

**J O B   D E S C R I P T I O N**

**PROFESSIONALS REGULATION LAWYER**

Location:                    Canary Wharf  
Directorate:                Inspections & Fitness to Practise  
Reports to:                Professionals Regulation Manager  
Grade:                      C

**JOB PURPOSE**

Working as part of a Professionals Regulation (Fitness to Practise) Team to ensure that the GPhC conducts proportionate and fair investigations, and refers cases to the Investigating Committee (IC) only when it is appropriate to do so, in line with policies and procedures. To ensure that cases referred by the Registrar IC proceed to closure through hearing or other appropriate disposal in line with the GPhC's objectives and targets for quality and timeliness.

To act as an advocate representing the GPhC and presenting cases before various Fitness to Practise hearings, interim order applications/review hearings and restoration applications. To ensure that those cases under the individual's management are prepared and presented to a high standard of quality and in a timely, cost effective and efficient manner.

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**MAIN ACCOUNTABILITIES**

1. Work collaboratively within the Professionals Regulation (Fitness to Practise) Team to develop investigation plans, provide advice on the evidence obtained and recommendations for the disposal of cases. Where required, provide appropriate support to caseworkers in the analysis of evidence and drafting allegations;
2. Take responsibility for the progression of those cases referred by way of Interim Order or Direct Referral. To work closely with the caseworker/paralegal to conduct a full and thorough investigation within the target timeframes;
3. Provide accurate and up to date advice, as necessary, to other staff across the GPhC in relation to specific cases/investigations.

4. Build effective working relationships with internal and external stakeholders, including:
  - the PR(FTP) and Inspection Teams, particularly with those based in your allocated region;
  - other teams and individuals across the GPhC;
  - registrants or defence representatives.
5. Following referral of cases by the Registrar or IC, take responsibility for progressing cases to a Hearing. Keeping under regular review the issues that remain in dispute, ensuring compliance with case management directions and the GPhC's internal KPIs, where possible, liaising with Registrants or their advisers to narrow issues in dispute;
6. Effectively manage, prepare and present a caseload of cases before the GPhC's Fitness to Practise Committees, as well as the following activities:
  - undertaking a preliminary analysis of each case post-referral including a complete review of the evidence already obtained;
  - undertaking/supervising the undertaking of any further investigative or preparatory work prior to the hearing date;
  - refining, where necessary, allegations and compiling the evidence to be presented as part of the GPhC's case;
  - liaising with registrants, complainants, witnesses, defence representatives, other regulatory bodies and GPhC staff as necessary prior to the hearing;
  - presenting the GPhC's case and dealing with any related matters (such as costs applications or any preliminary matters) both at substantive hearings, review hearings and at any case management meetings;
  - undertaking necessary post Hearing actions, including liaison with complainants, witnesses and the PSA;
  - ensuring compliance with procedural deadlines and other statutory requirements throughout these processes;
  - where requested, assist those conducting any appeal/judicial review action on behalf of the GPhC in relation to case within that individual's caseload;
  - make positive contributions to the PR(FTP) Legal Community of Practice.
7. Ensure compliance with the GPhC's objectives and targets around quality, timeliness and cost, record data accurately and assist with the production of management reports, technical documents and statistics relating to the PR(FTP) Team or with any internal or external audit of the GPhC's work (including any audit by the PSA). This may include undertaking case audits and developing, implementing and utilising appropriate procedures/tools to record and capture statistical data;

8. As required, provide general advice (and relevant training, if requested) in relation to legal matters, rules and regulations, evidence-gathering, disclosure, technical/procedural issues, and construction and preparation of cases;
9. Assist in the ongoing development of the GPhC's policies and procedures relevant to its fitness to practise work, including but not limited to the development and implementation of any changes to case management processes that are necessary and appropriate and specifically any changes that are necessary to:
  - facilitate successful implementation of an electronic case management system;
  - support delivery of the GPhC's objectives around risk-based regulation and efficiency;
  - facilitate successful implementation of the Data Protection Security protocol;
10. Maintain up to date knowledge of developments in fitness to practise, legislative and regulatory case law and best practice in the investigation of complaints and case management, including any guidance issued by the PSA. Ensure that other members of the PR(FTP) Team are updated in turn;

## **SUCCESS MEASURES**

- Cases are investigated, closed or brought to hearing in accordance with the GPhC's quality, cost and timeliness objectives and targets;
- Effective working relationships with key internal and external stakeholders, including GPhC staff and PSA;
- Provision of accurate, prompt, practical and timely advice in relation to any issues associated with case management of cases under the individual's management;
- Compliance with the Rules and case management directions;
- Positive monthly audit outcomes;
- No successful complaints brought under the GPhC's internal complaints policy;

