

Recruitment pack – Hearings Coordinator

January 2022

Welcome

Thank you for your interest in considering the Nursing and Midwifery Council (NMC) in the next step of your career.

Within Professional Regulation we have responsibility for ensuring that those who join and remain on our register of Nurses, Nursing Associates and Midwives meet our professional standards. Our values of kindness, fairness, collaboration and ambition are in integral part of how we perform our role – when we work with colleagues, registrants, stakeholders and the public we serve. We have incorporated this into our strategy for the directorate where we're working to become ever more person-centred in our approach.

Right now we're facing a couple of challenges – and have some real opportunities. Everyone is aware of the pressures that our health and social care has and continues to face and we are constantly balancing demands we place on our registrants so we can regulate effectively with the context in which they are currently working. We also have a significant number of

cases within our Fitness to Practise process that has grown over the past couple of years – getting our caseload in line with pre-pandemic levels is our number one corporate priority and our constant focus.

Working with patients, family members, registrants and others where the issues we're dealing with might be some of the hardest in their lives can be tough. You'll need to be able to do this with real empathy, active listening and humanity.

In terms of some of our opportunities – we're looking forward to delivering new laptops and office software for staff in the coming months to better support our new ways of working. Later this year we'll start to describe our future Case Management System. Most exciting of all is the potential for Regulatory Reform to provide even more opportunities for effective, proportionate and person-centred regulation.

We're open-minded about your previous roles and are keen to hear from people with diverse experiences and from diverse backgrounds.

We're looking forward to meeting our challenges and opportunities; if you're interested in working in a busy, exciting and changing environment we'd love to hear from you.

Tom Scott

Interim Executive Director,
Professional Regulation



About us

Our vision is safe, effective and kind nursing and midwifery that improves everyone's health and wellbeing. As the professional regulator of more than 745,000 nursing and midwifery professionals, we have an important role to play in making this a reality.

Our core role is to **regulate**. First, we promote high education and professional standards for nurses and midwives across the UK, and nursing associates in England. Second, we maintain the register of professionals eligible to practise. Third, we investigate concerns about nurses, midwives and nursing associates – something that affects less than one percent of professionals each year. We believe in giving professionals the chance to address concerns, but we'll always take action when needed.

To regulate well, we **support** our professions and the public. We create resources and guidance that are useful throughout people's careers, helping them to deliver our standards in practice and address new challenges. We also support people involved in our investigations, and we're increasing our visibility so people feel engaged and empowered to shape our work.

Regulating and supporting our professions allows us to **influence** health and social care. We share intelligence from our regulatory activities and work with our partners to support workforce planning and sector-wide decision making. We use our voice to speak up for a healthy and inclusive working environment for our professions.



About Professional Regulation

Professional Regulation has responsibility for ensuring that those who join and remain on our register of Nurses, Nursing Associates and Midwives meet our professional standards.

Working in Professional Regulation is relentless but rewarding and you'll have the satisfaction of knowing that what you do and how you do it really matters.



Our values and behaviours

Our values are important to us. They guide the way we behave, individually and together, and give us a firm foundation to promote excellence in nursing and midwifery for the benefit of the public.

Each value is crucial, but their real strength comes from how they work together.

We're Fair

We treat everyone fairly. Fairness is at the heart of our role as a trusted, transparent regulator and employer.

We're Kind

We act with kindness and in a way that values people, their insights, situations and experiences.

We're Ambitious

We take pride in our work. We're open to new ways of working and always aim to do our best for the professionals on our register, the public we serve and each other.

We're Collaborative

We value our relationships (both within and outside of the NMC) and recognise that we're at our best when we work well with others.

We are all responsible for upholding these values in our own and our colleagues' behaviour. Everyone we work with – whether they're a colleague, a professional on our register, a member of the public or someone else – will see these values through the way we behave.



Our strategy

We're in the second year of our five-year strategy. It's designed to achieve safe, effective and kind nursing practice, improving everyone's health and wellbeing.

Our corporate plan includes our top 10 goals to advance our strategy in 2021–2022. Our first goal is vitally important: reducing a backlog of fitness to practise cases, and improving how we handle people's concerns about nursing and midwifery professionals. But that's not our only priority –we have nine more. They range from new post-registration standards that build on ambitions for community and public health nursing, to regulatory reform in collaboration with the Government.

