

Application pack

Regulation Manager

Dear Applicant

Thank you for your interest in applying for the role of Regulation Manager in our Regulation team. We are advertising one full-time role.

The aim of this pack is to provide you with an understanding of the General Osteopathic Council (GOsC) and the role of the Regulation Manager.

More information about the GOsC can be found on our website at:

www.osteopathy.org.uk

Dear Applicant

Thank you for your interest in applying for the role of Regulation Manager within our Regulation team. We are advertising one full-time role.

The General Osteopathic Council (GOsC) is the UK-wide statutory body established by the *Osteopaths Act 1993* (the Act) to develop and regulate the osteopathic profession and ensure public protection. We are looking for a Regulation Manager to join the Regulation team.

The Regulation Department is responsible for ensuring the GOsC effectively discharges key regulatory functions as set out in the Act. The department handles all complaints about osteopaths and manages the GOsC's fitness to practise processes. It also has responsibility for investigating breaches of s32 of the Act which provides that only those on the GOsC Register can practise as osteopaths and use the title of osteopath.

The Regulation Manager reports to the Head of Regulation and is responsible for line management of five members of staff. This is a pivotal role, managing the GOsC's regulatory functions and processes, including operational management of the fitness to practise processes, fitness to practise casework and criminal prosecutions. The role requires experience of investigations and complaint progression, together with recent experience of successfully managing a team. To succeed in this role, you will need to be an effective communicator and will be required to liaise with external stakeholders in relation to the GOsC's regulatory functions. This is a wide-ranging and exciting position within a progressive and highly respected regulator.

As a small regulator with 26 staff, no day is the same and applicants will need to demonstrate they are flexible and eager to support and help others in all aspects of our work, and be prepared to undertake some work outside of office hours.

For further information and to apply for this role, please visit <http://www.osteopathy.org.uk/about-us/the-organisation/recruitment>, or contact Sheleen McCormack, Head of Regulation on 020 7357 6655 x248 or Amanda Chadwick, Human Resources Manager on x252.

Please apply by submitting an application form and CV to achadwick@osteopathy.org.uk

If you are interested in progressing your career in regulation policy development in a forward-looking and innovative regulator and have the confidence and skills to deliver in this role, we look forward to hearing from you.

Yours faithfully

Sheleen McCormack
Head of Regulation

How to apply

In order to apply, please submit an application form and CV to Amanda Chadwick at achadwick@osteopathy.org.uk

Closing date for applications: noon on Tue 6 March 18.

Interviews will be held on: Tue 13 March 18.

Benefits

- £47,991 - £50,739 per annum
- 26 days annual leave, plus three days at Christmas and bank holidays
- company pension scheme
- single private medical cover
- health assessment tri-annually
- season ticket loan for rail travel
- £250 for osteopathic treatment per annum
- life insurance cover (4x salary)
- employee assistance scheme
- childcare vouchers.

The Regulation Department

The Regulation Department's main functions are:

- the investigation of certain allegations about the fitness to practise of osteopaths registered with the GOsC (fitness to practise);
- the servicing of the committees that make decisions about registrants' fitness to practise;
- the investigation and prosecution of persons who are not registered with the GOsC, but who are describing themselves as any kind of osteopath (protection of title);
- the development of legislation, policies and procedures relating to fitness to practise and protection of title.

Our role and the procedures we operate are designed to protect the public and maintain confidence in the osteopathic profession and the system of regulation.

Occasional weekend and out-of-hours working is expected as part of this role in order to support fitness to practise hearings, deliver projects and deadlines.

Regulation Manager Job Description

Main purpose

To provide operational management of the GOsC fitness to practise functions, and protection of title processes.

Scope of job

- 1) Provides operational management the GOsC fitness to practise processes
- 2) Responsible for fitness to practise casework and criminal prosecutions
- 3) Communicates with external stakeholders about the Council's regulatory functions, fitness to practise processes and protection of title prosecutions
- 4) Manages staff and resources

1. Operational Management of GOsC fitness to practise functions and processes

- Produces accurate and reliable statistical information about case analysis and trends and cost information for Council, Committees and External Stakeholders such as the PSA
- Contributes towards quarterly Fitness to Practise report to Council and attends Council meetings
- Ensures the smooth and efficient running of Fitness to Practise hearings, including actively managing the implementation of the case listing protocol and scheduling of hearings including booking of venues, panellists, medical and legal advisers; and all other administrative arrangements for meetings and hearings
- Ensures the fitness to practise committees operate effectively and respond to fluctuating case and business demands
- Contributes to the developmental and training requirements of Committee members
- Develops, implements and reviews the Regulation Manual handbook and case and file management procedures within the Regulation team
- Contributes fully towards the annual performance review conducted by the Professional Standards Authority ("PSA") and manages the PSA's initial stages audit of fitness to practise cases, ensuring that files and paperwork are in good order
- Supports Head of Regulation in appeals and challenges against fitness to practise decisions

