing publicly the pharmacy professionals and pharmacies that provide care to patients and the public
- setting standards and guidance for pharmacists, pharmacy technicians and pharmacies which describe how safe and effective care is delivered
- inspecting pharmacies to make sure they are meeting our standards
- requiring pharmacists and pharmacy technicians to carry out and record revalidation activities annually, to demonstrate they are keeping up-to-date and reflecting on their practice
- investigating concerns about the people and pharmacies we register, and taking proportionate action to protect the public





Our work is informed by what we learn from our regulatory activities and by listening to and learning from patients' lived experience. We share our learning to help promote continuous improvement.

We also work closely with many different people, groups and organisations, which includes:

- **Patients and the public:** We regularly work with patients, carers and users of pharmacy services, and the groups that represent them to inform the development of our policies and the way we regulate.
- **Professional leadership bodies:** We work collaboratively with the Royal Pharmaceutical Society and the Association of Pharmacy Technicians UK as the professional leadership bodies for the two pharmacy professions, as well as the Specialist Pharmacy Groups within the UK Pharmacy Professional Leadership Advisory Board.
- **Governments, the NHS, commissioners and providers:** We work closely with the governments and the NHS in England, Scotland and Wales, as well as with other commissioners and providers of health and social care. This helps us to ensure we regulate in a way that is responsive, and reflective of, developments in all three countries.
- **Professional and trade associations and bodies:** We work with a range of organisations that represent the interests of pharmacy professionals or pharmacy owners. We meet with these groups to help us understand the experiences of pharmacy professionals and to inform our work.
- **Education bodies:** We set standards for the education and training of pharmacists and pharmacy technicians. To help us do this we work closely with organisations involved with pharmacy education and training.
- **UK health and social care regulators:** We work together with other healthcare regulators to share information and examples of good practice. The Professional Standards Authority for Health and Social Care (PSA) oversees the work of the GPhC, and the other health and social care professional regulators. The PSA reviews our performance, conducts audits, scrutinises our decisions and reports to Parliament.

- **Formal arrangement for working with other organisations:** We have set up Memoranda of Understanding (MOUs) with a number of organisations. These are formal arrangements that set out how we will work together. MOUs help us to share information and intelligence and to avoid duplicating work. To find out more about these organisations, follow [this link](#).

## Our structure and context

The GPhC's services are led by our senior managers and management teams who need to work collaboratively, efficiently and effectively without regard to reporting lines. Managers and their teams deliver 'business as usual' operations and strategic change projects and programmes, within delegated budgets for which they are responsible.

As part of an ongoing initiative, we have moved away from a 'directorate-based' structure, in which direction moved principally down through traditional solid vertical lines and reporting moved back up through those same traditional lines. With no directorate structure to inhibit multi-disciplinary working, senior functional managers are empowered – and expected – to identify colleagues from any or all other parts of the organisation, with whom they need to collaborate without regard to reporting lines, whether this is to deliver on a particular project, a wider programme of work or indeed 'business as usual' services and continuous improvement.

Our four Chief Officers (the individuals reporting to the Chief Executive & Registrar) together provide an interlocking network of leadership, direction and support for our senior managers and teams across the organisation, without regard to reporting lines. All Chief Officers share delegated authority from the Chief Executive & Registrar to provide direction to senior management colleagues and those reporting into them. With this authority comes collective and individual responsibility on the part of the Chief Officers to ensure they work so cohesively with each other and the Chief Executive & Registrar as 'the Executive' that reporting lines are not an issue for senior managers and their teams.

In this context, we have created a new and critical role within the GPhC, the Chief Standards Officer. The Chief Standards Officer will play a significant role in providing leadership to our registration assessment, pharmacy education and training, standards and policy, regulation reform, equality, diversity and inclusion, and our public affairs and external communication work across all teams and will ensure these collectively follow a single strategic approach.



# Chief Standards Officer

This is an exciting role within the GPhC, as one of our four Chief Officers reporting to the Chief Executive & Registrar. The postholder will need exceptional strategic, leadership, analytical, communication and presentational skills, able to bring a collaborative approach to working both within and outside our organisation. The role is responsible for overseeing a broad and impactful portfolio across a range of teams. It will ensure these collectively follow a single strategic approach, aligned with the GPhC's plans and Vision 2030, our vision for safe and effective pharmacy care at the heart of healthier communities.

