



General
Osteopathic
Council

Information pack for applicants

Appointment of Senior Quality Assurance Officer: Professional Standards team

- Permanent role



Closing date for applications: 11.30am, Wednesday 11 May 2022

Online interviews to be held: 23 May 2022 and 24 May 2022



General
Osteopathic
Council

Dear applicant

Thank you for your interest in applying for this Senior Quality Assurance Officer post, in our Professional Standards team.

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

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 high standards of osteopathic education and practice. 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.

The Senior Quality Assurance Officer is a crucial role for the organisation, managing the quality assurance function of the GOsC, working with the Quality Assurance Agency for Higher Education, and with providers of osteopathic education in the UK, which includes universities and independent institutions.

With just 26 staff, no two days are the same, and you will need to show that you are flexible and keen to support others in all aspects of our work. The role might occasionally, but not typically, involve work outside office hours.

For further information about this role, please contact Steven Bettles, Policy Manager, sbettles@osteopathy.org.uk or Amanda Chadwick, Human Resources Manager or Jane Saunders, Human Resources Administrator hr@osteopathy.org.uk.

If you think you fit the bill, please apply by submitting to hr@osteopathy.org.uk: [Application Form 1](#), [Application Form 2](#) and an up-to-date CV.

I look forward to hearing from you.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Fiona Browne', with a small flourish at the end.

Fiona Browne

Director of Standards, Education and Development
April 2022

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Application closing date is **11.30am, Wednesday 11 May 2022**.

Note that interviews will be held via Microsoft Teams on **23 May 2022 and 24 May 2022**.

Contact

If you have any queries about this role please contact Steven Bettles, Policy Manager sbettles@osteopathy.org.uk; or Amanda Chadwick, Human Resources Manager, or Jane Saunders, Human Resources Administrator 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 5,400 osteopaths on the Register today.

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

The role

We are currently recruiting for a permanent Senior Quality Assurance Officer.

This role reports to the Policy Manager and can be based primarily at home or in our London office. This is a pivotal role for someone who can manage and review quality assurance policy processes and stakeholder engagement strategies. This will include writing papers and report for Committees involving conducting research, analysing information, evaluating options and make recommendations.

Starting salary is £37,500 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

We value and promote diversity and are committed to equality of opportunity for all. 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 person specification.

The GOsC is committed to the principles of equality, diversity and inclusiveness.

Senior Quality Assurance Officer

Main purpose of job

The main purpose of the role is to manage the process of assuring the quality of pre-registration osteopathic education, to engage effectively with stakeholders internally and externally, and to support the Professional Standards team projects and functions.

Position within organisation

Reports to the Policy Manager.

Benefits

- starting salary of £37,500 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

This role can be primarily home-based, or office-based at Osteopathy House, London. If home-based some attendance at the office will be expected.

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.

Key principles

The GOsC is committed to conducting all its activities as a regulator and an employer based on the following key principles:

- **Proportionality:** We will ensure that the regulatory burden is no greater than it needs to be to deliver our statutory duty, focusing our resources on areas of risk to public protection and where there is scope to achieve the most in terms of improving standards of osteopathic practice.
- **Fairness:** We will be consistent in the development and application of our policies and procedures in order to ensure fairness, with the aims of promoting equality, valuing diversity and removing any unfair discrimination.

- **Accountability:** We will publicise our actions and decisions, wherever possible, ensuring that the information is clearly explained and easily accessible. We will explain how we have taken our stakeholders' views into consideration in developing policy and in improving our performance. Council will seek to exemplify high standards of governance.
- **Anticipation:** We will monitor trends in healthcare, regulation, osteopathic practice and education, in order to respond effectively to change and to support the osteopathic profession to respond accordingly.
- **Inclusivity:** We will respond to the needs of patients, the public, osteopaths and other stakeholders, taking their views into account in deciding the most effective way to carry out our regulatory functions, and work in partnership with others, where appropriate, to achieve our goals.
- **Efficiency:** We will foster a culture of innovation and continuous improvement, taking steps to benchmark our performance periodically and setting targets to achieve best practice. We will use our resources efficiently, seeking to achieve further efficiencies without compromising the quality of our work.

Competencies required for the role

We will be assessing candidates against the criteria given below.

Competency	Evidence
Management, maintenance, and ongoing review of the quality assurance policy process	<ul style="list-style-type: none"> • Proven ability to undertake Quality Assurance process to ensure that only institutions delivering qualifications meeting the Practice Standards are awarded a 'recognised qualification' including collection, analysis and reporting of information relating to visits, annual reports, dissemination of good practice, management of complaints and ongoing dialogue and risk identification, monitoring and mitigation. • Proven ability to work in partnership with Quality Assurance provider to oversee the management of the quality assurance administration process • Proven ability to identify what evidence needs to be logged and submitted to external providers • Proven ability to create, develop, review and monitor organisation materials, schedules and templates to agreed standards • Proven ability to identify risks and implement an effective monitoring and review process
Stakeholder engagement and communication	<ul style="list-style-type: none"> • Proven ability to develop, manage and evaluate stakeholder engagement strategies and align these with Business Plans • Excellent written and verbal communication and interpersonal skills with the ability to communicate with a wide range of stakeholders • Confident in dealing (listening, supporting, advising and taking appropriate action) with senior stakeholders both internally and externally • Proven ability to negotiate matters of confidentiality and potential sensitivity with tact and a clear understanding of the issues at stake • Proven ability to manage stakeholder queries and adapt style of communication depending on type of query • Excellent attention to detail • Highly developed ability to develop and write excellent engaging copy for a range of audiences and channels • Provision of expert advice about quality assurance processes to Council, Committees and other stakeholders.

