

Recruitment to the position of

Project and Information Analyst

Information for applicants

Closing date: 25 October 2021 – 10am

Interview dates: 11 November 2021 (via Teams)

Letter from the Chief Executive and Registrar of the GCC

Dear Applicant

Thank you for your interest in the General Chiropractic Council (GCC) and in this position. I hope you find this information pack useful as 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.

This is a great time to be joining the GCC as we commence on our new and ambitious strategy alongside the significant changes happening within the UK's health and care regulatory landscape.

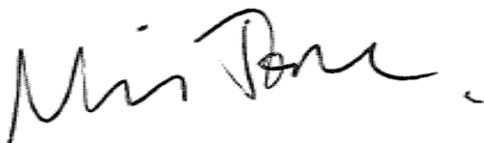
Following organisational changes in 2020, this position was created within a new Development Directorate. You will work alongside fellow members of the Development team, support our Education Committee and work with education providers who run GCC approved programmes, as well as those seeking programme approval.

I have led the GCC for two years and we are set to embark on the next stage of our development. As the GCC is a small organisation, to succeed here you will need to be a great colleague; supportive, resourceful and flexible. You will have a high profile and be visible to the GCC team, the Chair, Council and Education Committee, with our stakeholders in the regulatory system, our partners and with registrants and patients.

The GCC is a great place to work and we do so together. It matters to us that we make a real difference in protecting the public and developing the profession. We are positive, hardworking and support, value, care and trust each other. We innovate and embrace equality, diversity and inclusion in all that we do.

Please read on for more information.

I wish you well with your application.



Nick Jones
Chief Executive & Registrar

Overview of the GCC

The General Chiropractic Council (GCC) is an independent statutory body established by Parliament to regulate chiropractors in the United Kingdom, Isle of Man and Gibraltar. We are one of ten healthcare regulators, with our activities scrutinised by the Professional Standards Authority. 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, some lay and some chiropractors. Please refer to our [Annual Report and Accounts 2020](#) and the record of our [recent meetings](#).

The past three years have been a formative period for the GCC. We have been implementing the changes envisaged in an ambitious [strategy 2019-2023](#) and are currently reviewing and producing a new [corporate strategy](#).

The GCC is agile and seeks to punch above its weight within what is a complex and changing healthcare and regulatory landscape. The Government has conducted a consultation on the future of professional healthcare regulation which aims to set out a path for change.

The purpose of the GCC, set out in The Chiropractors Act 1994 (as amended), is to:

- Protect, promote and maintain the health, safety and well-being of the public.
- 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 standards which 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 addition, the GCC also has a legal duty to develop the chiropractic profession. Only one other regulator has a similar duty to its profession. We work with four chiropractic professional associations and the Royal College of Chiropractors to fulfil this duty.

The GCC office is in Kennington, located within a modern, light building shared with the Health and Care Professions Council: Park House, 186 Kennington Park Road, London, SE11 4BT.

It is located close to Kennington Station on the Northern Line and served by many bus routes.

We have been working remotely during the pandemic and expect to return to the office 2-3 days per week from September 2021.

The Council

The Council is the GCC's governing body. It is responsible for ensuring that the GCC carries out its core functions and for 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, that best use is made of the resources available to the GCC and that its finances remain sound.

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

Our Chair, Mary Chapman, was appointed in August 2017. 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. She chaired the Institute of Customer Service from 2009-15 and was a trustee of the Girls' Day School Trust for 10 years. She has just completed ten years as a member of the Archbishops' Council of the Church of England and Chair of its Audit Committee.

Nick Jones was appointed Chief Executive and Registrar of the General Chiropractic Council in February 2019 and is thrilled to lead the team working across the chiropractic system. He started his working career in social housing and was drawn to a career in regulation, working first for the housing regulator and then within system healthcare regulation, ending up at the Care Quality Commission in 2010. Before joining the GCC, he was a Director at the Human Fertilisation and Embryology Authority, the government regulator responsible for ensuring fertility clinics and research centres comply with the law. He believes that effective regulation incentivises improvement and high-quality care for patients; its fundamental purpose.

The role

In the past year, the GCC has delivered an ambitious business plan to meet the objectives and activities agreed within its strategy. We have:

- Put in place a modern digital ‘estate’ (a new website and CRM system) to ensure we communicate more effectively and provide a place where registrants can carry out transactions with the GCC simply and easily.
- Redesigned our Fitness to Practise activity, putting in place new processes to enhance regulatory work such that it is efficient and effective for patients and registrants.
- Drawn out themes from our work enabling us to share lessons for the profession to promote good performance and improvements in care, for example on publishing lessons learned from advertising cases; gathering the learning from recent cases heard; publishing a monthly newsletter; increasingly utilising our voice on sector platforms to convey our hopes and expectations to the profession.
- Facilitated work to bring leadership to the ‘system’ of chiropractic to ensure that collectively, the profession develops. This includes working collaboratively with the chiropractic associations, the Royal College of Chiropractic, students and the education programme providers – and increasingly patients – such that it is a shared endeavour. We are increasingly seen as open and facilitative.
- Brought in new education providers and programmes to the chiropractic educational system. We are both supportive and challenging in ensuring the highest standards of education are provided in the development of confident and competent practitioners ready to contribute to the health challenges of the future.

The post of Project and Information Analyst is a key member of the Corporate Services Directorate responsible for leading the GCC’s work on projects so that it can achieve its strategic aims and objectives.