## Principal accountabilities

The principal accountabilities have been set out below. This is a new role in this form, and so you may be required to undertake additional or other areas from time to time, in order to meet the needs of the GPhC.

- **Standards and policy** – the postholder is accountable for leading on the development and evaluation of GPhC standards and the underpinning regulatory approaches and policies across all aspects of our regulatory work
- **Registration assessment** – the postholder is accountable for overseeing delivery of the programme of work that ensures only appropriately qualified clinicians are admitted to the pharmacy register
- **Pharmacy education and training** – the postholder is accountable for ensuring that our regulation of pharmacy education and training is strategically designed, implemented and developed to deliver on the vision agreed by the Council
- **Regulation reform** – the postholder is accountable for leading GPhC engagement in and preparations for the regulation reform agenda
- **Equality, diversity and inclusion** – the postholder holds executive accountability for EDI strategy
- **Public affairs and external communications** – the postholder is accountable for ensuring that our public affairs and communication strategies and work are strategically designed, implemented and developed to deliver on the vision agreed by the Council
- **With Executive colleagues:**
  - **Culture** – shape and embed the desired single consistent GPhC culture at all levels in all teams and functions
  - **Resources** – ensure resources are allocated and deployed efficiently to deliver on the objectives and priorities of the GPhC as a whole
  - **People management** – set objectives and manage the performance of the senior managers for whom the postholder holds line management accountability, work collaboratively with Executive colleagues to inform and support effective line management of all senior managers, including through providing performance feedback

- **Inclusive leadership and coaching** – lead, coach and direct all managers and staff across the organisation as required and provide organisation-wide inclusive leadership at all levels

# Person specification

The successful candidate will be a dynamic and communicative leader, able to demonstrate the following:

## Knowledge and experience

- Proven success in leading the development and evaluation of regulatory standards and policies, with an understanding of the dynamic interaction between politics, policy, the law, strategy and delivery
- Experience of regulating, leading or governing professional education and training, ideally in a pharmacy or other healthcare context
- Experience of building, developing and maintaining relationships with a complex range of stakeholders at senior levels
- An outstanding track record of securing good performance and high standards of service delivery in relevant fields
- A record of success in working effectively at board level, or equivalent, with a well-developed appreciation of the respective roles of executives and non-executives
- Experience of successfully leading and managing in a matrix environment (or demonstrable capability to do so) with successfully leading multi-disciplinary programmes and projects across functional boundaries

## Skills and abilities

- Proven skill and enthusiasm for smart and agile resource deployment on an organisation-wide basis
- An authentically inclusive leadership approach
- A clear personal commitment to the GPhC's values, behavioural framework and our equality, diversity and inclusion strategy

The General Pharmaceutical Council is committed to delivering equality, improving diversity and being inclusive in all our work as a healthcare regulator and an employer. Equality, diversity and inclusion (EDI) is central to everything that we do and are woven throughout our Vision 2030 and Strategic Plan, which sets out our roadmap for the future of pharmacy regulation. As part of this commitment, we actively encourage candidates from a diverse range of backgrounds to apply for this role.

# Terms of appointment

Salary will reflect the seniority of the role and will depend on skills and experience.

Holiday entitlement: 30 days plus Bank Holidays

Probationary period: 6 months

Pension: NHS Pension Scheme or Standard Life Pension Scheme

## Being part of our team

At the GPhC, you will find a career in a stimulating and balanced work environment, with opportunities to develop and progress – in an organisation that really makes a difference.

We value our workforce as the cornerstone to the current and future success of the GPhC. We are proud of our diverse and inclusive culture and are committed to 'holding ourselves to the same standards we expect of others'.



# How to apply

Candidates should apply for this role through our website <https://www.pharmacyregulation.org/about-us/careers>

Click on the 'apply' button and follow the instructions to complete our application form which includes an online equal opportunities monitoring\* form. The closing date for applications is noon on **24 April 2025**.

*\* The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.*

For any further information about the role, including details about how to apply, please email [Careers@pharmacyregulation.org](mailto:Careers@pharmacyregulation.org). Alternatively, telephone +44 (0)20 3713 7880 (during office hours). Applications should be received by midday on **24 April 2025**.

## GDPR personal data notice

According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express consent. You will be asked to give consent when you apply remembering also not to include contact details for referees without their prior agreement.





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