



## Job description

# Technical Advisor

<b>Job reference:</b>	OPR – TA1 - 5
<b>Location:</b>	Canary Wharf
<b>Reports to:</b>	Technical Support Team Manager
<b>Grade:</b>	D

### Job purpose

To identify opportunities for improvement to our systems and processes, and to implement changes that deliver improved efficiency, effectiveness and productivity, whilst maintaining acceptable levels of risk and the overall reputation of the GPhC and integrity of the register.

The role includes the management of specific projects or work streams as required to deliver change, provision of training coaching and mentoring, management of quality and risk, policy development and system and process design.

To provide advice, guidance and support to staff within the CST, collaborate with other directorates and teams across the GPhC to ensure continuity of guidance and communication and to maintain effective relationships with other stakeholders.

Whilst this job description is generic and with overlapping objectives, individual job holders may need to have expertise (and predominant focus) within certain fields - eg

- Process improvement
- Training
- Delivery of specific projects or workstreams - eg operational delivery of each registration assessment
- Specific GPhC areas - eg pre registration, CPD, registration assessment.

## Main accountabilities

The accountabilities listed below specify the activities required of a team of technical advisors. Each individual technical advisor may be required to cover a range of these activities, or to specialise in some of them.

1. To deliver the GPhC registration assessment exams. To manage candidate numbers and applications (with the Applications Team), and to manage arrangements with all exam venues and other suppliers, to ensure that all operational processes are efficient and effective, and uphold the integrity and security of the assessment, whilst delivering a good candidate experience.
2. To manage projects / work streams to deliver change to CST systems and processes, to improve CST efficiency, effectiveness and productivity and/or ensure adherence to regulatory requirements.
3. To provide training, coaching and mentoring as appropriate to staff within the CST (or the wider GPhC and their associates if required).
4. To monitor quality and risk across the CST. To ensure that appropriate quality checks are undertaken across the CST, identify areas of potential risk to the CST and wider GPhC, and take measures to ensure that these risks are flagged and mitigated appropriately.
5. To provide advice, guidance and support to CST staff on individual cases, or in the application of processes and systems. To take ownership of an individual complex case if appropriate, and to give feedback to staff so that similar cases can be handled with limited referral in future.
6. To build and maintain links across the wider GPhC engaging in cross-directorate working to achieve a shared agenda and contributing to work streams and communications to ensure continuity and currency of information, policy and procedures that may affect the CST.
7. To build and maintain strong relationships with our key internal and external stakeholders, to provide support in helping us to spread important information and guidance when required, and to reduce the number of errors and queries being received into the CST.

## Knowledge and skills for this job

	Essential	Desirable
Strong focus on delivering desired outcomes and solutions to problems.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to organise and prioritise workloads effectively, with a strong focus on delivering to deadlines.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent communication skills - tailoring oral & written communications for the intended audience, ability to adopt a variety of styles, ability to listen to, influence, persuade and negotiate with others.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strong IT skills, including Microsoft Office suite.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Energy and drive to improve customer service	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to remain calm under pressure.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"><li>Experience of working successfully in a front line customer services environment.</li></ul>	<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 £29,200 - £34,700. 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