

Protection of Title Caseworker & Committee Coordinator

Applicant Information Pack

Closing date for applications: 16 Sept 2022 (Midnight)

Interview date: 29 September 2022 (In-person - London)

From the GCC Chief Executive and Registrar

Dear Applicant

Thank you for your interest in the General Chiropractic Council (GCC) and this position. I hope you find this candidate information pack helpful in preparation for your application.

The GCC is an independent statutory body established by the Westminster Parliament to regulate chiropractic in the UK and ensure the safety of patients undergoing chiropractic treatment.

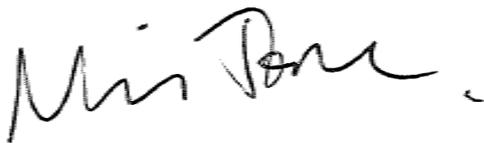
It is an exciting time to join the GCC as we continue with our new and ambitious strategy alongside the significant changes occurring within the UK's health and social care regulatory landscape.

The GCC is a great place to work, and we do so together as a team of 16 employees. We are optimistic, hardworking and support, value, care for and trust each other. We innovate and embrace equality, diversity and inclusion in all we do. To succeed, you must be a great colleague, supportive, resourceful and flexible.

It matters to us that we make a real difference in protecting the public and developing the profession.

Please read on for more information.

I wish you well with your application.



Nick Jones
Chief Executive & Registrar

Overview of the GCC

Our role and purpose

The General Chiropractic Council (GCC) is an independent statutory body established by Parliament to regulate chiropractors in the United Kingdom. We are the smallest of the healthcare regulators, overseeing about 3,500 registrants, employing 16 people and with a budget of £2.8 million.

Our governing body, The Council, comprises up to 14 members, lay and chiropractors. Please refer to our [Annual Report and Accounts 2021](#) and the record of our [recent meetings](#).

The purpose of the GCC, as defined in The Chiropractors Act 1994, is to:

- Protect, promote and maintain the public's health, safety and well-being.
- Promote and maintain public confidence in the profession of chiropractic.
- Promote and maintain proper professional standards and conduct for members of the chiropractic profession.

To fulfil our core regulatory functions, the GCC has powers to:

- Set the education standards approved educational institutions must meet and assure the quality of chiropractic education.
- Publish the Code and standards that chiropractors must meet.
- Register chiropractors who meet the required standards.
- Audit and assure chiropractors' continuing professional development
- Investigate and act against chiropractors who fail to meet our standards
- Protect the title 'chiropractor' by investigating and acting on potential breaches from unregistered practitioners.

In the past few years, the GCC has delivered an ambitious business plan to meet its strategy's objectives and activities. We have:

- Upgraded our website and CRM system to provide clearer and more accessible communications and a place where registrants can interact with the GCC easily.
- Implemented new processes to enhance our regulatory work, becoming more efficient and effective for patients and registrants.
- Created content to promote good performance and improvements in care.
- Brought leadership to the 'system' of chiropractic to ensure that collectively, we work to ensure the profession develops.
- Added new education providers and programmes to the chiropractic educational system. We are supportive and challenging in ensuring the

highest education standards are provided in developing confident and competent practitioners.

The Council

The Council is the GCC's governing body. It is responsible for ensuring that the GCC carries out its core functions and setting the regulator's longer-term strategy to fulfil its statutory duty.

The Council meets quarterly in public to ensure the functions of the GCC are fulfilled efficiently and effectively. In addition, several Committees of the Council meet three times per year.

The Council sets the GCC's strategic direction. It works with the Chief Executive and Registrar and the senior team, who are accountable for the effective and timely delivery of the GCC's strategy, business plan and budget.

Chief Executive and Registrar and Council Chair

Nick Jones was appointed Chief Executive and Registrar of the GCC in February 2019. He has extensive regulation experience in senior roles in various sectors. He believes effective regulation incentivises improvement and high-quality patient care, its fundamental purpose.

The Council Chair, Mary Chapman, was appointed in August 2017 and was reappointed for a further four-year term in 2021. Mary is a Chartered Director who, since 2008, has served as a non-executive board member for public organisations, including the Royal Mint Ltd, the National Lottery Commission, the Insolvency Service, the Gambling Commission and Brunel University London.

Our way of working

The GCC office is located at 186 Kennington Park Road, London SE11 4BT.