All our work in 2021–2022 is guided by our three strategic themes of 'regulate', 'support', and 'influence'. And our values underpin our approach: fair, kind, ambitious and collaborative.

You can find out more about our **five-year strategy** and our **corporate plan for 2021–2022**, including our 10 commitments for the year, on our website.



What our staff say

I joined the NMC as a Panel Secretary (now known as hearings coordinator) in 2019 and currently hold the position of a hearings manager. These are roles within the Adjudication department which is part of the Professional Regulation directorate.

The NMC values of being fair, kind, ambitious and collaborative has always been in line with my personal values.

In my role as a hearings coordinator, I got to work with a diverse group of people on a daily basis, with a supportive team and managers on hand to assist when needed. My role as a hearings coordinator meant that I lived the NMC values daily and this always gave me a sense of fulfilment. The NMC's culture is reinforced from the top, with a senior management team in adjudications who are respectful, encouraging, approachable and caring.

An opportunity arose for me to apply for a secondment as a hearings manager. I was encouraged by my line manager at the time to apply. I was offered the role and I am now in a permanent position as

a hearings manager having only worked for the NMC for just over two years. Working as a hearings coordinator meant I learned new life long skill sets and being employed by an organisation like the NMC provided me the opportunity to progress and apply myself.

As a hearings manager I like to support my team members with their daily work and try to make sure they are managing their well being appropriately. I also support and encourage them to apply for development opportunities.

The NMC and working in adjudications, creates a culture which makes me excited to come to work everyday.

Akunna Iwuagwu
Hearings Manager



Hearings Coordinator

The Hearings Coordinator is, crucially, the public face and ambassador of the organisation for professionals and members of the public involved in adjudication proceedings.

You'll be:

- Great with people - sensitive to the needs of others and can quickly establish a rapport with a wide and diverse range of people.
- Able to work at pace including the need to draft high quality documents, with an attention to detail.
- A problem solver with the ability to think on their feet, using initiative and find solutions with the minimum of supervision.

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| Team | Adjudication |
| Reports to | Hearings Manager |
| Location | London or Edinburgh |
| Salary | London: £28,823 to £33,909 per annum Edinburgh: £26,805 to £31,535 per annum |
| Contract | Permanent |

[Full job description](#)

[Apply now](#)

Career possibilities

We're committed to get the very best out of our staff and support staff in their career aspirations.

We have career pathways available, where you'll be able to develop your skills and build on your experience to progress into other roles across different specialties. While some Hearing Coordinators really enjoy the role and stick with it for quite some time, it is a well-regarded role that develops a range of skills and can also lead on to management roles within the NMC or outside. Some Hearing Coordinators with legal training move into para-legal roles or are accepted by legal Chambers to train to be barristers.

