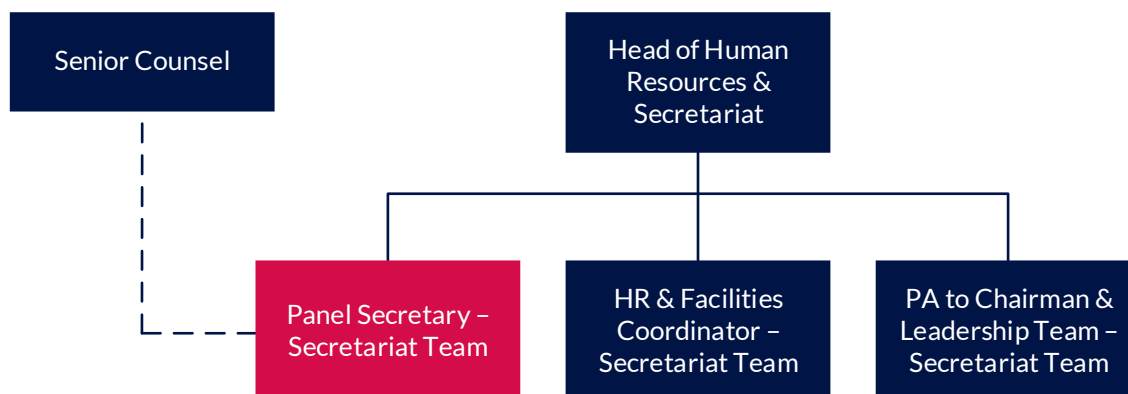


JOB STATEMENT

Panel Secretary – Secretariat Team

This statement is for guidance only and does not form part of any contract of employment.

Department organisation chart



Job purpose

To ensure the smooth running of our adjudication process, through providing prompt and effective administration support to both the Code Adjudication Panel (CAP) and the Investigations Oversight Panel (IOP). Works collaborative with Secretariat Team colleagues to ensure the quality and timely delivery of secretariat work.

Core duties

General duties

- Co-ordinating diaries with senior management, board and panel members, to arrange and list regular tribunals hearings, IOP meetings and ad-hoc hearings.
- Produce and distribute bundles for tribunals and IOP meetings in a timely manner.
- Write up clear minutes from all IOP meetings.
- Produce clear minutes from all tribunals and interim measures hearings to ensure all relevant information is recorded.
- Assist the Senior Counsel and In-House Counsel with the drafting of the tribunal decisions, ensuring that the pre-drafting of tribunal decisions is carried out in a timely manner.
- Maintain an internal database of all Tribunal decisions.
- Act as the main point of contact for panel members, and where appropriate service providers, liaising with colleagues internally to promptly respond to their requests.
- Support the CAP with administrative tasks such as submitting expenses, timesheets etc. Provide relevant information such as, legal updates, organisational changes and changes to code to all CAP members. Maintain the CAP intranet site.
- Provide timely admin support to the Investigation & Enforcement Team and Legal team as required.

- Responsible for all post adjudication administration. This involves sending out formal and informal notifications to providers by email and post and explaining the outcome of adjudication.
- Send notifications and closure letters to complainants via email using the CRM system in a timely manner.
- Perform general administration tasks such as printing, photocopying, booking couriers etc. Set up rooms on the day of meetings and hearings and ensure panel members and any others attending have all the required information in a timely manner.
- Ad hoc projects and other duties as required.

Secretariat duties

- To provide ad hoc administrative and secretariat support to the organisation as required.
- Work collaboratively with Secretariat Team colleagues, providing cover in the event of absence, or support where workloads are high to ensure the timely and quality delivery of all Secretariat Team work.

Knowledge, skills & experience

- Excellent organisational and planning skills, with the ability to multi-task and meet tight deadlines.
- Strong diary management skills, with previous experience of managing and co-ordinating multiple diaries is essential.
- Experience of providing administration support in an adjudicatory setting, such as the courts, tribunals or disciplinary panels (including listing experience) is desirable.
- A professional and personable manner, with experience dealing with Board or senior level roles.
- Collaborative in approach and able to work with and influence individuals across teams easily.
- A self-starter, pro-active and confident in approach, requiring little supervision.
- Excellent written and verbal communication skills with strong attention to detail.
- Intermediate to advanced Microsoft Office skills (Word, Excel, Power Point, Outlook).
- Minimum, GCSE Levels at grade C and above including Maths and English (or equivalent).
- A team player who works collaboratively with others to ensure the timely and quality delivery of team objectives.