



General
Osteopathic
Council

Information pack for applicants

Appointment of Quality Assurance Visit Manager

- Permanent (three days per week) role in the Professional Standards Department



Closing date for applications: 11.30am on Monday 19 May 2025

In person interviews to be held: End June 2025

Dear applicant

Thank you for your interest in applying for a position within the Professional Standards Department.

The purpose of this pack is to provide you with an understanding of the General Osteopathic Council (GOsC) and the Quality Assurance (QA) Visit Manager vacancy.

We're looking for a team player who is interested in developing their career in regulation quality assurance in a forward looking and innovative regulator. You will join our small Professional Standards team of five, and play a pivotal role in supporting and assuring high standards of osteopathic education. We do this by setting standards of practice, quality assuring pre-registration and undergraduate education and determining registration assessment policy and standards of continuing professional development. Engagement and collaboration with other external partners, osteopaths, students, patients and the public are key aspects of our work.

You will be responsible for managing initial and monitoring reviews of osteopathic education programmes in the UK. This will include organising the review visits, liaising with and preparing the visiting team, coordinating the review visit, and liaising with the visiting team to produce a visitor's report, meeting statutory timetables, and reporting this to our Policy and Education Committee and Council. Effective communication and relationship building with education providers is crucial to this role.

We offer the flexibility to work remotely and from the office at Osteopathy House, London with some in person attendance at the office or at the education providers also required – the expectation is four days per month in the office (pro rata for part time roles).

The GOsC is a small regulator with circa 29 staff, and applicants will need to demonstrate they are flexible and keen to support and help others in all aspects of our work.

I look forward to hearing from you.

Yours sincerely

Fiona Browne
Director of Education, Standards and Development
April 2025

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Contact

If you have any queries about this role please contact Steven Bettles, Head of Policy and Education sbettles@osteopathy.org.uk, Jane Saunders, Human Resources Administrator or Amanda Chadwick, Human Resources Manager
hr@osteopathy.org.uk

Introduction

The General Osteopathic Council (GOsC) is the regulator of osteopaths in the UK. Our purpose is to protect the public by ensuring high standards of education, practice and conduct among osteopaths and the integrity of the statutory Register. Osteopaths are required to be registered with the GOsC and there are just over 5,600 osteopaths on the Register today.

We commit to carrying out and delivering on our responsibilities collaboratively and respectfully, informed by evidence, and to constructively support and influence those we work with to enhance public protection.

The GOsC is a charity registered in England and Wales (1172749).

The role

We are currently recruiting for a Quality Assurance Visit Manager.

This is a pivotal role for someone to be responsible for managing the Quality Assurance review process of new and existing pre-registration osteopathic education programmes.

Salary is **£43,372** per annum pro rata and there are excellent benefits.

You can read more about the role on page 5 and more about the GOsC on page 6.

Equality, Diversity and Inclusion

The General Osteopathic Council (GOsC) considers diversity to be a strength. We wish to encourage applications from candidates of all backgrounds, identities and/or protected characteristics.

We value and promote diversity and are committed to equality of opportunity for all. All appointments are 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 communities and backgrounds with a broad range of experience. We will deal with your application fairly and all decisions we make about it will be based on merit and your ability to meet the competencies required for the role.

About the role

Quality Assurance Education Visit Manager

Main purpose of job

This role will form a central element in performing our Quality Assurance of our osteopathic education function. The role holder will be responsible for managing periodic review visits of new and existing pre-registration osteopathic education programmes.

Position within organisation

Reports to the Head of Policy and Education.

Benefits

- starting salary of £43,372 per annum pro rata (this role is three days per week)
- 30 days' annual leave, including three days at Christmas time, plus bank holidays
- buying of annual leave scheme
- volunteering days
- 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

The work environment

Part of a team of five we offer the flexibility to work remotely and from the office at Osteopathy House, 176 Tower Bridge Road, London SE1 3LU. You will be expected to attend the office for around four days per month (pro rata for part time employees) and/or attending education providers for meetings or review visits.

