Hearings Team Manager
Tribunal Service, Fitness to Practise

Reference Number: 001983
Closing date: 9am Tuesday 15 August 2017
Interviews: w/c 28 August 2017

To apply for this role, please visit the: HCPC Vacancies page

For more information about HCPC, please visit: http://www.hcpc-uk.org/aboutus/

We can supply information in alternative formats for people with special requirements for example a visual impairment or dyslexia.

For further information or an informal discussion about the role, please contact the HR Team on tel. 020 7840 9778 or e-mail recruitment@hcpc-uk.org or visit http://www.hcpc-uk.org/

Thank you for your interest

Committed to equality and diversity
About the HCPC

The Health and Care Professions Council (HCPC) is the regulator of 16 different health and care professions. We were set up to protect the public. To do this, we keep a Register of health and care professionals who meet our standards for their training, professional skills, behaviour and health.

The organisation has around 260 employees, who work in a variety of departments – see /www.hcpc-uk.org/aboutus/recruitment/peopleathcpc/ for further information.

About the Fitness to Practise Department

The Department is currently made up of around 100 members, and is organised into five functional groups:

- Case Reception and Triage
- Investigations
- Case Preparation and Conclusion
- Tribunal Service
- FTP Operations

The Director of Fitness to Practise heads up the Department and is a member of the Executive Management Team (EMT). The Director is responsible for the overall leadership and management of the Department.

Each functional group is led by a Head of Function who reports to the Director of Fitness to Practise.

The PA to the Director of Fitness to Practise provides administrative and secretarial support to the Director of Fitness to Practise and the Head of Functions.

The areas of responsibility of each of the functional groups is outlined below.

Case Reception and Triage

The Case Reception and Triage function ensures that fitness to practise, health and character and protection of title cases are appropriately risk assessed, logged and allocated in accordance with the case mix weighting and allocation procedures. The function also handles all non-case specific general enquiries about fitness to practice, protection of title and health and character matters including providing advice on how and when to refer to the HCPC.

The Case Reception and Triage function comprises:

- Two case assessment and enquiry teams
- Case Officer team
- An Administration team which provides high quality and responsive administrative support to all of the FTP functions.
Investigations

The primary focus of the Investigations function is to ensure the effective and timely investigation and progression of cases to the Investigating Committee Panels.

The Investigations function comprises:
- Four case teams
- One complex case team
- A case support team which supports the timely progression of cases across the Case Reception and Triage, Investigations and Case Preparation and Conclusion functions. The team is also responsible for the redaction and preparation of bundles.

Case Preparation and Conclusion

The Case Preparation and Conclusion function ensures the timely progression of cases once a 'case to answer' decision has been made by the Investigating Committee Panel to final conclusion. The function is also responsible for managing the contract and relationship with HCPC’s external legal services provider as well monitoring registrants’ compliance against Conditions of Practise Orders.

The Case Preparation and Conclusion function comprises:
- One case team

Tribunal Service (HCPTS)

The primary focus of the adjudications function is to ensure the efficient and timely listing and conclusion of hearings. The function comprises:
- Two teams of hearing officers
- Two teams of scheduling officers

The Head of Tribunal Services reports to the Director of Fitness to Practise and is responsible for the management and leadership of the Tribunal Service function of the Fitness to Practise Directorate.

Vacancy – Hearings Team Manager (Maternity Cover until April 2018)

- The Hearings Team Managers reports to the Tribunal Services Manager – Hearings and is the main point of contact for queries about the hearings teams work. The post holder also acts co-ordinator for Investigating Committee Panel meetings.
  - The Hearings Officers report to the Hearings Team Managers and are responsible for the officering of Fitness to Practise hearings and for ensuring appropriate support is provided to all those (and in particular witnesses) who attend hearings.

FTP Operations

The FTP Operations function supports the efficient operation of the Fitness to Practise department through:
- the preparation and monitoring of budgets and work plans and production of management information
- developing processes to support performance management and service improvement activities
• quality assurance and compliance activities
• developing and evaluating the FTP training plan
• maintenance and development of the FTP Case Management System
• managing external facing activity such as publications, web content and conference material.

