

# JOB DESCRIPTION

# Student Officer (Fitness to Practise, Appeals and Complaints)

**Vacancy Ref: 0796-24**

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| **Job Title:** Student Officer (Fitness to Practise, Appeals and Complaints) | **Grade: 6** |
| **Duration:** Indefinite |
| **Department:** Lancaster Medical School |
| **Directly responsible to:** TBC |
| **Supervisory responsibility for: TBC** |
| **Other contacts:****Internal:** Fitness to Practise Lead, Good Medical Practice Decision Group, Good Medical Practice Committee, students, Student Support academic staff, professional services staff within Lancaster Medical School, the Faculty Office and central professional services divisions, in particular Student Conduct, Student Wellbeing, Student and Education Services and Facilities. Investigating Officers and colleagues involved in Fitness to Practise and appeals processes elsewhere in the University.**External:** Occupational Health Service, other HEIs, Placement Providers, for example educational supervisors in NHS Trusts, GP Practices, The General Medical Council (GMC) and other regulators, NHS organisations including NHS-England Workforce, Training and Education (NHS-E WTE), Foundation Schools, UK Foundation Programme (UKFPO), the Office of the Independent Adjudicator for Higher Education, the police and justice system, as well as the Fitness to Practise Leads' Northern Alliance, the UK Council for Educators in Medical Professionalism (UKCEMP), external advisors, including for example Fieldfisher LLP. |
| **Major Duties:**The role holder, working closely with a range of colleagues including, *inter alia*, the School Manager, the Fitness to Practise lead, Good Medical Practice Decision Group, Good Medical Practice Committee and Senior Clinical and Academic staff and Investigating officers, will provide effective management of the Fitness to Practise, Good Medical Practice and appeals processes for all programmes offered by Lancaster Medical School. **Administration*** To manage the Fitness to Practise, appeals and complaints processes to ensure they align with the requirements of internal requirements and of external regulators including the General Medical Council.
* To work with the Fitness to Practise Lead, the Head of Lancaster Medical School and the School Manager, along with other colleagues, to ensure the efficient and effective management and administration of Fitness to Practise cases, appeals and complaints.
* To be responsible for maintaining Fitness to Practise and appeals records in line with records retention schedules and the GDPR.
* Generating routine and bespoke reports to the Fitness to Practise Lead, the Head of School and to external regulators, including the General Medical Council.
* Liaising with colleagues in this university who are involved in Fitness to Practise and appeals processes to ensure the dissemination of effective practice.
* Liaising with colleagues nationally who are involved in Fitness to Practise and appeals processes to ensure the dissemination of effective practice.
* Coordination and preparation of reports for internal committees, reviews, audits and for statutory data returns.
* Use data to undertake analysis / tracking, report findings and make recommendations for the improvement of the Fitness to Practise, appeals and complaints processes.
* Liaise with the Fitness to Practise Lead, Head of School, School Manager and other colleagues to ensure regular horizon scanning is performed to determine what regulatory or policy changes may need to be implemented, and how LMS may need to revise processes to remain compliant with the requirements of external regulators.
* Provide advice, guidance and support to university and NHS trust colleagues regarding the processes associated with the management of the Fitness to Practise, appeals and complaints processes.
* Manage the development and implementation of new processes and systems associated with the Fitness to Practise, appeals and complaints processes, in collaboration with the FtP Lead.

**Administration of the Fitness to Practise processes*** Manage all Fitness to Practise, appeals, complaints and Good Medical Practice processes.
* Manage agendas and minutes of Good Medical Practice Committee meetings in liaison with the Fitness to Practise Lead.
* Support the Good Medical Practice Decision Group, overseeing and enacting the required actions.
* Monitor and record the information received in connection with potential Good Medical Practice and Fitness to Practise concerns, and alert the Fitness to Practise Lead as appropriate.
* Maintain a database of student concerns and their progress through appropriate processes.
* Maintain a database of Investigating Officers and Panel Members.
* Liaise with the Fitness to Practise Lead to ensure that an appropriate Investigating Officer is appointed to undertake any investigation.
* Communicate with the subjects of Fitness to Practise procedures, and their nominated representatives, to deadline, while remaining compliant with relevant policies and with the requirements of external regulators.
* Ensure that appropriate university authorities, and external regulators, are aware of the initiation of Fitness to Practise processes and of the outcome, when appropriate.
* Oversee Fitness to Practise processes and act as interview notetaker as required.
* Horizon plan to anticipate future changes to national policies relating to Fitness to Practise to ensure Lancaster Medical School is ready to adapt to, and implement change.
* Manage the implementation of the requirements of regulators, including the General Medical Council, within Lancaster Medical School, in collaboration with the FtP Lead.
* Manage the implementation of the requirements of institutional and divisional policies and procedures, in collaboration with the FtP Lead.
* Support any Finess to Practise processes by, for example, supporting Investigating Officers, ensuring that colleagues involved in Enquiry meetings are briefed and trained and supporting Fitness to Practise panel members.
* Support the FtP Lead in liaising with the Investigating Officer to ensure that they progress their investigation and that it is concluded, and the report received, by the stipulated deadline.
* Organise and manage Fitness to Practise panels.
* Liaise with Fitness to Practise panel Chairs, panel members and those attending panel events as, for example, witnesses.
* Act as the Secretary to Finess to Practise panels.
* Liaise with the Fitness to Practise lead and the Fitness to Practise panel Chair to ensure the panel decisions are enacted and communicated to all parties.
* Ensure that processes are compliant with internal policy, and with external regulatory requirements.

**Administration of the Appeals processes*** Liaise with the Head of School and Stage 1 (Desk based Panel) to make *prima facia* decisions regarding appeals.
* Manage the communications between all parties involved in an appeal to deadline.
* Manage the appeals process to ensure that all required documents are available and shared to an agreed timescale.
* Act on behalf of the University to progress academic appeals panels for Lancaster Medical School students.
* Ensure that processes are compliant with the internal policy and external regulatory requirements.
* Manage communications regarding appeals processes with all relevant parties, including, but not limited to; the student making an appeal, the General Medical Council and other regulators.

**Administration of Student Complaints*** Manage the communications between all parties involved in a complaint to deadline.
* Manage the complaints process to ensure that all required documents are available and shared to an agreed timescale.
* Ensure that the processes are compliant with the internal policy.

**Divisional operations*** Participate as a member of the senior Professional Services Team and represent Lancaster Medical School on relevant committees and groups across the Faculty and University.
* Participate in Faculty and University level working groups that ensures best practice across the Faculty and University.
* Contribute to the maintenance of a database of divisional external contacts.
* Provide advice on administrative processes and workflows.

Behavioural / organizational expectations:* Engage fully in divisional activity as evidenced by participation in, for example, meetings, reviews and events.
* Participate in continuing professional development.
* Behave in a manner in line with the University’s stated values.
* Undertake other duties as may be reasonably requested that are commensurate with the grade of the post.
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