

Assistant Strategic Engagement Manager

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Job pack

Thanks for your interest in working at the General Medical Council, or GMC as we're often known. This job pack explains what you need to know to apply for this role. As well as the job description and person specification this pack includes information about:

- some of the benefits of working for us
- our values
- working for us
- our environmental impact
- why diversity is important to us
- support for you
- our work as a Disability Confident employer

Assistant Strategic Engagement Manager

Job title: Assistant Strategic Engagement Manager

Level: Level 4

Salary scale: £41,901 - £51,260

Directorate: Strategic Communications & Engagement

Section: Strategic Engagement

Location: London

Reporting to: Strategic Engagement Manager

Hours: Full time (35 hours Monday to Friday), part-time and flexible working options available. We support a range of flexible working options. This is a hybrid role between home working and office working, with a minimum of 2 days a week in the office. We may ask you to attend the office on additional days where necessary.

Contract: Permanent

Job description

Job purpose

Our mission is to prevent harm and drive improvement in patient care by setting, upholding and raising standards for medical education and practice. We cannot achieve this alone which is why we must continue to strengthen our relationships and collaborate with our stakeholders.

This role is part of the Strategic Engagement team, which is responsible for planning and managing a portfolio of strategic relationships to help us to deliver our ambitious corporate strategy and improve our relationships over time. You will work closely with colleagues in a range of communications, policy, operational and other external affairs teams to provide timely and accurate intelligence and advice and identify opportunities to engage and influence effectively.

Main responsibilities

1. To plan, manage and develop a portfolio of complex relationships which are strategically valuable to the GMC's work, and supporting the Strategic Engagement Manager in delivering the team's objectives.
2. To build strong two-way working relationships with stakeholder/external affairs counterparts in our partner organisations, ensuring there is mutual understanding of our respective agendas, future plans and issues.
3. To plan and deliver a proactive programme of engagement with those relationships, ensuring that stakeholders have opportunities to be engaged with and support the GMC's corporate priorities and that we see growth and improvements in those relationships as a result.
4. To develop an in-depth understanding of the relationships within your portfolio, and the political context in which they exist, allowing you to provide strategic advice and support to policy and operational teams and senior management.
5. To identify, and support the management of opportunities for partnership working with stakeholders to aid the delivery of our corporate strategy.
6. To commission and produce written briefings (including speeches and slides), support and advice, including to the Chair, Chief Executive and other senior colleagues on a range of issues within your relationship portfolio.

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7. To establish and maintain internal communities for your portfolio that will aid improvements in the co-ordination and development of relationship management activity in order to keep the impact on our partners to a minimum.
 8. To proactively monitor the work of organisations within your portfolio, and the wider political landscape making colleagues aware of external developments that could impact and/or support our functions, policies and work, and providing advice on how we should engage and respond.
 9. To continuously monitor the health of relationships within your portfolio, identifying and escalating risks in the relationship where appropriate and advising on methods of resolving those issues.
 10. To champion the use of our Stakeholder Relationship Management system and ensure it is maintained with accurate and timely information in line with agreed SLAs.
 11. To provide effective and inclusive line management and leadership to the Strategic Engagement Officer by supporting their personal development and helping to develop their skills and knowledge in line with the Directorate's work and GMC values.
 12. To create an environment that nurtures and empowers staff to work autonomously and to make decisions, including trying out new approaches.
 13. To create an inclusive environment where staff can fulfil their potential, ensuring equality and diversity is considered in policy and practices relevant to the role.
 14. To apply the relevant management systems, procedures and policies relating to staff management, staff wellbeing, risk management, health and safety, information security, and business continuity.
 15. The post holder must be prepared to travel when required and be willing to work flexibly to suit the needs of the work.
 16. To deputise for the Strategic Engagement Manager where required.
 17. Any other reasonable duties as may be assigned from time to time.

Person specification

Essential criteria

1. Significant experience of working in external affairs, including knowledge and understanding of political and policy making process in the UK and parliamentary procedure.
2. Experience of creating and developing excellent stakeholder relationships including delivering stakeholder engagement strategies, convening stakeholders effectively, and developing content aimed at supporting the development of shared perspectives. This experience should extend to effective tracking and management of ongoing stakeholder relationships.
3. A proven ability to establish credibility and exert influence with senior colleagues and external stakeholders/partners by quickly identifying the nature of an issue and taking appropriate steps to provide the necessary information and strategic
4. A proven ability to research issues, analyse policy documents and reports, reach conclusions and make clear strategic recommendations about the best course of action to colleagues.
5. The ability to present arguments orally in a fluent and persuasive manner to a variety of audiences.
6. A high standard of written communication skills is essential. In particular, the ability to produce accurate and concise documents, often on technical subjects, in plain English, as well as the ability to work collaboratively with others in the joint development of written material. This will include briefing papers, information notes, formal papers, letters, meeting notes.
7. The post holder must be well-organised, react quickly and calmly to changing circumstances, proactive in generating opportunities to progress their work, with excellent interpersonal and time management skills and the ability to manage competing demands while maintaining a high degree of accuracy and attention to detail.
8. The ability to identify, develop and champion solutions to continuously improve team and directorate effectiveness as well as established business processes in a way that secures buy-in from both external and internal stakeholders.
9. Excellent IT skills are required as the post holder will be needed to work to a high standard with MS Teams, Word, Excel, PowerPoint, Outlook.