<p>Collection and reviewing of evidence of Education Institutions' compliance with Standards and quality assurance requirements.</p>	<ul style="list-style-type: none"> • Proven ability to identify quality assurance issues and provide constructive feedback to institutions • Proven ability to write papers and reports which involve conducting research, analysing information, evaluating options and making recommendations • Proven ability to present research findings, expert advice and recommendations to relevant parties i.e. Committee, Council, and Senior Management Team • Proven ability to collate, record, monitor and log data paying close attention to detail
<p>Continuous improvement and development of quality assurance</p>	<ul style="list-style-type: none"> • Proven understanding and application of the management and implementation of continuous improvement, quality assurance and risk management processes. • Proven ability to prepare and deliver presentations including the ability to use an interactive approach with participants. • Demonstrates high quality committee and working group administration skills including scheduling meetings, preparing agendas, taking notes and preparing minutes • Proven ability to develop work instructions for internal quality assurance processes • Proven ability to manage competing priorities of staff and Council/Committees • Proven ability to develop forward looking plans in partnership with colleagues to provide facilities support for meetings
<p>Team working across the organisation</p>	<ul style="list-style-type: none"> • Demonstrates the ability to work well with others, as part of the team (both within and outside the organisation) and to work independent and on their own initiative • Demonstrates ability to encourage reflective practice aiming to support others to understand reactions and behaviours • Demonstrates high quality committee and working group administration skills including scheduling meetings, preparing agendas, taking notes and preparing minutes • Proven ability to develop work instructions for internal quality assurance processes • Proven ability to manage competing priorities of staff and Council/Committees • Proven ability to develop forward looking plans in partnership with colleagues to provide facilities support for meetings

Activities:

Management, maintenance, and ongoing review of the GOsC quality assurance policy process

- Responsible for the ongoing monitoring, management, and effective implementation of the undergraduate and pre-registration education quality assurance process. This focuses on the effective implementation of GOsC Quality Assurance Policy Primarily Annual Report, recognised qualification (RQ) Visits, Monitoring of General Conditions and management of Concerns.
- Contribute the achievement of goals set out in the GOsC Business plan through the effective management of the specific objectives relating to the ongoing development and monitoring of processes to ensure the assurance of osteopathic education.

Stakeholder Engagement and communications

- Consult with and engage with Osteopath Education Institutions (OEl) using the Quality Assurance processes to monitor and ensure they continue to meet the Osteopathic Practice Standards (OPS) requirements. This includes establishment and maintaining effective and regular communication via multiple communication channel.
- Responsible for regular engagement with external stakeholders primarily Osteopathic Education Institutions, QA provider and other Healthcare Regulators.

Collection and reviewing of evidence of osteopath education providers' compliance with the Osteopathic Practice Standards, Standards for Education and Training and quality assurance requirements.

- Administrative management and planning of the GOsC Council of Osteopathic Education (COEI) and GOsC. This includes completing the administrative preparation for the meeting (ie securing dates, time and venues for meeting, agreeing topics of discussion, sending out agendas and distribution of minutes), creating agenda, writing minutes during minutes, noting of actions to be completed by whom and when, and making presentations at the meeting.
- Responsible for logging and monitoring QA issues identified for individual education providers. This includes reviewing of narrative and evidence submitted by providers, engaging providers to seek further information or provide feedback, logging all information on SharePoint, monitoring of action plans and update the GOsC website.
- Administrative management of the process for reviewing and ongoing monitoring of deliverable by the GOsC QA provider are completed on time and the required standards. This includes ensuring maintenance pool, and completion of required visitor training, review of the annual report submissions process, and completing required Renewal/Initial RQ Visits. Also submitting the monthly invoices for payment.

Working with the Quality Assurance (QA) provider to ensure effective implementation of contracted objectives

- Monitoring the implementation and performance of signed contracts by QA provider
- Working with QA for the development and improvement of QA processes which includes identification of continual business improvement and participating in business improvement work.

Continuous improvement and development of quality assurance

- Ensure continuous improvement and development of GOsC QA processes through ongoing and regular review of processes. This includes reviews based on feedback from stakeholders (OEs, QA Provider, and PEC). Performing root cause analysis to identify breakdown in processes and systematically implement improvement changes.
- Management of risks and concerns identified with individual OEs and producing updates to the Policy Education Manager and Director of Standards, Education and Development.
- Responsible for the maintenance of accurate and clear records of all information, documentation, and decisions on the GOsC SharePoint and Website.

Teamworking

- Contribute to the reviews of the level of assurance provided by the existing quality assurance method and explore mechanisms for enhancing assurance and informing QA activities. Implementation of finding from review to update risk-based approach to quality assurance strategy. This includes providing regular updates to the Policy Manager and Director of Standards, Education and Development.
- Contribute the development of Agenda for Policy Education Committee meetings, drafting of the Chair's Briefing Notes for each meeting (liaising with presenters of papers as appropriate), writing of papers/reports for the meeting, presentation of papers of members during meeting, and providing responses to queries.

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.

The application closing date is 11.30am on Wednesday 11 May 2022.

Your application will be assessed to see whether you have demonstrated the expertise required for the role. **Please ensure that you provide examples against each competency as this evidence will be used to assess your application.**

- If invited to interview, please note that interviews will be held virtually via Microsoft Teams on **Monday 23 May 2022 and Tuesday 24 May 2022.**
- 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 selection panel will be:
 - Fiona Browne, Director of Education, Standards and Development
 - Steven Bettles, Policy Manager
- 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 will also be asked to prepare a short presentation as part of the interview process.
- 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 contact Steven Bettles, Policy Manager sbettles@osteopathy.org.uk; or Amanda Chadwick, Human Resources Manager or Jane Saunders, Human Resources Administrator hr@osteopathy.org.uk.