Fitness to Practise – Tribunal Services Manager - Hearings, Job Profile

About the HCPC

The Health and Care Professions Council (HCPC) is the regulator of 16 different health and care professions, set up to protect the public. To do this, we keep a register of professionals who meet our standards for their training, professional skills, behaviour and health.

The organisation employs around 260 employees, who work in nine departments - Registration; Fitness to Practise; Education; Communications; Policy & Standards; Operations; Human Resources; Finance and IT.

About the Fitness to Practise Department

The Department is currently made up of around 100 members, and is organised into five functional groups:

- Case Reception and Triage
- Investigations
- Case Preparation and Conclusion
- Tribunal Service
- FTP Operations

The Director of Fitness to Practise heads up the Department and is a member of the Executive Management Team (EMT). The Director is responsible for the overall leadership and management of the Department.

Each functional group is led by a Head of Function who reports to the Director of Fitness to Practise.

The PA to the Director of Fitness to Practise provides administrative and secretarial support to the Director of Fitness to Practise and the Head of Functions.

The areas of responsibility of each of the functional groups is outlined below.

Case Reception and Triage

The Case Reception and Triage function ensures that fitness to practise, health and character and protection of title cases are appropriately risk assessed, logged and allocated in accordance with the case mix weighting and allocation procedures. The function also handles all non-case specific general enquiries about fitness to practice, protection of title and health and character matters including providing advice on how and when to refer to the HCPC.
The Case Reception and Triage function comprises:
- Two case assessment and enquiry teams
- Case Officer team
- An Administration team which provides high quality and responsive administrative support to all of the FTP functions.

Investigations

The primary focus of the Investigations function is to ensure the effective and timely investigation and progression of cases to the Investigating Committee Panels.

The Investigations function comprises:
- Four case teams
- One complex case team
- A case support team which supports the timely progression of cases across the Case Reception and Triage, Investigations and Case Preparation and Conclusion functions. The team is also responsible for the redaction and preparation of bundles.

Case Preparation and Conclusion

The Case Preparation and Conclusion function ensures the timely progression of cases once a ‘case to answer’ decision has been made by the Investigating Committee Panel to final conclusion. The function is also responsible for managing the contract and relationship with HCPC’s external legal services provider as well monitoring registrants’ compliance against Conditions of Practise Orders.

The Case Preparation and Conclusion function comprises:
- One case team

Tribunal Service

The primary focus of the adjudications function is to ensure the efficient and timely listing and conclusion of hearings. The function comprises:
- Two teams of hearing officers
- Two teams of scheduling officers

The Head of Tribunal Services reports to the Director of Fitness to Practise and is responsible for the management and leadership of the Tribunal Service function of the Fitness to Practise Directorate.

Vacancy – Tribunal Services Manager - Hearings

- The Tribunal Services Manager – Hearings reports to the Head of Tribunal Services and manages and leads the Hearings Officers and Hearings Team Managers. The post holder is also responsible for the delivery of panel member training alongside the Investigations Managers.
FTP Operations
The FTP Operations function supports the efficient operation of the Fitness to Practise department through:

- the preparation and monitoring of budgets and work plans and production of management information
- developing processes to support performance management and service improvement activities
- quality assurance and compliance activities
- developing and evaluating the FTP training plan
- maintenance and development of the FTP Case Management System
- managing external facing activity such as publications, web content and conference material.

The FTP Operations function comprises:

- the Quality Compliance team
- the Assurance and Development team
- FTP training
Application & Selection Process

Applicants for the Tribunal Services Manager - Hearings role must complete the HCPC application form in full.

Please note: any CVs submitted will not be seen by the panel for the purposes of shortlisting or at an interview.

Applicants for the role will be shortlisted by a panel by **4 July 2017**.

Successful candidates will be invited for an interview in the week commencing **10 July 2017**.

Please try to ensure your availability on this day, as it may not be possible for the panel to see you at another time.


Enquiries should be directed to: 

recruitment@hcpc-uk.org

HR - 0300 5008206

The closing date for applications is **Tuesday 27 June 2017 at 09:00am**.
Job Description - Tribunal Services Manager - Hearings

Department: Fitness to Practise  
Reports To: Head of Tribunal Services  
Direct Reports: Hearings Team Manager x 2  
Salary Band: Band C

Scope of Job

- To lead and manage the Hearings Team within the Tribunal Services function of the Fitness to Practise Department.
- To manage and ensure the smooth running of all types of Fitness to Practise proceedings.
- To design, develop, implement and monitor processes and standards to support the work of the department.
- To ensure that a high quality of customer service is provided to all stakeholders, both internal and external.

