Job description

Job title: Investigation Officer
Level: Manchester Level 4
Directorate: Fitness to Practise
Section: Investigations (RIT, NIT, Triage, PE, CRT)
Location: Manchester
Reporting to: Investigation Manager

Job purpose
To carry out casework and enquiry work about doctors with Fitness to Practise concerns.

Main responsibilities

Enquiry and Investigation casework

1. Ensuring that cases/enquiries are handled and progressed in accordance with agreed guidelines.
2. Collecting and evaluating information received and recommending a course of action.
3. Liaising with colleagues across Fitness to Practise and the wider organisation to build good working relationships.
4. Liaising with the medical profession, members of the public and external organisations.

General

5. Participating, as required, in the supervision and development of colleagues.
6. Recording and maintaining accurate information in our in-house CRM system.
7. Participating in regular review meetings to discuss cases/enquiries with senior managers.
8 Working with colleagues to ensure effective cover arrangements are in place to cover absence

9 Meeting performance targets in terms of timeliness and quality.

10 Contribution towards the wider work of the Directorate and organisation and the corporate strategy.

11 Deliver improvements and participate in work which supports the business plan.

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

**Specific role summaries**

As an Investigation Officer in the Regional or National Teams you will manage a caseload of Fitness to Practise investigations, progressing them through the stages of a FTP investigation in line with the relevant legislation and in line with service targets. This will be from initial receipt up to and including a case examiner decision. The role involves liaising with internal and external contacts, obtaining information from third parties. The post holder needs to be able to analyse complex and voluminous information and have great organisational and prioritisation skills.

The Case Review Team oversees doctors whose registration is subject to undertakings, restrictions or who have been suspended. The post holder will actively monitor and review those doctors’ compliance, taking action where necessary. Such as if information received suggests a doctor is not complying with their restrictions, or their fitness to practise deteriorates or improves.

The Triage Team review complaints about doctors to decide whether a GMC investigation is required. The post holder will have the ability to analyse voluminous or complex information and draft well-reasoned and robust decisions. They should have good interpersonal skills as they liaise with GMC colleagues e.g. Case Examiners, legal advisors and the Senior Management Team for advice. They will be responsible for a caseload of complaints, which will be progressed in line with guidance and service level agreements.

The Provisional Enquiry team make initial enquiries about complaints about a doctor, to help decide whether a full investigation is required. The post holder will manage a caseload of complaints. They will have excellent interpersonal skills as the role requires liaison with complainants, doctors, doctor’s representative and GMC experts. They will be required to examine medical records and hold telephone meetings with external medical experts. They will be highly organised and be able to manage a number of different tasks whilst maintaining accuracy and attention to detail in line with service targets.

*September 2019*
Key skills

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Key skill 1 - technical knowledge and skills

a The ability to work within a legal and regulatory framework, accurately interpreting and applying legislation and internal policies.

b The applicant must have dealt with complex casework, including effectively managing a varied caseload.

c Excellent analytical skills and the ability to summarise issues concisely, forming accurate conclusions and recommendations.

d The work of the section is highly confidential and therefore the ability to maintain confidentiality is essential.

Key skill 2 - communication skills

e The ability to liaise confidently with a wide range of external people, using the phone to build relationships and obtain information, is very important. This will include senior people from other organisations and people who may be vulnerable or distressed.

f The applicant must be able to write in clear, concise and accurate plain English to deal effectively with the public and the profession, explaining decisions and procedures.

g The applicant must demonstrate excellent customer service in all interactions with internal and external customers.
Key skill 3 - interpersonal skills

h The ability to quickly establish credibility with colleagues and customers at all levels.

i The applicant must be articulate, patient and able to remain calm. They must be able to deal with people in a manner which is courteous, efficient and effective.

j The applicant must be able to work effectively as an individual and as a member of a team.

Key skill 4 - organisation skills

k Ensuring that all cases/enquiries are constantly monitored is essential.

l The applicant must be able to manage a number of different tasks whilst maintaining a high degree of accuracy and attention to detail.

m The applicant must also be able to use their own initiative to prioritise their workload and to accommodate sometimes conflicting and changing priorities without losing sight of the deadlines.

Key skill 5 - innovation and problem solving skills

n The ability to identify and suggest innovative improvements to both individual and team processes.

o To participate fully and constructively in discussions about team, section and GMC-wide change programmes.

Key skill 6 - people management skills

p The applicant must be able to contribute to the training and development of peers.

q The post includes delegating work to Investigation Assistants. The post holder should therefore have the ability to occasionally oversee the work of others and provide appropriate feedback when necessary.
Terms and conditions

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The following terms and conditions apply to this post.

Salary band £25,548

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. Cycle to work scheme.

Hours of work 35 hours a week, 9:00 to 17:00, Monday to Friday.
| Location | 3 Hardman Street, Manchester. Some travel to other locations will be required. |