The FTP Operations function comprises:

• the Quality Compliance team
• the Assurance and Development team
• FTP training
Job Description – Hearings Team Manager

Department: Fitness to Practice – Tribunal Service

Reports To: Tribunal Services Manager – Hearings

Direct Reports: Hearings Officers

Salary Band: Band C

Scope of Job

The primary purpose of this role is to lead, coach and manage a Hearings Team within the Tribunal Service function (HCPTS) in the Fitness to Practise Department. The role is also responsible for overseeing and providing guidance on the facilitation of hearings, co-ordination and support at Investigating Committee Panels and delegated authority to consider postponement applications. The post holder will also be responsible for continuous improvement of hearings processes.

Main Duties and Key Responsibilities

Your principal duties and key responsibilities will be those set out below. In addition to those duties, the HCPC reserves the right to require you to undertake additional or other duties within your capacity as may from time to time be reasonably required and necessary to meet the needs of the organisation.

Leadership and Management

• Responsible for the management of a team of Hearings Officers within the Fitness to Practise Department, including identifying training needs and opportunities for development.

• To act as a main point of contact for queries about the work of the Hearings Team and alert the Team to any arrangement or difficulties which may affect the smooth running of hearings.

• Day to day management of a hearings team, which includes allocating work and monitoring workloads to ensure that targets and standards of performance are met.

• To oversee the fair and efficient progress of all HCPTS proceedings as required by the Health and Social Work Professions Order 2001.

• Act as a primary source of advice and the first escalation route for team members and colleagues within the department.
Monitor and report on Hearings team activity and ensure that senior managers are briefed and consulted on significant issues, including resource management.

Continual review of processes to identify and implement improvements

To act as coordinator of Investigating Committee Panel Meetings.

Make decisions on applications to postpone hearings in line with statutory requirements and handle preliminary matters that may affect a hearing.

Provide cover for other Hearings Team Manager and Tribunal Service Managers as required.

Contribute and assist in projects relating to the Fitness to Practise Department.

Assist in the training and integration of new Fitness to Practise Department employees.

Ensure that a high quality of customer service is provided to all stakeholders, both internal and external.

Operational management

Recruit, lead, manage, coach and motivate a team undertaking a range of service delivery processes including identifying training needs, work allocation and skills development.

Responsible for the smooth running of hearings, the allocation of Hearing Officers to all Fitness to Practise hearings, and the logistics of the resources required at hearings (either in London or elsewhere in UK).

Ensure operational procedures relating to the hearings process are carried out to the agreed HCPC standards in line with business targets, data protection policy and relevant legislation

Monitor and report on hearings team activity including statistical reports as required by the Director of Fitness to Practise and Head of Tribunal Service.

Liaise and work collaboratively with other Tribunal Service Team managers, in particular in relation to resource management, and with Case Management Team colleagues regarding hearing matters (including ICP management)

Liaise as necessary, and manage relationships, with a range of external stakeholders including instructed solicitors, registrants’ representatives, employers, other regulators and the Professional Standards Authority.

Feedback to team members and implement learning from hearings audits.

Prepares and facilitates training sessions for Panel members and team members.
• Co-ordinates contact with witnesses before final hearings to ensure attendance, and following hearings, as part of witness support programme.

• Contribute to the design, development and implementation of processes to support the work of the department.

• Manage publication of hearing decisions on the HCPTS website in accordance with publication and retention policies.

• Support the operation of HCPC’s Council and Committees by preparing and presenting papers as required.

Quality Assurance

• Contributes to the writing of papers on Hearings activities for Decision Review Group

• Undertake regular audit activities of hearings officer work to ensure compliance with key areas of process, policy and legislation

• Ensure the integrity of the HCPC Register and relevant updates are undertaken

General

• In addition to those duties, HCPC reserves the right to require you to undertake additional or other duties within your capacity as may from time to time be reasonably required and necessary to meet the needs of the HCPC.