10. People management skills with the ability to:

- support and motivate a diverse team by creating an inclusive and collaborative working environment where everyone can thrive and fulfil their potential
- create an environment of shared responsibility for the team's work
- develop staff by providing regular feedback, appropriate training and coaching, tackling underperformance, and monitoring improvement
- role model positive behaviours and challenge negative or unacceptable behaviours in line with the GMC's values and behaviours.

Desirable criteria

1. Some demonstratable people management experience.
2. Experience of working in the health sector and/or an understanding of health regulation and/or the UK's health policy landscape.

Benefits of working at the GMC

We have a wide range of benefits to help us attract and retain talented individuals like you:

- **Annual leave** – 30 days a year. You can also buy and sell annual leave (max. 5 days or pro-rata if for part-time).
- **Defined contribution pension scheme** – our workplace pension operated by Aviva and members receive a 15% employer contribution. If you wish to contribute, deductions are made from your monthly salary.
- **Wellbeing** – flexible working opportunities, life assurance cover, income protection cover, private medical insurance with Vitality Health, employee assistance programme, cycle to work scheme, eyesight tests, hybrid working arrangements for most roles.
- **Learning and development** – we offer courses, workshops, and online learning on a variety of topics from management to wellbeing.
- **Other benefits** – discounts scheme, season ticket loans.

Our values

We have five organisational values which underpin everything we do.

- **Excellence** – we are committed to excellence in everything that we do.
- **Fairness** – we treat everyone fairly.
- **Transparency** – we are honest and strive to be open and transparent.
- **Collaboration** – we are a listening and learning organisation.
- **Integrity** – we're honest and share what we see.

We also have OneGMC Behaviours based around four themes, which set out the professional behaviours we all need to demonstrate in our work:

- being inclusive
- continuously learning
- leading the way
- thriving together.

We want every decision we make, every interaction we have, and every email we write, to embody our values. It's important that each of us acts in a way that is consistent with our values. We regularly evaluate how we are living up to these values and we seek the views of others too.

Working for us

We work with doctors, patients, and other stakeholders to support good, safe patient care across the UK. We set the standards doctors and those who train them need to meet, and help them achieve them. If there are concerns these standards may not be met or that public confidence in doctors may be at risk, we can investigate, and take action if needed.. When you join us, you'll be helping to protect patients and improve medical practice across the UK. You can also find out more about the GMC and our work by watching [this video](#).

We run an annual survey of our employees and the overall staff engagement score for 2022 is 74%. In particular:

- 89% recommend working for the GMC
- 87% speak positively about the services we provide
- 85% are proud to say they work here.

Our inclusion score for 2022 is 76% – this is drawn from the way we are all treated at work and how inclusive we are as an organisation. We've gained many insights around inclusion from our survey. For example, 95% of us say our managers treat us with fairness and respect.

Our environment impact

As part of our work to be a more responsible regulator, we commit to monitoring and minimising our environmental impact. We have a corporate social responsibility (CSR) programme to explore opportunities to collaborate, such as working with Greener NHS, an in-house compliance team and staff network called the Green Group.

We have developed a plan to meet the UK's 2050 net zero target and are looking at ways to reduce our emissions further in the coming years. You can read more about our CSR commitments on our [webpage](#).

Why diversity is important to us

Diversity makes us a more effective regulator, so we welcome great people from all backgrounds.

We believe that working in a diverse team helps broaden everyone's views, drives innovation, and stimulates the work environment.

A diverse workforce brings fresh ideas and broader views that helps us understand the needs of those who access our services. For example, people from different backgrounds and with different experiences provide us with insight into the needs and challenges of medical professionals, patients, and the public. They bring skills, not necessarily from similar roles, but from life experiences that can help to shape and inform our work.

The more diverse we are and the greater the talent that we have, the better we can be as an organisation. We're committed to creating an inclusive culture for everyone to reach their full potential. In our most recent staff survey, 80% of staff feel the GMC is an inclusive place for people of all backgrounds.

Support for you

We want everyone who works for us to feel respected, valued, and able to be themselves.

We know that people have to balance work with caring and other responsibilities that come with their own unique challenges and pressures. We can support your needs in different ways, for example we:

- can **make adjustments** if you have a disability, a long-term health condition, or any short-term condition so you can thrive in your role.
- offer **flexible working options** to help you structure your working day around your caring responsibilities outside of work or manage your health and wellbeing. These include being able to work from home on certain days and job share arrangements.
- have **employee networks** to collaborate, share experiences, and support each other. These networks are really important to us. Find out more on [our staff networks webpage](#).

Disability Confident

We are committed to inclusive employment and career development opportunities, and particularly welcome disabled people to apply for all roles with us. We are a Disability Confident employer so offer an interview to all applicants with a disability who provide evidence of meeting the agreed cut-off mark on the essential criteria set out in the person specification.

We make the recruitment process accessible and inclusive for all applicants. We can make adjustments to the recruitment process, such as altering interview arrangements, and send application forms and correspondence in a different format. Please email recruitment@gmc-uk.org or call 0161 923 6626 to discuss any requirements you have.

IT connectivity and setup

We provide staff with the latest laptop and headphones for office and homeworking, with the latest Microsoft 365 suite of tools, 24/7 technical support and full training on all software packages used for each role. If your application is successful, the following recommendations are given when working at home:

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- Fibre broadband (BT Infinity, Virgin Superfibre or equivalent). If fibre broadband is not available in your area we would suggest a connection providing a minimum of 8mb download and 2mb upload actual speed, not the 'up to' speed quoted by providers. These figures can be obtained from tools such as [Speedtest](#).
 - For optimum performance we recommend your workspace is placed close to your broadband router and directly connected via a cable rather than wireless or powerline technology.

March 2024