

Triage Investigation Adviser

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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



Triage Investigation Adviser

Job title: Triage Investigation Adviser

Level: Level 5

Salary scale: £27,405 to £30,926 with an exceptional maximum of £39,811

Directorate: Fitness to Practise

Section: Triage, Complaints and Liaison

Location: Manchester

Reporting to: Investigation Manager

Hours: Full time (35 hours Monday to Friday), part-time and flexible working options available. We will consider a range of flexible working options. Current expectations are that you will be in the office twice a month, as well as other in person meetings as required.

Contract: Permanent

Job description

The Triage team review enquiries we received and make decisions on whether they raise Fitness to Practise concerns that require investigation by the GMC. The postholder will have the ability to analyse information and draft concise, well-reasoned, and robust decisions, progressed in line with guidance and service level agreements.

The postholder will provide comprehensive administration and operational support to the section and Investigation Officer colleagues, including communication and telephone management, enquiry-related administration, coordination of enquiries, and a range of general support activities to help ensure the efficient delivery of the team's functions including pre- and post-closure management.

Main Responsibilities

1. Ensuring that enquiries are handled and progressed in accordance with agreed guidelines.
2. Evaluating information received and making robust decisions.
3. Screening incoming correspondence from various channels, highlighting urgency, and escalating where appropriate.
4. Monitoring pre- and post-closure enquiries, including those that are subject of third-party investigations.
5. Liaising with colleagues across Fitness to Practise and the wider organisation to build good working relationships.
6. Liaising with the medical profession, members of the public, and external organisations by telephone and in writing where required, including management of GMC telephone complaints.
7. Supporting Investigation Officers through a wide range of administrative, coordination, and operational activities to facilitate the effective and timely progression of enquiries.
8. Recording and maintaining accurate information in our in-house systems.
9. Participating in regular review meetings to discuss enquiries with senior managers.
10. Meeting performance targets in terms of productivity, timeliness, and quality.
11. Contributing towards continuous improvement work within the Directorate.

- 12.** Contributing towards the wider work of the Directorate and organisation and the corporate strategy.
- 13.** To understand and apply our safeguarding policy and processes for protecting children and adults at risk of harm (including how to recognise, record, and report safeguarding).
- 14.** To support the organisation's sustainability aims and net zero plan where appropriate.
- 15.** Any other reasonable duties as may be assigned from time to time.

Person specification

Essential criteria

1. The applicant needs excellent analytical skills and previous experience of reviewing large or complex documentation to extract key information.
2. Previous experience of assessing information using criteria, guidance, and policies, to reach a view on appropriate next steps.
3. Our work is highly confidential and the ability to maintain confidentiality is essential.
4. The ability to communicate information clearly and effectively, explaining relevant information and conclusions in a way that can be easily understood.
5. To demonstrate excellent customer service ensuring the needs of internal and external customers are met and our services and contact with customers are delivered positively.
6. The ability to establish credibility and maintain good working relationships with customers and colleagues at all levels.
7. The postholder must work in an organised and efficient manner, prioritising a busy and varied workload with high levels of accuracy and attention to detail.
8. We work towards performance-based targets and a proven record of meeting targets is therefore required.
9. Good IT skills are required. We use Microsoft 365 in our work and previous knowledge and experience of using the software is essential.

Desirable criteria

1. The ability to identify and suggest improvements to a process or system and participate with improvement initiatives or projects.
2. Previous experience managing challenging or difficult conversations would be beneficial, both in writing and over the phone.
3. The ability to work constructively as part of a team or on an individual basis.
4. All work completed is stored on our in-house case management system and previous experience of using a case management system or database is desirable.

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 (taxable benefit) 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, physician associates (PAs), anaesthesia associates (AAs), those they care for and other stakeholders to support good, safe patient care across the UK. We set the standards doctors, PAs, AAs and their educators need to meet, and help them achieve them. If there are concerns these standards may not be met or that public confidence in doctors, PAs, or AAs may be at risk, we can investigate and take action if needed.

We run an annual survey of our employees and the overall staff engagement score for 2025 was 73%. In particular:

- 87% recommend working for the GMC
- 86% speak positively about the services we provide
- 83% are proud to say they work here.

Our inclusion score for 2025 is 73.9% – 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, 92% of us say our managers treat us with fairness and respect.

Safeguarding

Safeguarding is a high priority at the GMC, we have robust arrangements in place to safeguard and promote the welfare of children and adults at risk. This responsibility lies with everyone who works at the GMC or is working on behalf of the GMC including our colleagues, those contracted to work with us and council members. All employees of the GMC are expected promote a culture of 'safeguarding is everybody's business'. Read our [safeguarding policy statement](#).

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. Read more about our [CSR commitments](#).

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 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 about [our staff networks](#).

Disability Confident

We are committed to inclusive employment and career development opportunities, and particularly welcome disabled people and people with long term conditions to apply for all roles with us. We are a Disability Confident employer so offer an interview to all applicants with a disability who best meet the essential criteria set out in the person specification. Please note, there may be times when the Disability Confident interview scheme isn't applied, and its use will be confirmed within the specific job advert.

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:

- 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.

October 2026