• To understand the information security requirements for information accessed or processed in carrying out the duties of the role, treating the information with appropriate care as set out in the Information Classification and Handling Policy.

• To carry out the responsibilities of the post with due regard to the HCPC’s Equality and Diversity Policy and to treat colleagues and other HCPC stakeholders with respect and dignity at all times.
**Person Specification**

Detailed below are the types of qualifications, experience, skills and knowledge which are required. The Essential criteria sections show the minimum essential requirements for the post. The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training. They are not essential, but may be used to distinguish between applicants.

All criteria will directly relate to the online application form.

The Category column indicates the method of assessment:

- **A** = Application form
- **C** = Certificate
- **I** = Interview
- **R** = Reference
- **T** = Test
- **P** = Presentation

<table>
<thead>
<tr>
<th>Essential/Desirable</th>
<th>Category</th>
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<tbody>
<tr>
<td><strong>Education</strong></td>
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<tr>
<td>Educated to degree level and/or relevant knowledge and understanding</td>
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<tr>
<td><strong>Skills</strong></td>
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<td>The ability to motivate a team to work effectively to achieve service standards and to provide a high quality service to all stakeholders.</td>
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<td>Sound leadership skills and ability to make operational decisions to ensure that all events run smoothly</td>
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<td>Ability to communicate professionally with customers from a diverse range of backgrounds including people who may be vulnerable and deal with these issues sensitively and tactfully</td>
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<td>A high standard of oral and written communication including strong analytical, critical examination (including ability to conduct witness assessments), and report writing skills.</td>
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<td>Ability to work under pressure and prioritise work to meet deadlines with minimal supervision.</td>
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<td>Ability to manage relationships with key stakeholders and present to large audiences</td>
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<td><strong>Knowledge</strong></td>
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<td>Demonstrated ability and knowledge to lead, manage, support and develop a team.</td>
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<td>Demonstrated knowledge and understanding of developing and improving processes within an operational department.</td>
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<td>Good understanding of professional regulation and able to maintain an up-to-date knowledge of legislation, procedures and case law.</td>
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<td>Experience</td>
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<td>An ability to work within defined regulations and legislation or similar and following procedures.</td>
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<td>Demonstrated ability of working with committees or panels within a complex framework and managing tribunal type processes.</td>
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<td>Sound working knowledge of window based software packages, including word processing, spread sheets, databases, electronic mail, and the internet.</td>
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<td>Willingness to be flexible about event closing times and travel throughout the UK, involving overnight stays as required.</td>
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Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on or before the first day of appointment.
Values Based Competencies

The following behaviours are based on the HCPC’s values. People Managers are encouraged to display them during the completion of their duties.

**Transparency**
- Actively ask people for their views, encouraging open discussion and sharing of opinion across all levels.
- Ensure colleagues have the information they need to do their jobs and understand the overall context, standing by decisions as appropriate.
- Present information concisely, openly and honestly, in a way that promotes common understanding.

**Collaboration**
- Build a sense of teamwork and mutual support.
- Encourage co-operation and mutually respectful relationships across teams, departments and with stakeholders.
- Ensure colleagues understand their contribution to overall goals and where other departments fit in.

**Responsiveness**
- Coach colleagues when they bring problems for resolution, encouraging them to find solutions and to take ownership.
- React quickly to changing circumstances, clarifying and managing expectations, and finding ways to deliver solutions despite set-backs.
- Recognise when other teams and colleagues need support, and proactively offer assistance.

**High Quality Service**
- Monitor the quality, compliance and completeness of own and colleagues work against agreed aims and objectives.
- Praise good work, give constructive feedback and deal with performance issues promptly and sensitively.
- Regularly review quality and performance, encouraging and proposing new ideas to achieve better service standards

**Value For Money**
- Manage time, resources and budgets to ensure delivery to agreed plans.
- Accurately forecast resource requirements for activities, learning from experience.
- Identify potential cost/resource savings and take action to introduce