



Job description

Head of Quality, Monitoring, Concerns and Hearings

Job reference:	IFTP-HQMCH
Location:	Canary Wharf, London
Reports to:	Director of IFTP
Grade:	A

Job purpose

To lead and develop the Quality, Monitoring, Concerns and Hearings (QMCH) team as a high performing cohesive unit with excellent collaborative working credentials and a passion for service excellence and continuous improvement. To ensure consistent triaging of concerns in line with quality, timelines and cost objectives. To monitor Registrants' compliance with conditions or undertakings and ensure that, in the event of non-compliance, remedial and/or enforcement action is taken, in line with policies and procedures. To ensure all cases concerning registrants' fitness to practice are scheduled for hearing according to agreed quality, timeliness and cost objectives. To ensure the directorate has a fully functional, fit for purpose quality assurance and performance monitoring framework in place across the directorate's functions, which assures the delivery of good quality, consistent judgments and work and our ability to monitor performance that meets all stakeholders' needs. To effectively monitor the external panel firm contracts ensuring the GPhC receives good value for money. When required and as appropriate, under delegated powers from the Registrar, and working with the Heads of Professionals Regulation, Systems Regulation and Customer Services, make timely decisions on applications for registration and, where appropriate, on fitness to practice (FtP) cases. Work collaboratively to provide a technical lead role, consultancy and expert advice and recommendations to the Registrar, Director of Inspection and Fitness to Practice and Heads of Professionals Regulation, Systems Regulation and Customer Services on the progression and disposal of complex registration and fitness to practise cases, supporting their successful conclusion.

Main accountabilities

1. Ensure that the QMCH team is adequately resourced and works cohesively as a unit and collaboratively across the directorate to enable them to deliver high quality services.
2. Working with the Head of Professionals Regulation ensure that FtP investigations are carried out and presented at hearings in accordance with agreed investigation plans, process and procedures.
3. Manage the performance of the QMCH team, its suppliers (e.g. panel firms) to ensure that they deliver high-quality services in line with agreed standards for quality, timeliness and cost.
4. Ensure cases concerning registrants' fitness to practise are scheduled for hearing according to agreed quality, timeliness and cost objectives and delivered to a high standard.
5. Ensure timely and effective triaging of concerns in line with process, procedures and to time, cost and quality objectives.
6. Work collaboratively with Heads and managers across the directorate to ensure effective identification and management of risks.
7. Ensure learning and development points for our systems, processes, staff, committees and suppliers are identified in a timely fashion and improvement actions are developed and implemented in collaboration. Provide support and coordination for training and development across the directorate.
8. Working with the heads of professionals and systems regulation develop, implement and oversee a fit for purpose quality assurance framework for the directorate that provides assurance that work and decisions meet quality and consistency standards as well as stakeholders needs and PSA requirements.
9. Ensure process and procedures for monitoring registrants' compliance with conditions and undertakings and in cases of non-compliance for ensuring that remedial and/or enforcement action is taken in line with policies and procedures.
10. Develop and implement a performance monitoring framework for the directorate that meets all stakeholders' needs and provides an effective mechanism for monitoring the efficiency, effectiveness and quality of our operations.
11. Identify and implement short term business improvements with quantifiable quality, timeliness and / or cost benefits with QMCH as well as supporting identification and implementation of improvements across the directorate.
12. Act as business lead in parts of business improvement projects relevant to QMCH and across the

directorate's functions as required. Ensure that the team is prepared and appropriately resourced to contribute to the implementation of the business improvement program and introduction of new processes and procedures, without a decline of service standards for business as usual activities.

13. Ensure that appropriate regulatory data and information / intelligence are collected to support the identification and management of risk across the GPhC as well as knowledge management to support policy and operational development.
14. Manage the team's budget in line with the GPhC's financial policies and processes, within delegated authority.
15. Lead and/or contribute to PSA performance review reports, audits and other requests, as appropriate.

Knowledge and skills for this job

	Essential	Desirable
Organisational awareness	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Delivering a customer focussed service	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Decision making	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Developing effective relationships	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Delivering performance	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Legally qualified	<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 £74,000. 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