Job description

Job title: Specialist Applications Adviser
Level: Manchester Level 5
Directorate: Registration and Revalidation
Section: Specialist Applications Team
Location: Manchester
Reporting to: Specialist Applications Manager

Job purpose

To contribute to the achievements of the Specialist Applications section by providing administrative and organisational support, with specific responsibilities in processing complex applications from General Practitioners (GPs) and Specialists for inclusion on the relevant GMC Registers.

Ensuring applications are processed in accordance with the legal requirements, managed within our database (Siebel) and that the key performance indicator and service level agreements are met to enable decisions to be issued within the statutory timeframe.

Main responsibilities

1. Make initial and subsequent detailed assessment of complex applications and evidence according to GMC guidelines; producing and maintaining a thorough checklist of evidence.

2. Liaise effectively with applicants by phone, written communications and in person throughout the application process, maintaining a professional relationship.

3. Working proactively and liaising with Royal Colleges and Faculties, hospitals, other doctors and referees by phone and written communication.

4. Ensuring evidence submitted in support of an application is reviewed against the correct curricula and adheres to GMC guidelines.
5 Maintain accurate case records within Siebel, ensuring that they can be effectively tracked, monitored and progressed through the Specialist Applications process.

6 Liaise with applicants and third parties; ensuring information provided is in line with GDPR legislation requirements.

7 Prioritise applications and meet deadlines to keep within agreed key performance indicators and service level agreements.

8 Ensure database entries (including submitted documentation) are correct and complete for each stage of an application.

9 Prepare a final bundle of evidence for evaluation. Use GMC Connect (the GMC web interface) to manage the evaluation process between the GMC and Colleges/Faculties.

10 Provide appropriate and timely responses to enquiries by phone, letter and email, using knowledge and expertise and escalating where necessary.

11 Take responsibility for more complex enquiries, including those from external stakeholders.

12 Review College evaluations against GMC criteria and progress accordingly.

13 To contribute to the directorate work on business improvement, through identifying areas for improvement in the processes and procedures. Proactively suggesting ways of improving.

14 To adhere to the information security policy/clear desk policy at all times and undertake regular clear desk testing.

15 Providing external training and advice to prospective applicants on the evidence they are required to submit, on an occasional basis.

16 Any other reasonable duties as may be assigned from time to time.

June 2019
Key skills

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Key skill 1 – technical knowledge and skills

a Effective use of IT systems. MS Word, MS Excel and Outlook are widely used, as is the GMC’s case management system (Siebel).

b To demonstrate the ability to apply legislation and guidelines to day-to-day case work and to work within defined standards and performance targets.

c To have a good understanding of the General Data Protection Regulations and the importance of maintaining confidentiality at all times.

d To have the ability to develop knowledge of the UK postgraduate medical education and training system and the roles of the NHS and the medical Royal Colleges, Postgraduate Deaneries and the GMC.

e To demonstrate the ability to manage and progress casework and to work within defined standards and performance targets.

Key skill 2 – communications skills

f The ability to write in clear, concise and accurate plain English to produce letters and other documents that are factually accurate.

g Strong communication skills with the ability to explain complex issues in a clear and logical manner, face to face and via the phone.

h The ability to liaise confidently with people on all levels and from different backgrounds.
Key skill 3 – interpersonal skills

i  The ability to establish credibility with customers and colleagues by quickly identifying the nature of an enquiry and taking appropriate steps to them, whilst working to key performance indicators and service level agreements.

j  The ability to diffuse a difficult situation with appropriate empathy and sensitivity.

k  The ability to build and maintain relationships with internal and external stakeholders i.e. Royal Colleges.

l  The ability to work within a team, supporting others as appropriate and also be able to work on their own initiative, with minimal supervision.

m  To demonstrate excellent customer service in all interactions with internal and external stakeholders.

Key skill 4 – organisation skills

n  The ability to prioritise workload and manage a large number of cases whilst maintaining a high degree of accuracy and attention to detail.

o  The ability to take ownership of work and to be able to work on own initiative with minimal supervision.

p  Resourcefully able to manage any delays in the system, if and when they occur, and during peaks and troughs of workload.

Key skill 5 – innovation and problem solving skills

q  Use innovation to suggest improvements to both individual and team processes, ensuring that improvements are continually fed into team discussions.

r  To demonstrate a high level of initiative, information analysis and decision making to ensure appropriate decisions.

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