About the General Osteopathic Council

The General Osteopathic Council (GOsC) has a statutory duty to develop and regulate the profession of osteopathy with an overarching function of 'protection of the public'.

The core functions of the GOsC are:

- Assuring the quality of osteopathic education and training for osteopathic students and education providers.
- Registering qualified professionals on an annual basis and ensuring their continuing fitness to practise as osteopaths.
- Setting and promoting high standards of osteopathic practice and conduct.
- Helping patients with concerns about osteopaths and, where necessary, dealing with those concerns which can result in restrictions or removal of osteopaths from the Register.

The work of the GOsC is guided by our vision, which is to be an inclusive, innovative regulator trusted by all, and by our Strategy 2024-30, which sets out the overarching approach that we intend to follow to fulfil our statutory objectives. These objectives are organised under the following three key priorities:

- **Strengthening trust:** We will work to enhance and improve our relationships with those we work with so together we can help protect patients and the public.
- **Championing inclusivity:** It is important to us that people who interact with us, or who work for us, can be their true selves and that we understand and break down any barriers which prevent them from doing so.
- **Embracing innovation:** We will continually seek out and take opportunities to improve what we do and how we do it, so we continue to improve as an organisation.

To learn more about our strategic priorities, please review the corporate documents available at: osteopathy.org.uk, including the [GOsC Strategy](#) and our [Annual Reports](#).

Our values

We work collaboratively to be an influential and respectful regulator with an evidence-informed approach.

Collaborative: We work with our stakeholders to ensure patients and osteopaths are at the centre of our approach to regulation.

Influential: We seek to support and develop those we work with to enhance public protection.

Respectful: We seek to hear, understand and consider the views of the people with whom we engage.

Evidence-informed: We use a range of evidence to guide our work to ensure the best outcomes for patients and the public.

Competencies required for the role

We will be assessing candidates against the criteria given below.

Competency	Evidence
Behaviours and approach	<p>Proven ability to:</p> <ul style="list-style-type: none"> • Champion inclusivity - applying equality, diversity and inclusion principles to all aspects of Quality Assurance management and administration. • Anticipate challenges and collaboratively manage situations to find solutions.
Quality Assurance Management	<ul style="list-style-type: none"> • Experience of managing Quality Assurance within educational programmes in higher education. • Proven ability to develop and enhance a community of QA Visitors.
Quality Assurance expertise	<p>Proven ability to:</p> <ul style="list-style-type: none"> • Provide informed guidance and advice to RQ Visit Teams in relation to the effective review of programmes and the preparation of Visitor Reports. • Provide guidance and advise in relation to the implementation of QA policy and processes to education providers and other stakeholders. • Provide expertise and insight to their own team in relation to the ongoing reflection and review of QA policies and processes. • Provide guidance and advice in the interpretation and implementation of QA policies and processes to steer a review process. • Plan and deliver effective training/preparation for RQ Visitors.
Planning and co-ordination skills	<p>Proven ability to:</p> <ul style="list-style-type: none"> • Plan and implement quality assurance reviews and annual reports. • Coordinate processes with other teams and stakeholders. • Prepare and deliver presentations and training with visitors and educators, including the ability to use an interactive approach with participants.

High quality administration skills	<ul style="list-style-type: none"> • Proven high quality administration skills including scheduling meetings, preparing agendas, taking notes and preparing minutes, undertaking follow up and supporting others to undertake action points, ensuring that deadlines are met. • Excellent administration skills and attention to detail in relation to quality and accuracy. • Excellent working knowledge of IT systems including MS Suite, online meeting platform sites, database management, website management to implement QA mechanisms. Openness to learning new systems.
Report writing and analysis	<p>Proven ability to:</p> <ul style="list-style-type: none"> • Draft statutory visit reports which records evidence and narrative relied on by the Visitors to determine whether a qualification delivered by the institution has met the statutory standards or not. • Liaise across organisations to collate relevant data within limited timescales. • Analyse large amounts of written and numerical data, identify the key themes and offer insight, options and recommendations. • Write papers and reports to Committee and Council members as required.
Communication and engagement	<p>Proven ability to:</p> <ul style="list-style-type: none"> • Build and develop relationships with staff and stakeholders, founded on established boundaries; trust; respect; clear and open communication and compromise. • Adjust written and verbal communication tactfully so that communication lands sensitively and firmly, no matter who the receiver is. • Give, receive and incorporate constructive feedback maintaining a collaborative approach in all situations. • Be respectful: Seeks to hear, understand and consider the views of the people they engage with.

