

JOB PROFILE

Post: Hearings Officer

Responsible to: Team Leader (Hearings)

Job purpose

To support and provide a full service to SSSC hearings held under the Fitness to Practise Rules (the Rules).

To provide support to the wider functions of the Hearings Department.

Principal working contacts

Head of Regulatory Improvement and Hearings
Regulation Manager (Development and Hearings)

Hearings Team Leader

Hearings Officers

Regulatory Improvement Team Leader

Business Support Assistants

Fitness to Practise presenting Solicitors

Workers

Representatives

Witnesses

Fitness to Practise Panel Members

Main duties

Hearings and meetings

- Attend (in person and remotely) and clerk hearings in accordance with the Rules.
- Facilitate the smooth running of the hearing in accordance with the Rules.
- Attend and support case management meetings by organising, attending, recording and issuing decisions and directions.
- Support workers and witness in advance of and after hearings
- Attend (in person and remotely) to provide witness support at hearings.

Hearing support

- Facilitate the smooth running of the hearing process, following the Rules and offices procedures, to include for example:
 - receive referrals from the Fitness to Practise Department and schedule hearings
 - gather, check and send out all documents on time including notices, evidence, hearing information, notices of decisions and directions
 - check, format and sign notices of decisions, which will then be published on the SSSC website
 - manage workload and complete and update records using our case management system
 - manage postponement requests by liaising with the relevant people involved and the panel chair
 - record and take notes at hearings
 - support people (for example workers, their supporters and witnesses) who are attending hearings by providing practical assistance, explaining the process and directing them to the Rules and hearing information resources
 - act as a point of contact for a range of external and internal people who are involved in hearings, such as workers, representatives, witnesses, panel members and presenters
 - support the Head of Regulatory Improvement and Hearings in the recruitment and training of panel members
 - assist in administering panel member appraisal and feedback processes
 - draft news/ information articles for panel members
 - attend external venues to clerk a hearing or be present while a worker or witness is participating by remote link such as Skype, Facetime or video conference
 - assist with developing and improving working practises within the team.

Hearings Department

- Contribute to the department's work to support the delivery of the SSSC operational and strategic plans.
- Assist with the preparation and drafting of reports as appropriate, including research and analysis.
- Manage allocated workload following the SSSC policies, procedures and statutory responsibilities.
- Assist in maintaining and administering the central filing database and other administrative functions in relation to records management.
- Contribute to making procedures more efficient and effective.
- Produce other work as directed by department managers.

Other duties

The SSSC is a developing organisation and this job profile is a broad picture of the role at the time of writing. Duties may change over time.

This is not a contractual document and the successful candidate will be required to carry out any other reasonable duties that are needed to fulfil the purpose of the job.

The successful candidate should carry out their duties in a way that is mindful of our Health and Safety policies, procedures, guidance, practices and legislative requirements, taking reasonable care for their own safety and that of others who may be affected by what they do or fail to do while at work.