Job description

Job title: Retention and Disposal Assistant
Level: Manchester Level 5
Directorate: Fitness to Practise
Section: Business Transformation
Location: Manchester
Reporting to: Retention and Disposal Coordinator

Job purpose
To create summaries of concerns raised about doctors, where we decided no investigation was necessary, as part of our retention and disposal programme.

Main responsibilities
1 To review paper case files and identify key documents for retention.
2 Working with the GMC’s database, Siebel CRM.
3 Referring exceptions to the Retention & Disposal Coordinator for advice.
4 Liaising with GMC colleagues, for example the Investigation teams.
5 To provide support and advice to colleagues as required.
6 To ensure work is fully compliant with GMC policy and procedure with particular reference to the Data Protection Act.
7 Identify areas for improvement in processes and procedures and have involvement in the implementation of the improvements.
8 Any other reasonable duties as may be assigned from time to time.

December 2019
Key skills

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Key skill 1 - technical knowledge and skills

a The ability to work within established policies and procedures.

b The ability to work within a framework bound by statutory and other regulations.

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

d Experience and confidence when working with a computer is essential. Good keyboard skills and knowledge of Microsoft Word, Outlook, PowerPoint, Excel and the GMC database system would be helpful.

Key skill 2 – communication skills

e The post holder must be able to quickly absorb and understand complex written information and summarise it concisely.

f The post holder must be able to write clearly and have experience of summarising documents or other information.
Key skill 3 – interpersonal skills

g  The post holder must have the ability to establish and maintain good working relationships with team members and colleagues at all levels.

h  The post holder must be comfortable working individually or as part of a team.

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

Key skill 4 – organisational skills

j  The post holder must be able to maintain a high degree of accuracy.

k  The ability to understand when issues require escalation.

l  The ability to prioritise workloads effectively in order to meet objectives and deadlines.

Key skill 5 – innovation and problem solving skills

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

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

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Terms and conditions

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The following terms and conditions apply to this post.

Salary range  £22,414 to £26,000

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.