Key responsibilities

Organisational and process management

- Plan and coordinate Recognised Qualification (RQ) visit reviews in accordance with GOsC QA Handbook, QA policies and processes.
- Plan and implement the annual report process in relation to each RQ programme.
- Use Microsoft products and other platforms/products as required to support the effective implementation of QA mechanisms.

Quality Assurance expertise and delivery

- Provide informed guidance and advice to RQ Visit Teams in relation to the effective review of programmes and the preparation of Visitor Reports.
- Provide effective liaison and expertise in relation to the implementation of QA policy and processes to education providers and other stakeholders.
- Provide expertise and insight within the Professional Standards Team in relation to the ongoing reflection and review of QA policies and processes.
- Plan and deliver effective training/preparation for RQ Visitors.

Analysis and reporting

- Coordinate and take part in the analysis of annual reports, effectively reviewing the performance of education providers against the GOsC Standards for Education and Training, based on the review of narrative and evidence.
- Support RQ visitors in the preparation and development of proportionate and effective visit reports, appropriately shaping conditions and recommendations where required.

Communication and engagement

- Liaise effectively with Education Providers in the planning and delivery of RQ Programme Review and annual reporting.
- Be able to respond to queries in relation to QA processes.
- Provide effective oversight of the visitor pool, from recruitment and engagement to ongoing management and training, helping to develop a community of visitors to draw on.
- Preparation of reports to the policy and Education Committee as appropriate in relation to RQ reviews and other QA issues.
- Work effectively with colleagues across the organisation as required in relation to the implementation of the QA function.

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.

Applying for a post

All applicants are required to complete the following and return to hr@osteopathy.org.uk before the closing date:

- [Application Form 1](#)
- [Application Form 2](#)

Alternative formats of this information pack and the application forms are available on request from Amanda Chadwick or Jane Saunders by emailing hr@osteopathy.org.uk.

We must receive your completed application before the closing date. **Late applications will not be accepted.**

The application closing date is 11.30am on Monday 19 May 2025.

How we will handle your application

You will receive an automatic acknowledgement when we receive your application.

After the closing date for applications:

- Your application will be assessed to see whether you have demonstrated the skills, knowledge and behaviours required. **Please ensure that you provide evidence to support how you meet all the relevant criteria**, which are explained in the 'Competencies required for the role' section. The selection panel will be:
 - Fiona Browne, Director of Education, Standards & Development
 - Steven Bettles, Head of Policy & Education
 - Observer from an educational provider to be confirmed.
- If invited to interview, please note that interviews will be held in person on **end June 2025**.
- Prior to your interview, you will be asked whether you require any 'reasonable adjustments' to be made to facilitate your participation in the process.
- The panel will ask you questions about your experience and expertise and will also ask specific questions to find out whether you meet the specified competencies. You could be asked to give a short presentation and/or undertake a task.
- If you are unsuccessful, you will be notified by the GOsC's Human Resources team.
- If, after interview, your application is unsuccessful and you would like feedback, please email Human Resources at: hr@osteopathy.org.uk.

Dealing with your questions – if you have any queries about your application, please email Amanda Chadwick or Jane Saunders, Human Resources Team at: hr@osteopathy.org.uk. For questions about the role, please email Steven Bettles, Head of Policy and Education at: sbettles@osteopathy.org.uk