



Job description

Monitoring and Concerns Officer

Job reference:	QMCH-MCO
Location:	Canary Wharf
Reports to:	Monitoring and Concerns Manager
Grade:	E

Job purpose

Monitoring and Concerns Officers (MCOs) are at the vanguard of our fitness to practise process. They are also responsible for ensuring public protection and safety by monitoring compliance with restrictions imposed on a registrant's ability to practise. MCOs are committed to maintaining a tailored, proportionate, efficient and effective approach and to providing excellent customer service.

MCOs act as an initial decision maker determining whether a concern received should be closed, referred for further investigation or signposted to another part of the GPhC or appropriate regulatory agency. Decisions need to be made quickly and be capable of standing up to scrutiny. MCOs are responsible also for making decisions as to the progression and recommended outcome for cases involving restrictions on a registrant's practice.

MCOs provide advice to the public, to registrants and to other stakeholders on the initial stages and purpose of our fitness to practise and concerns processes. They also provide advice as to the management and progression of cases where restrictions are imposed.

Main accountabilities

1. To make prompt, reasoned and robust decisions about whether a concern received should be closed or referred for further enquiry or investigation. The MCO will ensure that concerns referred for investigation are processed promptly and that applicable cases not referred for investigation are signposted to other areas of the GPhC and/or to other appropriate regulatory agencies or bodies.
2. To ensure the effective, efficient and proportionate monitoring and case review of all registrants subject to undertakings, orders for conditions (either interim or substantive) and suspensions. Monitoring includes ensuring all orders, evidence and correspondence are recorded accurately; maintained on relevant systems; and submitted appropriately to the relevant decision maker or statutory Committee.
3. Manage concerns and monitoring cases in a timely fashion, within operational policies and our statutory framework, as well as, ensuring that quality standards are maintained in relation to the making and keeping of clear records regarding decision making.
4. Where registrants have not complied with restrictions take necessary actions including, making decisions about appropriate next steps and/or action to be taken including, where appropriate, referral for an interim order and/or further investigation.

5. To be responsible for informing the person raising a concern about the decision reached and reasons for closing or referring a case. MCOs are responsible also for liaising with and responding to queries from internal and external stakeholders including customer services staff, registrants, members of the public and where appropriate witnesses; managing issues directly or where appropriate escalating the issue or referring the query on.
6. Build and maintain effective working relationships with internal and external colleagues and stakeholders, championing excellent customer service, high quality and timely working and a efficient, effective, proportionate and collaborative approach to case management and investigation
7. Carry out such other duties across the Quality, Monitoring, Concerns and Hearings Team as required

Knowledge and skills for this job

	Essential	Desirable
Educated to degree level or equivalent (a qualification in law would be advantageous)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to work autonomously and on own initiative under pressure, to prioritise work, to problem solve, to keep within operational guidance and to know when to escalate matters as appropriate	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to track, record accurately and successfully manage large volumes of cases, correspondence and electronic records; ensuring quality, accuracy and attention to detail is maintained at all times	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to identify and suggest improvements to procedures and processes; devise operational policies and demonstrate an understanding of the need for an efficient and effective approach to regulation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
First class written and verbal communication skills, with an ability to adapt messages for different audiences; influence and deal tactfully with a wider range of people and maintain confidentiality as appropriate	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Proven track record of effective and high quality performance against agreed targets in a high-volume environment (experience of a regulatory environment would be advantageous)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to interpret and apply relevant legislation, professional standards guidance and other regulatory guidance documents	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience of case management systems and successful use of electronic records management software	<input type="checkbox"/>	<input checked="" type="checkbox"/>

The knowledge and skills required for this role may change according to the needs of the GPhC.

Terms and conditions

Salary:	The salary for this role is £27,500. Salaries are usually reviewed in June. If you start after 1 March, your salary will first be reviewed in June of the following year.
Hours:	35 hours per week, from 9.00 to 5.00, Monday to Friday
Holiday entitlement :	30 days per annum, pro rata, plus all Bank Holidays