## **KNOWLEDGE & SKILLS FOR THIS JOB**

### **ESSENTIAL**

- Qualified as a solicitor or a barrister, with a strong track record of advocacy before a variety of tribunals;

- Evidence of having worked successfully as a team member, with the ability to provide positive support and encouragement to colleagues;
- Proven experience of managing a full personal caseload;
- High levels of skill in and experience of investigations and the preparation of cases for a hearing;
- Detailed knowledge of investigative methods; rules of evidence, Human Rights, tribunal, regulatory caselaw and procedure;
- The ability to assimilate, understand, interpret and explain complex legislation, including that relating to medicines and controlled drugs;
- Demonstrable evidence of an ability to analyse, manage and problem solve complex and sensitive issues;
- Evidence of success in developing and implementing new systems and procedures in a comparable function, and using information and communication technology;
- Computer literacy and familiarity with the Microsoft Office suite;
- An appreciation of the confidential nature of the work;
- Proven experience of witness handling;
- Excellent verbal and written communication skills.

#### **DESIRABLE**

- Familiarity with Data Protection and Freedom of Information law.
- Familiarity with having conducted successful appeals and/or private prosecution cases.

**The above is not exclusive or exhaustive and may alter depending on the needs of the GPhC**

## **BEHAVIOURAL COMPETENCY FRAMEWORK**

### **Personal Responsibility**

Takes personal responsibility for making things happen, resolving issues and problems that may arise. Displays motivation, positive outlook, commitment, perseverance and conscientiousness. Acts with a high degree of integrity.

- Demonstrates an awareness of the impact of external influences on their role
- Shows an understanding of who the key stakeholders are and how to engage them to achieve positive outcomes
- Thinks beyond own role/specialist area
- Is prepared to influence organisational strategy, culture and direction

### **Delivering a customer focussed service**

Takes into account customer needs, strives to meet them and provides appropriate service to customers and colleagues.

- Assesses customer feedback and acts on findings to develop the organisation's understanding of, and responsiveness to its customers
- Ensures diversity policies and practices are followed when dealing with customers
- Promotes new and flexible ways of delivering services that address and are responsive to customer needs
- Ensures the team achieves the required standard of customer service
- Personally demonstrates a customer focused service

### **Decision making**

Selects the best course of action based on the available options, sometimes under tight deadlines/pressures and accepts personal responsibility for the outcome.

- Makes decisions, sets priorities, parameters and chooses goals balancing risks and rewards
- Assesses the impact of others' decisions and anticipates the consequences of decisions
- Identifies causes rather than just symptoms to inform solutions
- Facilitates others to generate information and solutions to problems
- Involves people in decisions that may impact them
- Empowers staff to make decisions within the parameters of their role

### **Developing effective relationships**

Creates and maintains effective relationships through communicating ideas and information effectively, in language and adopting a style that is appropriate to the audience/situation and checks for understanding; actively listens.

- Builds trust and empathy with colleagues, staff and service end users
- Demonstrates ability to alter communication styles to suit audience
- Influences, positively, through clear communication
- Uses appropriate tone, style and technique to persuade difficult audiences
- Manages group discussions effectively
- Increases others learning and understanding through coaching

### **Delivering performance**

Performs as necessary to achieve a high quality service delivery. When required, provides advice direction and support to others to improve performance.

- Identifies, assesses and manages risks to minimise their impact on performance
- Ensures compliance and addresses non-compliance with policies and practices
- Make best use of people's skills and availability to deliver business objectives
- Demonstrates flexibility and creativity in delivering with less resources
- Improves own professional knowledge and keeps it up to date

## **TERMS AND CONDITIONS**

### **Pay range**

This salary for this role is circa. £42,800 p.a. Salaries are normally reviewed in June of each year, or the subsequent June should you start after 1 March.

### **Hours**

The weekly hours are 35, Monday to Friday 9.00am to 5.00pm.

### **Holidays**

Holiday entitlement for this post is 30 days per annum pro rata, plus all Bank Holidays.

### **Pension**

As a non-contractual benefit, you will be eligible to join either Standard Life or the NHS pension Scheme after completion of 3 months service (The GPhC reserves the right to withdraw this pension plan, and its terms may alter).

### **Other benefits**

Interest free season ticket loans are available to staff after successful completion of a probationary period. Subsidised staff restaurant facilities are available.

### **Location**

The Headquarters are based in Canary Wharf, located at 25 Canada Square, London, E14 5LQ

### **Return of applications**

Applications should be returned to:

[jobs@pharmacyregulation.org](mailto:jobs@pharmacyregulation.org)