Main Duties and Key Responsibilities

Your principal duties and key responsibilities will be those set out below. In addition to those duties, the HCPC reserves the right to require you to undertake additional or other duties within your capacity as may from time to time be reasonably required and necessary to meet the needs of the organisation.

Management

- Lead, manage, support, and motivate Hearings Team Managers, including identifying training needs and skills developments.
- Oversee the day-to-day functions of the hearings teams within the Fitness to Practise Department
- Monitor the workload of the hearings teams, ensuring targets, standards of performance and consistency are achieved
• Develop and manage systems to improve processes and procedures operated by the Fitness to Practise Department.

• Keep the Head of Tribunal Services informed of issues that may have an impact on the conduct of a hearing.

• Act as a spoke person for the HCPC by conducting meetings and presentations with key stakeholders

• Deputises for the Head of Tribunal Services as required and provides cover for other Tribunal Services Managers

**Operational responsibilities**

• Ensure operational procedures relating to the Fitness to Practise Department are carried out to the agreed HCPC standards in line with business targets and relevant legislation

• Be knowledgeable regarding all aspects of the processes, procedures and work of the HCPC and have regard for the relevant legislation regarding Fitness to Practise department responsibilities

• Facilitate and lead on the recruitment and training of HCPC fitness to practise panel members

• Thorough awareness of the workload and resources within the Hearings Teams

• Liaise with relevant external stakeholders which includes, representative bodies, solicitors and HCPC Partners

• Liaise with other managers regarding the management of Fitness to Practise Department processes and case progression, to identify and resolve problems and maximise efficiencies

• Contribute to and lead projects relating to the Fitness to Practise Department

• Support the operation of HCPC’s Council and Committees by preparing and presenting papers as required.

• Monitor and manage the allocation of financial and operational resources.

**Other**

• Understand the information security requirements for information accessed or processed in carrying out the duties of the role, treating the information with appropriate care as set out in the Information Classification and Handling Policy.
• Carry out the responsibilities of the post with due regard to the HCPC’s Equality and Diversity Policy and to treat colleagues and other HCPC stakeholders with respect and dignity at all times.

Person Specification

Essential

• Proven ability and knowledge to manage support and lead a team and motivate employees.

• Proven ability of developing and managing systems to improve high volume operational work.

• Proven ability to plan and prioritise workloads under pressure and meet tight deadlines with minimal supervision

• Demonstrated knowledge and ability to manage and develop tribunal processes or similar

• Demonstrable competency to manage relationships with key stakeholders.

• Ability to present to large audiences and manage stakeholder feedback to the business.

• A high level of written English and oral communication skills, including the ability to communicate professionally with stakeholders from all backgrounds.

• Sound working knowledge of Windows based software packages, including word processing, spreadsheets, databases, electronic mail, and the internet.

• Ability to deal with people from all levels and from a diverse range of backgrounds including people who may be vulnerable and deal with these issues sensitively and tact.

• Educated to degree level and/or relevant knowledge and understanding.

• Highly efficient and organised team player.
Values Based Competencies

The following behaviours are based on the HCPC’s values. Managers of people managers are encouraged to display them during the completion of their duties.

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<th>Transparency</th>
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<td>• Seek out the views of others - however challenging - addressing questions openly.</td>
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<td>• Communicate in a timely, clear and consistent way with all stakeholders.</td>
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<td>• Create a culture of open two-way communication, encouraging dialogue and constructive debate</td>
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<th>Collaboration</th>
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<td>• Display visible and approachable leadership, managing people in a consistent, inclusive and fair way.</td>
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<td>• Build engagement, addressing any obstacles to effective teamwork and collaboration across HCPC and with stakeholders.</td>
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<td>• Create a clear sense of purpose for the wider department/function and establish shared ways of working that build a sense of common purpose.</td>
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<th>Responsiveness</th>
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<td>• Encourage empowerment of all employees, and delegate decision making wherever possible, providing support and direction as needed.</td>
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<td>• Reprioritise efforts when circumstances change, adapting overall plans and activities and communicating new priorities.</td>
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<td>• Help other teams and colleagues to manage their workloads, and the peaks and troughs of demand, encouraging work/life balance</td>
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<th>High Quality Service</th>
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<td>• Define targets and standards that develop people, helping them find ways to achieve them.</td>
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<td>• Ensure regular praise and acknowledgement across the function, creating a team where great work is recognised.</td>
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<td>• Ensure and encourage continuous improvement in line with internal/external best practice.</td>
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<th>Value For Money</th>
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<td>• Turn strategy into clear and meaningful objectives, setting measures and targets that make best use of resources.</td>
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<td>• Decide between conflicting priorities for expenditure/investment in line with overall goals.</td>
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<td>• Identify ways to combine efforts/simplify processes to increase benefits and reduce costs.</td>
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