The GCC operates a hybrid working model. This means employees work from home and from the office. You will be expected to be in the office about two days per week. It is possible to work only from the office if desired.

Our employee values are:

Togetherness: work as a team in the GCC and with others, appreciate diversity, listen effectively and support each other.

Achievement: work hard toward a common goal, encourage and support each other, foster improvement and innovation, and celebrate success.

Accountability: to take responsibility, use resources wisely and set clear, attainable targets

Integrity: communicate openly and honestly, build mutual respect and trust having an open mind to reflect and learn lessons.

We want you to succeed. To do so, you will need to be a great colleague, supportive, resourceful and flexible. In return, you will get a great experience, enhance your skills, receive lots of training and development, and be equipped to take on your next career steps.

The GCC aims to be as diverse as the public it protects. We welcome all applications regardless of sex, age, disability, race, faith, sexual orientation, marriage or civil partnership status, pregnancy and maternity status or gender reassignment.

Location and hybrid working

The GCC office is located at Park House, 186 Kennington Park Road, London, SE11 4BT, and shared with the Health and Care Professions Council. We are close to Kennington Station on the Northern Line and served by many bus routes.

We worked remotely during the pandemic and now operate a hybrid system with about two days a week in the office.

The Role

The Protection of Title Caseworker and Committee Coordinator is a vital member of the Fitness to Practise Directorate. They have a crucial role in assisting the GCC's Practise Committees to carry out their functions, undertaking Fitness to Practise work efficiently and effectively for patients, and leading the investigatory work concerning illegal practise cases.

This position is an excellent opportunity to work in a small national regulatory body and develop skills and experience across a wide range of competencies.

The job description and person specification can be found in **Annex A**.

Salary and benefits

The salary level for this post in the GCC is £25,982 per year. The salary is not negotiable. The GCC does not operate a performance-related pay system.

Learning and Development

The GCC is investing in its learning and development, and you will benefit from organisational and tailored programmes of development.

Pension

TPT Retirement Solutions operates the GCC pension scheme. It is one of the leading workplace pension funds, with over 2,600 organisations and 350,000 members in its schemes. The GCC will pay a sum equivalent to 10% of your gross salary into the scheme or a pension scheme nominated by you. It is a non-contributory scheme.

Life Cover (Assurance)

Available to members of the GCC pension scheme at 1 x annual salary.

Leave

The GCC annual leave allowance is 29 days. Three days of the allowance will be taken between Christmas and New Year as the office is closed.

Other

Season ticket loans, bicycle loans, professional fees, and eye test costs are available.

The selection process

Following successful shortlisting, you will be invited to attend an interview. At the interview, the panel will ask about your experience and expertise to determine how you have used those in approaching problems, tasks and challenges. You will also be asked to complete a short-written exercise as part of the selection process.

To discuss the role and/or the process, contact Niru Uddin, **Director of Fitness to Practise**, n.uddin@gcc-uk.org 020 7841 0376.

Completing your application

The deadline for completed applications is **16 September at midnight**. Interviews will take place in person at the General Chiropractic Council office in London on **29 September 2022**.

To apply, please submit the following information, referring to “**Protection of Title Caseworker & Committee Coordinator**” in the subject heading, to recruitment@gcc-uk.org:

- A **covering letter** (a maximum of two sides A4 and a minimum font size 12pt) indicating how your skills and experience match the requirements of the Person Specification
- A **Curriculum Vitae** (a maximum of three sides A4 and minimum font size 12pt) with education and professional qualifications and full employment history. It must include the contact details of one personal and one professional referee.
- GCC equality and diversity monitoring form (**Annex B**).

If you have not heard from us within two weeks of the closing date for applications, please assume that your application has not been taken forward on this occasion.

Annex A Job Description

Post	Protection of Title Caseworker and Committee Coordinator
Line manages:	N/A
Reports to:	Director of Fitness to Practise

Job Context

The General Chiropractic Council (GCC) is a UK-wide statutory body with regulatory powers established by the Chiropractors Act 1994. It has three primary duties:

- To protect the public by establishing and operating a scheme of statutory regulation for chiropractors, similar to the arrangements that cover other health professionals
- To set the standards of chiropractic education, conduct and practice
- To ensure the development of the profession of chiropractic, using a model of continuous improvement in practice

Job Purpose

The Protection of Title Caseworker and Committee Coordinator is a crucial member of the Fitness to Practise Directorate. The post holder is responsible for providing administrative support to enable the GCC Practice Committees (Professional Conduct (PCC), Health and Investigating) to carry out their functions; and to contribute to their continuous improvement. The post holder will also lead and undertake Protection of title (S.32) investigations where there are concerns that non-registered individuals are either expressly or by implication describing themselves as a chiropractor.

