Job description

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

Job purpose
The Revalidation adviser works as part of the Revalidation Team dealing with all areas of Revalidation for doctors in line with the GMC’s guidelines and legislation. The Revalidation Adviser is responsible for ensuring activities are processed in accordance with guidance so that key performance indicators and service level agreements are met. The Revalidation Adviser also provides advice and support to a range of customers ensuring a timely and excellent service.

Main responsibilities
1. To process recommendations and make decisions on whether to revalidate doctors, in accordance with legislative requirements and GMC procedures ensuring performance indicators and service level agreements are met.

2. Managing a challenging caseload of revalidation annual return and licence withdrawal applications in line with GMC’s guidelines, legislation, policy and procedures.

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

4. To maintain accurate electronic case records, ensuring that they can be effectively tracked, monitored and progressed through the revalidation process ensuring quality standards are achieved.

5. Liaise with applicants and third parties; ensuring information provided is in line with Data Protection legislation requirements.
6 Prepare final bundles and memos for referral to an Assistant Registrar for decisions on licence withdrawal.

7 Prepare cases for referral to an Appeal Panel.

8 To maintain the GMC data lists of designated bodies and responsible officers, validating any amendment requests.

9 To liaise with and manage doctors, responsible officers and designated bodies providing appropriate guidance on a wide range of Revalidation matters both and in writing.

10 Proactively contacting doctors by telephone to obtain information to help with their revalidation and licensing.

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

12 To support internal partners within the GMC with their revalidation queries and processes.

13 To provide appropriate and timely responses to revalidation enquiries by phone, letter and email, escalating where necessary.

14 To contribute to policy changes and updates to revalidation procedures, processes, systems and guidance.

15 To contribute to the directorate work on continuous business improvement, by identifying areas for improvement in the processes and procedures. Proactively suggesting ways of improving these.

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 Able to demonstrate strong administration skills with the ability to manage and progress casework and to work within defined standards and performance targets.

c Able to demonstrate the ability to apply legislation and guidelines to day-to-day work.

d To have a good understanding of the Data Protection Act and the importance of maintaining confidentiality at all times.

Key skill 2 – communications skills

e Able to prepare a variety of written communication in a format and tone suited to the audience and in accordance with the GMC style guide.

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

g The ability to liaise confidently with a wide range of people including doctors, colleagues, employers, senior management and others.
Key skill 3 – interpersonal skills

h Able to develop and maintain effective working relationships with both internal colleagues and external contacts.

i Able to work within a team, supporting others where appropriate.

j The ability to diffuse difficult situations by handling them with appropriate empathy and sensitivity.

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

Key skill 4 – organisational skills

l Strong organisational skills with the ability to manage personal productivity to achieve individual and team objectives.

m To be able to take ownership of their own work and to be able to work on their own initiative with minimal supervision.

n Experience of prioritising a challenging workload and handling a number of different tasks efficiently whilst maintaining a high degree of accuracy and attention to detail.

Key skill 5 – innovation and problem solving skills

o The ability to use innovation to suggest improvements to both individual and team processes, ensuring that improvements are continually fed into team discussions.

p Able to share best practice within the team and the wider GMC.

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Terms and conditions

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The following terms and conditions apply to this post.

Salary band  £22,414 to £28,161, with an exceptional maximum of £32,462. This is the salary band for the role and the successful candidate will move through this band whilst in the role. We look to appoint successful candidates towards the bottom of the salary band.

Annual leave  25 days a year, increasing by one day for each year of service up to a maximum of 30 days. You are required to use up to two of these days should the GMC decide to close its offices over Christmas.

Pension  Our workplace pension is the GMC Group Personal Pension Plan, which is operated by Aviva. This is defined contribution scheme where members receive a 15% employer contribution. There is no requirement for you to make an employee contribution, however you may wish to consider which rate you would like to make, which will be deducted from your monthly salary under our salary exchange arrangement. You can choose to join the pension scheme as soon as you start work at the GMC. But if you don’t opt in straight away, you will be automatically enrolled if you are eligible and most people working at the GMC will be eligible. If you are automatically enrolled, but you don’t want to stay in our pension scheme, you do have the right to opt out.
Other benefits

Private medical insurance with AXA PPP. Health checks with BMI Health Services. Employee assistance programme with AXA ICAS. Cycle to work scheme. Childcare voucher scheme.

Hours of work

35 hours a week, 9:00 to 17:00, Monday to Friday.

Location

Hardman Street, Manchester. Some travel to other locations will be required.