



General
Osteopathic
Council

**General Osteopathic Council
Regulation Officer**

Information pack for applicants

Closing date: 11am on Thursday 10 October 2019

Interviews: 22 October 2019



Dear candidate

Thank you for your interest in applying for the role of Regulation Officer in our Regulation Department. We are advertising for a full-time permanent role. I hope that this information pack is helpful in setting out:

- the duties of the General Osteopathic Council (GOC)
- the qualities and competencies that are required for this role.

The General Osteopathic Council (GOC) 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 Officer to join the Regulation Department.

Our team plays a key role in ensuring the GOC effectively discharges key regulatory functions as set out in the Act. The Regulation Department handles all complaints about osteopaths and manages the GOC's fitness to practise processes. It also has the responsibility for investigating breaches of Section 32 of the Act (it is a criminal offence for a person, who is not registered with the GOC, to describe themselves either expressly or by implication, as any kind of osteopath).

The Regulation Officer reports to the Regulation Manager and is part of a team of seven. This is a pivotal role, implementing the Council's fitness to practise and protection of title (section 32) policies and procedures under the supervision of the Regulation Manager, including:

- communication of the Council's regulatory function to internal and external enquirers
- applying section 32 procedures in cases where it is alleged that an individual is in breach of this law
- receiving and investigating complaints about registrants' fitness to practise
- providing support to the Regulation Department, including cover for the hearings clerk when required.

To succeed in this role, you will need excellent written and verbal communication skills along with a commitment to continuous improvement. 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 about this role, please contact Hannah Doherty (Regulation Manager) at hdoherly@osteopathy.org.uk or on 020 7357 6655 x236, or Amanda Chadwick (Human Resources Manager) at achadwick@osteopathy.org.uk on 020 7357 6655 x252.

Please apply by submitting the following to achadwick@osteopathy.org.uk:

- Application form 1
- Application form 2
- an up-to-date CV

Yours faithfully

Hannah Doherty
Regulation Manager
hdoherly@osteopathy.org.uk
+44 (0)20 7357 6655 x236

How to apply

Please complete Application forms 1 and 2 and send them with your up-to-date CV to Amanda Chadwick at achadwick@osteopathy.org.uk before 11am on Thursday 10 October 2019. If you are shortlisted, you will be invited to attend an interview on Tuesday 22 October 2019.

Please set out in Application form 2 why you think you would be suitable for the role and how you meet the essential criteria.

Benefits

- from £33,000–£35,000 per annum
- 29 days' annual leave, including three days at Christmas time, plus bank holidays
- company pension scheme
- single private medical cover
- health assessment tri-annually
- season ticket loan for rail travel
- £250 per annum for osteopathic treatment
- life insurance cover 4x your salary
- employee assistance scheme
- childcare vouchers.

The work environment

This role is largely office based at Osteopathy House, London with occasional travel to attend external hearings or to take witness statements. The GOsC has approximately 26 employees.

The Regulation Officer role sits within the Regulation function in a team of seven that also comprises the Director of Fitness to Practise, Regulation Manager, Senior Regulation Officer, three Regulation Officers (of which this role is one), and Regulation Assistant.

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 (section 32)
- the development of legislation, policies and procedures relating to fitness to practise and section 32.

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 Officer Job Description

Main purpose

To implement the Council's fitness to practise and protection of title policies and procedures under the supervision of the Regulation Manager.

Scope of job

1. communicates the Council's regulatory function to internal and external enquirers
2. receives and investigates complaints about registrants' fitness to practise
3. applies protection of title (section 32) procedures in cases where it is alleged that an individual is in breach of this law
4. provides support to the Regulation Team, including cover for the hearings clerk when required

1. Communicates the Council's regulatory function to internal and external enquirers

- Responds to concerns raised by members of the public about registrants' fitness to practise and individuals' use of the protected osteopathic title.
- Provides information about the Council's regulatory procedures (includes protection of title and fitness to practise) to members of the public and other authorities.
- Responds to registrants' enquiries about the Osteopathic Practice Standards and the Council's regulatory procedures.

2. Receive and investigate complaints about osteopaths' fitness to practise

- receives complaints from members of the public and other authorities about registrants' fitness to practise
- undertakes initial and ongoing risk assessments
- identifies serious or complex cases and brings these to the immediate attention of the Regulation Manager
- prepares cases for consideration by a Screener
- investigates the allegations made in line with legislative procedures and Council's policies and key performance indicators
- prepares case papers, collates and organises documentation for consideration by the Investigating Committee
- instructs the Council's external lawyers in cases that are referred to the Professional Conduct Committee (PCC)
- day-to-day management of cases that are to be considered by the PCC to ensure they are prepared appropriately and within the Council's agreed time targets and budget

- recognises any complex issues or difficulties that arise in cases and informs the Regulation Manager
- liaising with witnesses attending hearings

3. Applies protection of title (section 32) procedures in cases where it is alleged that an individual is in breach of this law

- receives information from members of the public, registrants and other authorities about individuals who may be in breach of section 32
- investigates those reports in line with relevant legislative procedures and Council policies
- corresponds with individuals to achieve changes that protect the osteopathic title
- identifies cases that require more in-depth investigation
- liaises with other authorities to secure evidence relevant to an investigation
- instructs external investigators to recover relevant evidence
- prepares, with the use of external lawyers, cases for prosecution within the Magistrates' Courts
- liaises with Magistrates' Courts to ensure cases are listed and prepared for trial and secure recovery of costs awarded to Council

4. Provides support to the regulation team

- assists the Regulation Manager and Director of Fitness to Practise with the delivery of their work and department projects
- contributes to and complies with the Regulation Department's Quality Assurance Framework
- provides cover for the hearings clerk when required
- contributes to the maintenance of effective filing, bring forward and archiving systems for case files
- complies with Council Data Retention Policy.

Note: This is not a definitive job description. You may be required to undertake other tasks 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">• an understanding of the purpose and principles underpinning statutory regulation and the wider regulation agenda• an understanding of the importance of independent regulation of osteopaths• an understanding of where the Regulation Officer role fits in
Case management	<ul style="list-style-type: none">• proven ability to successfully manage cases, investigations and hearings preparation• proven ability to analyse and effectively manage complex and sensitive issues• proven ability to schedule and clerk hearings
Attention to detail and prioritising	<ul style="list-style-type: none">• proven ability to maintain attention to detail and deliver work on time whilst balancing competing priorities• proven ability to work on own initiative
Communication, quality and service delivery	<ul style="list-style-type: none">• excellent written communication skills with the proven ability to draft witness statements and reports for Committees• excellent verbal communication skills, ability to build relationships and to communicate complex information simply and succinctly• proven ability to identify and implement continuous service delivery improvements• proven ability to use Microsoft Office suite to an intermediate level and use of case management systems
Team work	<ul style="list-style-type: none">• ability to work autonomously and as part of a team• proven ability to understand the importance of team objectives and how to balance these with their own• is aware of own strengths and weaknesses and how to adjust to work with others

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 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 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.