Main duties

Committee Coordinator:

- Be responsible for administering the GCC Practice Committees (Professional Conduct and Health), ensuring hearings are listed as soon as possible after a referral from the Investigating Committee, and generating documentation before and following hearings.
- Liaising with solicitors acting for GCC as to travel arrangements for witnesses, ensuring this is booked and sent to witnesses before the hearing.

- Providing continuous support for the panel members and the parties at hearings, maintaining effective records and notifying the relevant parties of the outcome.
- List review hearings before the deadline for review and monitor compliance with conditional registration cases.

Supporting PCC Chair on the effectiveness of PCC

- In conjunction with the Chair of PCC, ensure the evaluation of meetings and the performance of panel members is undertaken and fed back.
- Set up training and other events involving panellists.
- Liaise with panellists routinely, so they are kept apprised of general activities undertaken within the GCC.

Administrator duties for Investigating Committee

- Be responsible for the administration of the Investigating Committee by:
 - ensuring meetings and interim order hearings are organised effectively.
 - generating documentation before and after meetings.
 - providing continuous support for the panel members and the parties at meetings and interim order hearings.
 - maintaining effective records and notifying the relevant parties of the outcome.

Protection of title (“S.32”) Case Work

- Be the GCC’s lead contact for the S.32 work, responsible for investigating S.32 complaints in line with the GCC’s procedure note.
- Liaise effectively with GCC teams to ensure information is shared and learning is identified.

Other employment responsibilities

- The post holder is expected to live the GCC’s values and behaviours, speak up if there are concerns, have due regard to information governance, equality, diversity and inclusion, treat people with respect and dignity at all times, and ensure health and safety of self and employees.
- There is a requirement to work flexibly, respond responsibly to changing business needs, and undertake other duties appropriate to the level of the post that may be required.

Notes

- This job description describes the job's principal purpose and main elements. It is a guide to the nature of the primary duties as they currently exist but is not intended as a comprehensive or permanent schedule of tasks.

Person Specification

Post	Protection of Title Caseworker and Committee Coordinator
Essential Criteria	
Abilities and skills	
A	
B	Highly developed ability to pay close attention to detail and quality assure own and others' work.
C	Well-developed oral communication skills to deal effectively, efficiently and appropriately with internal and external stakeholders at all levels.
D	Sound judgment and decision-making.
E	Ability to research, analyse, summarise and report on information systematically and coherently and to make recommendations for appropriate policy responses supported by clear arguments and evidence.
F	Ability to handle complex and sensitive information with skill and diplomacy.
G	Ability to work on own initiative and without close supervision and take personal responsibility for specific projects.
H	Well-developed ability to work with others as part of a team, giving support when required.
I	Highly developed organisational skills and the ability to multi-task on various projects and/or activities.
J	Excellent IT skills.
Education, knowledge and experience	
K	University degree or equivalent experience.
L	Two years of administrative experience.

M	Ability to demonstrate a clear understanding of the GCC's work and, in particular, the importance of ensuring hearings are listed and concluded within agreed KPIs and the importance of S.32 work and its impact on GCC's engagement with the profession.
N	Experience that demonstrates the capability to understand the regulatory environment and legal frameworks.
O	Experience in working in a politically sensitive environment and/or dealing with high-profile sensitive issues.
P	Demonstrable track record of commitment to high standards of service delivery and excellent customer care
Q	Understanding of partnership working and the importance of developing relationships with key stakeholders.
Personal Characteristics	
R	A commitment to and understanding of the importance of equality and diversity within the environment that the GCC operates.
S	A commitment to high standards of service delivery and customer care.
T	A capacity to be calm under pressure, multi-task, manage competing demands, work flexibly and work under pressure to meet deadlines.
U	Able to apply organisational values to all aspects of work.
V	Ability and willingness to understand and take account of different points of view and respond appropriately.

Desirable Criteria

Experience

W	Knowledge or experience of law and/or casework/hearings procedures is desirable.
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