Fitness to Practise – Adjudication Manager - Hearings, Job Profile

About the HCPC

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

The organisation employs around 240 employees, who work in nine departments - Registration; Fitness to Practise; Education; Communications; Policy & Standards; Operations; Human Resources; Finance and IT.

About the Fitness to Practise Department

The Department is currently made up of 90 members and is split into three sections – Case Management, Adjudication and Assurance & Development.

- 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

- The PA to the Director of Fitness to Practise provides administrative and secretarial support to the Director of Fitness to Practise

Case Management

- The Head of Case Management reports to the Director of Fitness to Practise and is responsible for the management and leadership of the Case Management function of the Fitness to Practise Directorate

- The Head of Investigations reports to the Head of Case Management and is responsible for the management and leadership of the Investigations and Administration function of the Fitness to Practise Directorate

- The Investigations Manager reports into the Head of Investigation and manages and leads the Case Team Managers and Case Support Manager

- The Case Support Manager reports into the Investigations Manager and manages and leads the Case Support Officers

- Case Support Officers report to the Case Support Manager and provide case management support to the Case Managers
- Case Team Managers, manage one of the case teams within the department, dealing with a varied case load of fitness to practise allegations. The role reports to the Investigations Manager.

- Case Managers report to one of the Case Team Managers and are responsible for the management and investigation and the presentation of fitness to practise cases. There is a case team with specific responsibility for the management of registration appeal cases, prosecution of offences and health and character cases

- The Administration Manager reports into Head of Investigations and manages and leads the team of team administrators

- The Team Administrators report into the Administration Manager and provide general administrative support to the Department and its employers. The Team Administrators are the first point of contact for queries into the department

**Adjudication**

- The Head of Adjudication reports to the Director of Fitness to Practise and is responsible for the management and leadership of the adjudication function of the Fitness to Practise Directorate.

**Vacancy – Adjudication Manager - Hearings**

- The Adjudication Manager – Hearings reports to the Head of Adjudication and manages and leads the Hearings Officers and Hearings Team Managers. The post holder is also responsible for the delivery of panel member training alongside the Investigations Manager.

- The Hearings Team Managers reports to the Adjudication 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.

- The Adjudication Manager – Scheduling reports into the Head of Adjudication and manages and leads the Scheduling Team Managers.

- The Scheduling Team Managers reports to the Adjudication Manager – Scheduling and manages teams of Scheduling Officers.
- The Scheduling Officers report into the newly created post of Scheduling Manager and are responsible for the scheduling and listing of fitness to practise and registration appeal panel hearings

Assurance & Development

- The Head of Assurance and Development reports to the Director of Fitness to Practise and is responsible for the management of the fitness to practise quality assurance and planning functions

- The Quality Compliance Officer(s) reports to the Head of Assurance and Development and is responsible for auditing for compliance with FTP policies and procedures, developing new processes as a result of those audits and responding to FOIA and DPA requests as they relate to the work of the department

- The Assurance and Development Officer(s) reports to the Head of Assurance and Development. The post holder(s) are responsible for assisting in the development and implementation of processes to support the work of the department
Application & Selection Process

Applicants for the Adjudication Manager - Hearings role must complete the HCPC application form in full.

Please note: any CVs submitted will not be seen by the panel for the purposes of shortlisting or at an interview.

Applicants for the role will be shortlisted by a panel during w/c 22 February 2016.

Successful candidates will be invited for an interview on Wednesday 16 March 2016.

Please try to ensure your availability on this day, as it may not be possible for the panel to see you at another time.

Completed applications should be sent to: recruitment@hcpc-uk.org
Alternatively they can be posted to:
Human Resources
HCPC
Park House
184 Kennington Park Road
London
SE11 4BU

Enquiries should be directed to: HR - 020 7840 9165

The closing date for applications is Wednesday 24 February 2016 at midnight.
Job Description - Adjudication Manager - Hearings

**Department:** Fitness to Practise
**Reports To:** Head of Adjudication
**Direct Reports:** Hearings Team Manager x 2
**Salary Band:** Band C

---

**Scope of Job**

- To lead and manage the Hearings Team within the Adjudication function of the Fitness to Practise Department.
- To manage and ensure the smooth running of all types of Fitness to Practise proceedings.
- To design, develop, implement and monitor processes and standards to support the work of the department.
- To ensure that a high quality of customer service is provided to all stakeholders, both internal and external.

**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.

**Management**

- Lead, manage, support, and motivate Hearings Team Managers, including identifying training needs and skills developments.
- Oversee the day-to-day functions of the hearings teams within the Fitness to Practise Department
- Monitor the workload of the hearings teams, ensuring targets, standards of performance and consistency are achieved
• Develop and manage systems to improve processes and procedures operated by the Fitness to Practise Department.

