



General
Osteopathic
Council

Information pack for applicants

Appointment of Senior Registration Officer:

- Permanent role in the Registration team



Closing date for applications: 11.30am on 2 January 2024

In-person interviews to be held: Wednesday 10 January 2024



General
Osteopathic
Council

Dear applicant

Thank you for your interest in applying for this Senior Registration Officer post, in our Registration team.

The purpose of this pack is to provide you with an understanding of the General Osteopathic Council (GOsC) and the Senior Registration Officer role.

The Registration team is responsible for maintaining the statutory Register of osteopaths, international registration assessments and compliance, and auditing activity for osteopaths on the Register. This includes processing applications for registration from qualified osteopathy professionals and overseeing the annual renewal of registration, including administering and assuring the quality of continuing professional development scheme submissions.

The Senior Registration Officer reports to me as the Registration Manager and will be responsible for deputising for me in my absence. This is a pivotal role with key functions of maintaining the integrity of the online Register of osteopaths and ensuring direct debit income collection is processed each month.

You will be joining our team of four and will be working closely with two other Registration Officers. We're looking for someone who is financially literate and has supervisory skills, who also pays great attention to detail, is experienced in extracting information from databases, comfortable in populating spreadsheets and able to identify areas for process improvement.

We offer the flexibility to work remotely and from the office at Osteopathy House, London but staff are expected to attend the office for a minimum of four days per month.

The GOsC is a small regulator with just 26 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

Ben Chambers

Registration Manager
December 2023

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Contact

If you have any queries about this role please contact Ben Chambers, Registration Manager bchambers@osteopathy.org.uk; Amanda Chadwick or Jane Saunders, Human Resources team hr@osteopathy.org.uk

Introduction

The General Osteopathic Council (GOsC) is the regulator for osteopathic practice in the UK. Its 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 5,520 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 also a charity registered in England and Wales (1172749).

The role

We are currently recruiting for a permanent Senior Registration Officer.

This is a pivotal role for someone who is responsible for maintaining the integrity of the online Register, deputising for the Registration Manager in their absence and ensuring direct debit income collection is processed each month.

Starting salary is £33,068 per annum 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 the widest possible field of candidates including individuals from all four UK nations. This is to help us reflect UK society and achieve geographical diversity.

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 for the role.

About the role

Senior Registration Officer

Main purpose of job

To maintain the integrity of the online Register, deputise for the Registration Manager in their absence and to ensure direct debit income collection is processed each month.

Position within organisation

Reports to the Registration Manager.

Benefits

- starting salary of £33,068 per annum
- 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 four, we offer the flexibility to work remotely and from the office at Osteopathy House, London. Staff are expected to attend the office for four days per month.

Occasional out-of-hours working may be required as part of this role to deliver projects and meet deadlines or to support other members of the organisation.

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 and which can result in restrictions or removal of osteopaths from the Register.

In order to fulfil our statutory objectives, the work of the GOsC is guided by our Strategic Plan 2019-24, which sets out our strategic goals and how we plan to implement these:

- **Strategic goal 1:** We will support the osteopathic profession to deliver high quality care, which will protect patients and the public in the context of changes in the dynamic landscape of healthcare.
- **Strategic goal 2:** We will develop our assurance of osteopathic education to produce high quality graduates who are ready to practise.
- **Strategic goal 3:** We will build closer relationships with the public and the profession based on trust and transparency.
- **Strategic goal 4:** We will be an exemplar in modern healthcare regulation – accessible, effective, innovative, agile, proportionate and reflective.

Please note that we are currently developing our new Strategy for 2024-30.

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
Supervisory skills	<ul style="list-style-type: none"> • Proven ability to supervise the work of other team members and provide oversight, guide through problem solving and provide feedback. • Identify areas of policy and/or process development/ improvement. • Develop solutions for policy and process development in conjunction with manager.
Excellent administration skills	<ul style="list-style-type: none"> • Demonstrates excellent administration skills including logging, collating and recording information and feedback. • Proven ability to extract information from a database. • Proven ability to focus on quality and attention to detail, ensuring materials used internally and externally are accurate and reflect agreed service delivery standards. • Proven ability to write reports which incorporate feedback, analyse data, identify key themes, evaluate options and make recommendations. • Proven ability to manage competing priorities of preparation for Committee meetings versus operational activities.
Co-ordinating skills	<ul style="list-style-type: none"> • Scheduling, facilitating and co-ordinating meetings including preparation and delivery of briefing instructions prior to meetings. • Collating and agreeing a written decision using the feedback from the assessors.
Communication skills	<ul style="list-style-type: none"> • Highly developed written communication skills, with the ability to engage with varied and diverse individuals across an entire profession and other relevant stakeholders. • Proven ability to liaise across an organisation in order to build working relationships with other teams and undertake problem solving. • Proven ability to prepare and deliver interactive presentations.