The role supports change management across the GCC with particular operational responsibility for delivering larger and complex projects and their transfer to business as usual. The post holder will also be responsible for coordinating the preparation of the GCC’s business plan and reports on the performance of the GCC - internally and externally.

This is a great 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 the Officer level posts in the GCC has been established at £40,400 per year. Currently 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: The pension scheme offered by the GCC is TPT Retirement Solutions which is one of the leading workplace pension funds, with over 2,600 organisations and 350,000 members in its schemes. It is a non-contributory scheme. The GCC will pay a sum equivalent to 10% of your gross salary into to the scheme or a pension scheme nominated by you.

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 loan, bicycle loan, professional fees, eye test costs

Our values

To support our new strategy, GCC employees and Council have worked together to create the following values:

- **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, innovation and celebrating success.
- **Accountability;** to take responsibility, use resources wisely and set clear attainable targets.
- **Integrity:** communicate openly and honestly, building mutual respect and trust, having an open mind to reflect and learn lessons.

Together, the staff team has agreed the following statement:

The GCC is a great place to work, and we do so together. It matters to us that we make a real difference in protecting the public and developing the profession. We are positive and work hard – we support, value, care and trust each other. We innovate, and embrace diversity and our growth.

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.

Reasonable adjustments will be made at interview and in post for any individual who requires them.

The selection process

Following shortlisting, at interview the panel will ask about your experience and expertise. The competency-based interview aims to find out how you have used specific skills in your previous experience and how you approach problems, tasks and challenges. It will be looking for you to provide examples of how you meet the requirements set out in the *person specification* on page 10/11 below.

To discuss the role, and/or the process contact Joe Omorodion, **Director of Corporate Services**, j.omorodion@gcc-uk.org or 020 7713 5155 Ext 5516.

Completing your application

The deadline for completed applications is **25 October 2021 at 10am**. Interviews will take place remotely via MS Teams on **11 November 2021**.

To apply, please submit the following information, referring to “**Project and Information Analyst**” 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** – separate form).

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:	Project and Information Analyst
Line manages:	N/A
Reports to:	Director of Corporate Services

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 main 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 Project and Information Analyst is a key member of the Corporate Services Directorate responsible for leading the GCC's work on project/business management so that it can achieve its strategic aims and objectives. The role supports and leads change management across the GCC with particular operational responsibility for delivering larger and complex projects and their transfer to business as usual. The post holder will also be responsible for supporting the Director of Corporate Services to produce the GCC's business plan and lead on the production of reports on the performance of the GCC - internally and externally.

Main duties:

- Lead on the preparation of the quarterly business plan update reports for Council
- Be the GCC's lead contact for the PSA annual review and statistical returns
- Lead on ensuring the integrity of data within the Fitness to Practise (FTP) Excel Masterfiles, produce the Council Dashboard and FTP reports
- Work with the project leads and Directors to identify the projects, activities and key performance indicators (KPIs) to be used in the preparation of the annual business plan
- Work with the Director of Corporate Services and other Directors to produce the annual business plan
- Work closely with project leads to ensure effective management of projects
- Evaluate the success of projects against benchmarking/ plans and share lessons or best practice.

- Provide advice and support the delivery of other projects within the GCC
- Communicate and engage effectively so that expectations are met and there is support for the projects
- Support the Director of Corporate Services with GCC's business continuity planning
- Support the Director of Corporate Services by working closely with external IT service providers on cyber security, disaster recovery and IT maintenance activities
- Support the Director of Corporate Service with the identification, assessment, monitoring, treatment and reporting of GCC's strategic and operational risks

Other employment responsibilities

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

Notes:

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

PERSON SPECIFICATION

Post:	Project and Information Analyst
Essential Criteria	
<ul style="list-style-type: none"> Abilities and skills 	
A	Ability to design, manage and improve data management systems; including CRM/database and spreadsheets, along with related process for data collection, cleaning and verification
B	Proven and demonstrable experience of writing and producing clear and concise papers, reports, web pages etc
C	Well-developed inter-personal and team working skills to ensure successful collaborative working relationships with colleagues and senior managers
D	Ability to analyse, summarise and report on information in a systematic and coherent way; and to make recommendations for appropriate policy responses supported by clear arguments and evidence
E	Well-developed oral communication skills, to deal effectively, efficiently and appropriately with internal and external stakeholders at all levels.
F	Ability to work on own initiative and without close supervision and take personal responsibility for specific projects
G	Ability to think and act strategically, identify policy ideas or new initiatives and develop practical innovative and creative solutions to the management of strategic and operational issues and problems
H	Ability to develop and manage existing external relationships with key contacts
I	Well-developed ability to work with others as part of a team, giving support when required
J	Highly developed organisational skills and the ability to multi-task on a variety of on-going projects and/or activities.
Education, knowledge and experience	
K	Educated to degree level or equivalent experience
L	Minimum of 2 years' experience in a similar field
M	Ability to demonstrate a clear understanding of the GCC's work and in particular the importance of transformation and of performance management to the GCC's success.
N	Understanding of partnership working and the importance of developing relationships with key stakeholders.
O	Knowledge and experience of developing and improving processes
P	Experience of working within defined regulations and following established procedures.

Personal Characteristics	
Q	A commitment to and understanding of the importance of equality and diversity within the environment that the GCC operates
R	Commitment to high standards of service delivery and customer care.
S	Capacity to be calm under pressure, multi-task, manage competing demands, work flexibly and to work under pressure to meet deadlines.
T	Able to apply organisational values to all aspects of work.
U	Ability and willingness to understand and take account of different points of view and respond appropriately.

September 2021