2. Responsible for fitness to practise casework and criminal prosecutions

- Effectively manages information and concerns received by GOsC related to fitness to practise and breaches of protected titles in accordance with relevant legislation, the Council's policies and procedures, and key performance indicators
- Ensures that each member of the regulation team investigates concerns in accordance with an investigation case plan which is regularly reviewed, quality assured and adjusted throughout the process to reflect information received and other changes
- Ensures compliance with statutory requirements and deadlines together with key performance indicators
- Drives forward active case management and manages the case load within budget, referring to Head of Regulation as necessary

- Responsible for preparing monthly case management reports to Head of Regulation
- Provides overview and management of instructions to the GOsC's legal representatives in the investigation, preparation and presentation of cases
- Responsible for managing the conduct of criminal prosecutions relating to misuse of titles protected by legislation
- Secures the release of information and evidence from the courts, legal advisors, witnesses and other investigating authorities required by the Council to effect its regulatory role
- Responsible for quality assuring the evidence bundles and case papers put before the Fitness to Practise Committees

3. Communicates with internal and external stakeholders about the Council's regulatory functions, fitness to practise processes and protection of title prosecutions

- Builds effective and productive relationships with internal and external stakeholders
- Responds to general and specialist enquiries from members of the public, registrants, journalists, investigating authorities, legal advisors, the PSA and other stakeholders on issues relating to the Council's regulatory function
- Writes reports and articles on the Council's regulatory procedures and cases for external publication
- Attends meetings with the PSA as required and supports the Head of Regulation to ensure it is provided with the timely provision of information as required to allow it to review and audit the Council's fitness to practise decisions Ensures timely provision of Committee decisions and supporting information to the PSA for review
- Ensures the fitness to practise committees' decisions are communicated to complainants, registrants and legal representatives and are published in accordance with GOsC policy
- Liaises with colleagues in registration as required, in relation to good character queries and investigations; and registration appeals
- Keeps the Osteopathic Practice Standards ("OPS") and supporting guidance under review and recommends changes, updates and re-drafts when required

4. Manages staff and resources

- Provides direct line management and coaching to each member of the regulation team in carrying out their roles and responsibilities including advice on investigations and reviewing evidence and drafting particulars of concern
- Conducts regular case management meetings with all case workers to review risk, case progression and stakeholder engagement on all cases
- Sets key objectives and undertakes twice yearly performance appraisals
- Helps to manage resources required for the effective delivery of the department's work and proactively responds to fluctuating caseload and business demands as required

This is not a definitive job description. You may be required to undertake such other tasks of a comparable order as are reasonably requested from time to time.

Qualities required for the role

Listed below are the core competencies and the evidence that will be applied when assessing candidates.

Competence	Evidence
Understanding of legal and regulatory knowledge	<ul style="list-style-type: none"> • Understanding of the purpose and principles underpinning statutory regulation and the wider regulation agenda • An understanding of the importance of independent regulation of osteopaths
Team management	<ul style="list-style-type: none"> • Ability to successfully manage people, making the best use of skills to achieve business objectives • Proven track record of managing performance and processes to ensure delivery within resources and targets
Managing cases and case progression / and managing resources	<ul style="list-style-type: none"> • Proven ability to manage complex investigations • Proven ability of complaint handling and active case management and progression which have judicial effect • Proven ability to analyse and effectively manage complex and sensitive issues
Reports and statistical information	<ul style="list-style-type: none"> • Proven ability to produce accurate reports and financial and statistical information on matters relating to fitness to practise cases for Council, committees and external stakeholders • Proven ability to champion and contribute to an enhanced fitness to practise case management system
Communication, quality and service delivery	<ul style="list-style-type: none"> • Excellent oral and written communication skills • Proven ability to identify and implement continuous service delivery improvements • Proven ability to design and deliver presentations • Proven ability to use Microsoft Office suite to an intermediate level

Ideally, you will have a legal qualification, experience of using an electronic based case management system and project management skills.

Diversity and equality of opportunity

We value and promote diversity, and are committed to equality of opportunity for all and appointments made on merit. We believe that for any organisation to be successful, it needs to work with the most talented and diverse people available. We positively encourage applications from people from all sections of the community, from all backgrounds and with a broad range of experience. We undertake that your application will be dealt with fairly and that all decisions we make about it will be based on merit and your ability to meet the candidate specification.