Finance preparation and processing	<ul style="list-style-type: none"> • Proven ability of transferrable skills to prepare and process direct debit income files. • Proven ability to manage the entire process for direct debit collections including collection of monthly income file and resolution of failed direct debits. • Proven ability to calculate fees and manage discrepancies.
Query resolution	<ul style="list-style-type: none"> • Proven ability to identify areas of policy/process development. • Proven ability to dissect complex queries and construct a response taking into consideration organisation-specific legislation.
Team working across the organisation	<ul style="list-style-type: none"> • Demonstrates the ability to work well with others, as part of a team, and to work independently and on their own initiative. • Proven ability to discuss ideas, seeking input from team members and others to reach solutions. • Proven ability to deliver clear, concise and constructive feedback and encourage feedback from others. • Proven ability to act as a professional advocate/ambassador for the organisation, in person and in writing.

Activities:

Integrity of Register data

- Use existing queries and/or develop new queries, to extract information from the database (currently Integra).
- Uploading registrant and Register updates to the website and responsible for ensuring these changes are undertaken in line with our service level standards.
- Supervise the work of the Registration and Continuing Professional Development (CPD) Administrator and deputise for the Registration Manager in their absence.

Registration application processing

- Check application forms received from UK graduates and non-UK applicants and ensure the Integra database is updated accordingly.
- Process application and Renewal of Registration forms, including fee payments, accurately and promptly in line with our service level standards.
- Update registrants' records promptly and accurately where there is an address or status change.
- Contact third party organisations regarding Enhanced Checks for Regulated Activity requests.
- Ensure all new graduates have provided evidence of holding Professional Indemnity Insurance to the GOsC. Send reminders to those who have not provided the appropriate documentation.
- Ensure all information is saved on network drive and logged to the relevant registrant's record on the Integra database.
- Identify ways in which the registration application processing can be enhanced.
- Understand the different registration pathways, in particular for those applicants wanting to apply from overseas without a UK recognised qualification.
- Assist with the data quality reviews of the Register information.

Finance processing/oversight

- Working with the Head of Resources and Assurance, maintain integrity of, and ensure compliance with, the financial control framework.
- Manage the entire process for direct debit collections including monthly income files and resolution of failed direct debits.
- Ensure all cheque and debit/credit card fee batches are entered onto the 'Registration Fee' cashbook.
- Enter the 'Registration Fee' cashbook onto SAGE accounting system on a monthly basis.
- Calculate the discounted fee reductions for osteopaths who change their registration status mid-year.

Return to Practice reviews

Prepare the paperwork for applicants going through the return to practice process including:

- Communicating with applicants.
- Scheduling, organising and co-ordinating assessments.
- Facilitating Return to Practice meetings, including briefing for assessors
- Collating and agreeing a written decision using the feedback from the assessors.
- Communication of the outcome of assessments to the applicant through a written report.
- Collecting and collating feedback on the process from applicants and assessors.

Policy/process development

- Identify areas of policy and/or process development/improvement.
- In conjunction with the Registration Manager develop solutions to fill identified areas of policy and/or process development.
- In conjunction with the full team, undertake regular reviews of the Registration Manual to ensure accuracy and currency of data.

Query resolution (Registration and Finance)

- Respond to general, finance and specialist enquiries from osteopaths, osteopathic organisations, students and members of the public related to registration and CPD in line with service level standards.
- Respond to complex queries regarding the registration and renewal process.
- Ensure all correspondence, including telephone calls, are logged on the database (currently Integra).

This is not a definitive job description. You may be required to undertake other comparable tasks 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](#)
- an up-to-date CV

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.**

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:
 - Matthew Redford, Chief Executive and Registrar
 - Ben Chambers, Registration Manager
- If invited to interview, please note that interviews will be held in person on **Wednesday 10 January 2024**.
- 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.
- 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 Amanda Chadwick or Jane Saunders, Human Resources team 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 Ben Chambers, Registration Manager at: bchambers@osteopathy.org.uk