Job description

Job title: Apprentice Investigation Assistant
Grade: Apprentice
Directorate: Fitness to Practise
Section: Regional Investigations
Location: Manchester
Reporting to: Investigation Manager / Investigation Officer

Job purpose
To provide efficient and timely administrative support to the investigations teams carrying out casework.

Main responsibilities
1. Recording the dispatch and receipt of correspondence.
2. Updating computerised records accurately and promptly.
3. Answering telephone enquiries from GMC members, the public, and profession, referring more complex matters to senior colleagues as appropriate.
4. Opening, acknowledging and recording incoming correspondence, creating new computer records and files as appropriate.
5. Identifying urgent correspondence, and passing it to the appropriate person immediately, indicating the action required.
6. Sending out GMC leaflets and publications in response to requests from members of the public and profession.
7. Answering general correspondence and preparing standard letters.
8. Maintaining filing systems.
10 Contributing to regular team meetings.

11 Covering for the work of colleagues in their absence as required.

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

*September 2019*
Key skills

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Key skill 1 – technical knowledge and skills
a Some experience in the use of IT systems. MS Word, MS Excel and MS Outlook are widely used, as is the GMC’s bespoke database.

b The ability to work within established policies and procedures.

c To have an understanding of the Data Protection Act and the importance of maintaining confidentiality at all times.

Key skill 2 – interpersonal skills
d The ability to establish credibility and maintain good working relationships with customers and colleagues at all levels.

e The post holder must maintain a sensitive and professional approach at all times.

f The ability work constructively as part of a team or individually, on personal initiative.

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

Key skill 3 – organisational skills
h The post holder should be able to work in an organised and efficient manner with high levels of accuracy and attention to detail.
The ability to prioritise workloads effectively.

**Key skill 4 – communication skills**

- The ability to communicate concisely and factually in writing.

- The post holder will produce standard letters and prepare documents therefore high standards of accuracy and presentation are required.

- The duties include liaison with a wide range of people including colleagues, doctors and their employers. The post holder should therefore have excellent communication skills and the ability to adapt their communication style accordingly.

**Key skill 5 – innovation and problem solving skills**

- To be able to use innovation to suggest improvements to both individual and team processes.

- To demonstrate a basic level of analytical skills when processing incoming correspondence and assisting with casework.

- To participate fully and constructively in discussions about departmental and organisational change.

*September 2019*
Terms and conditions

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The following terms and conditions apply to this post.

**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. Employee assistance programme with AXA ICAS.

**Hours of work**
35 hours a week, 9:00 to 17:00, Monday to Friday.

**Location**
3 Hardman Street, Manchester, M3 3AW.