Benefits

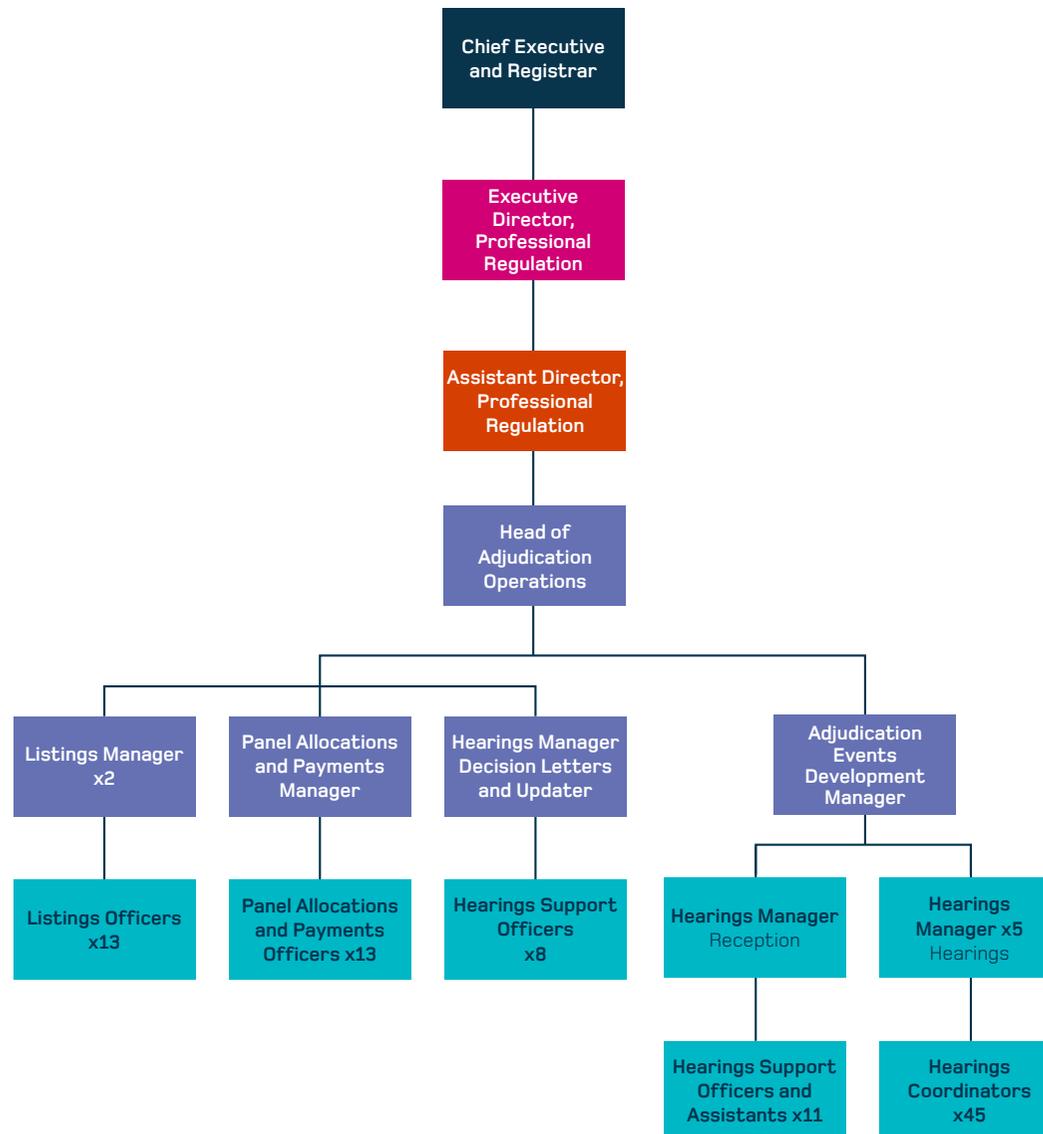
At the NMC our people are at the heart of everything we do. We value the contribution our people make to the success of our organisation.

In return, we offer a comprehensive and competitive benefits package including:

- 30 days annual leave (plus 8 days paid bank holidays) with an added option to buy and sell five days annual leave
- attractive pension scheme - 8 percent of salary contributed to pension scheme
- cycle to work scheme
- employee discount portal
- subsidised restaurant
- interest-free season ticket loan.



Professional Regulation directorate structure



How to apply

For more information about the role please read the job description and the person specification.

Please click on the apply button. You'll be taken through our application process and asked to submit your experience in line with the criteria detailed in our person specifications, the job description and advert. Please note, we do not accept incomplete applications or CV's as part of our application process.

For any application related queries please contact recruitment@nmc-uk.org

Closing date for completed applications:
Sunday 13 February at 23.59

Interview date: Friday 25 February,
Tuesday 1 March and Thursday 3 March.

Your health and wellbeing is our top priority, so if you become unwell during the process we'd appreciate receiving an update as soon as possible. You'll also have the opportunity to make us aware of any reasonable adjustments needed for your interview upon receiving your interview invite from a member of the resourcing team.

Screening and vetting

All of our roles are subject to pre-employment checks. We're in the process of introducing a vetting policy, and it's possible that these roles may become subject to DBS and further vetting checks in future.

The NMC is an exciting organisation with the ambition to be the leading healthcare regulator. To achieve this, we're working in an agile way that offers great opportunities for people with diverse backgrounds. We're committed to being an inclusive employer.

We're committed to equal employment opportunities regardless of race, colour, religion, sex, national origin, sexual orientation, age, marital status, pregnancy, maternity, disability, or gender identity.

We particularly welcome applications from sections of the community which are currently underrepresented within our teams, including applicants who identify as Black, Asian and Minority Ethnic (BAME).

We look forward to seeing your application.

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