• Keep the Head of Adjudication informed of issues that may have an impact on the conduct of a hearing.

• Act as a spoke person for the HCPC by conducting meetings and presentations with key stakeholders

• Deputises for the Head of Adjudication as required and provides cover for other Adjudication Managers

**Operational responsibilities**

• Ensure operational procedures relating to the Fitness to Practise Department are carried out to the agreed HCPC standards in line with business targets and relevant legislation

• Be knowledgeable regarding all aspects of the processes, procedures and work of the HCPC and have regard for the relevant legislation regarding Fitness to Practise department responsibilities

• Facilitate and lead on the recruitment and training of HCPC fitness to practise panel members

• Thorough awareness of the workload and resources within the Hearings Teams

• Liaise with relevant external stakeholders which includes, representative bodies, solicitors and HCPC Partners

• Liaise with other managers regarding the management of Fitness to Practise Department processes and case progression, to identify and resolve problems and maximise efficiencies

• Contribute to and lead projects relating to the Fitness to Practise Department

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

• Monitor and manage the allocation of financial and operational resources.

**Other**

• 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.
• 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

Essential

• Proven ability and knowledge to manage support and lead a team and motivate employees.

• Proven ability of developing and managing systems to improve high volume operational work.

• Proven ability to plan and prioritise workloads under pressure and meet tight deadlines with minimal supervision

• Demonstrated knowledge and ability to manage and develop tribunal processes or similar

• Demonstrable competency to manage relationships with key stakeholders.

• Ability to present to large audiences and manage stakeholder feedback to the business.

• A high level of written English and oral communication skills, including the ability to communicate professionally with stakeholders from all backgrounds.

• Sound working knowledge of Windows based software packages, including word processing, spreadsheets, databases, electronic mail, and the internet.

• Ability to deal with people from all levels and from a diverse range of backgrounds including people who may be vulnerable and deal with these issues sensitively and tact.

• Educated to degree level and/or relevant knowledge and understanding.

• Highly efficient and organised team player.

Values Based Competencies

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

<table>
<thead>
<tr>
<th>Transparency</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Seek out the views of others - however challenging - addressing questions openly.</td>
</tr>
<tr>
<td>• Communicate in a timely, clear and consistent way with all stakeholders.</td>
</tr>
<tr>
<td>• Create a culture of open two-way communication, encouraging dialogue and constructive debate</td>
</tr>
<tr>
<td>Collaboration</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>• Display visible and approachable leadership, managing people in a consistent,</td>
</tr>
<tr>
<td>inclusive and fair way.</td>
</tr>
<tr>
<td>• Build engagement, addressing any obstacles to effective teamwork and</td>
</tr>
<tr>
<td>collaboration across HCPC and with stakeholders.</td>
</tr>
<tr>
<td>• Create a clear sense of purpose for the wider department/function and</td>
</tr>
<tr>
<td>establish shared ways of working that build a sense of common purpose.</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Responsiveness</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>• Encourage empowerment of all employees, and delegate decision making</td>
</tr>
<tr>
<td>wherever possible, providing support and direction as needed.</td>
</tr>
<tr>
<td>• Reprioritise efforts when circumstances change, adapting overall plans and</td>
</tr>
<tr>
<td>activities and communicating new priorities.</td>
</tr>
<tr>
<td>• Help other teams and colleagues to manage their workloads, and the peaks and</td>
</tr>
<tr>
<td>troughs of demand, encouraging work/life balance</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>High Quality Service</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>• Define targets and standards that develop people, helping them find ways to</td>
</tr>
<tr>
<td>achieve them.</td>
</tr>
<tr>
<td>• Ensure regular praise and acknowledgement across the function, creating a</td>
</tr>
<tr>
<td>team where great work is recognised.</td>
</tr>
<tr>
<td>• Ensure and encourage continuous improvement in line with internal/external</td>
</tr>
<tr>
<td>best practice.</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Value For Money</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>• Turn strategy into clear and meaningful objectives, setting measures and</td>
</tr>
<tr>
<td>targets that make best use of resources.</td>
</tr>
<tr>
<td>• Decide between conflicting priorities for expenditure/investment in line with</td>
</tr>
<tr>
<td>overall goals.</td>
</tr>
<tr>
<td>• Identify ways to combine efforts/simplify processes to increase benefits and</td>
</tr>
<tr>
<td>reduce costs.</td>
</tr>
</tbody>
</table>