

Case Administrator

Location: Canary Wharf, London

Reports to: Professionals Regulation (FtP) Administration Team Manager

Grade: F

Job purpose

To act as an effective and valuable member of the Professionals Regulation (FtP) Administration team by providing administrative and casework support to all Professionals Regulation teams and take responsibility for a small caseload of matters which require monitoring. The postholder will also help make sure that allegations concerning pharmacy professionals' fitness to practice are investigated and progressed to closure in line with the GPhC's objectives and targets for quality, timeliness and cost.

Main accountabilities

- Regular and timely updating of parties, electronic systems and case chronologies in accordance with; KPI's, data protection/information governance procedures and GPhC standards as well as providing reports to the Fitness to Practise Committee as required.
- Making requests for disclosure from appropriate parties and making sure these are followed up in accordance with agreed timelines, information is risk assessed with minimal supervision and matters are escalated appropriately and without delay.
- Supporting Case Officers in collating further information and facts to further progress cases where directed and taking basic witness statements where necessary. Upon instruction, undertaking standard requests from Courts, employers, GP's, SI's and the police.
- Drafting and sending initial correspondence on behalf of Case Officers as well as arranging appointments and interviews with witnesses, employers and those raising concerns for the purpose of undertaking interviews and liaising with parties regarding the return of signed statements.
- Maintaining records of contact with all witnesses, registrants and those raising concerns to ensure that these are accessible to members of the Professional Regulation Team as well as assembling bundles of evidence and applying redactions under instruction.
- Making sure all registrants subject to undertakings, orders for conditions (either interim or substantive) and suspensions are effectively and proportionately monitored and reviewed. Monitoring includes making sure all orders, evidence and correspondence are recorded.

- Where registrants have not complied with restrictions, take necessary actions to escalate to decision-maker, including offering suggestions about appropriate next steps and/or action to be taken including, where appropriate, referral for an interim order and/or further investigation.
- Manage monitoring cases in a timely fashion and within operational policies and our statutory framework, making sure that quality standards are maintained in relation to the making and keeping of clear records regarding decision making.

Table 1: Knowledge and skills for this job

Knowledge and skills for this job	Essential	Desirable
Ability to work autonomously and on own initiative under pressure, to prioritise work, problem solve, keep within operational guidance and to know when to escalate matters as appropriate.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to track, record accurately and successfully manage large volumes of cases, correspondence and electronic records; ensuring quality, accuracy and attention to detail is always maintained.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to deliver a high level of customer service to internal and external stakeholders and have a strong team-based approach to work.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
First class written and verbal communication skills, with an ability to adapt messages for different audiences; influence and deal tactfully with a wide range of people and maintain confidentiality as appropriate.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to manage and problem solve complex and sensitive issues with a clear understanding of the confidential nature of the work.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Confident user of Microsoft packages with the ability to understand and use other systems such as databases etc. quickly.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Relevant administrative experience, in a complex environment, with excellent attention to detail, analytical and critical thinking skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Proven track record of effective and high-quality performance against agreed targets in a high-volume environment. (Experience of a regulatory environment would be advantageous.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Qualified to degree level or equivalent.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

The above is not exclusive or exhaustive and may change depending on the needs of the GPhC.