

Council member recruitment application pack

Closing date: Noon on Monday, 16 September 2019



Contents

- Introduction from the Chair of the Council 1
- 1. Overview 2
- 2. About the General Pharmaceutical Council (GPhC)..... 4
- 3. What GPhC Council members do 5
- 4. The experience and knowledge Council members need to have..... 7
- 5. The competencies Council members need to have 9
- 6. On appointment..... 10
- 7. How to apply..... 12
- 8. How we will handle your application 14
- 9. How we use your personal information 16
- 10. If you have a concern about the process 17
- Appendix 1: The seven principles of public life..... 18
- Appendix 2: Values, conduct and behaviour for GPhC Council members, associates and partners..... 19
- Appendix 3: Disqualification criteria 23

Introduction from the Chair of the Council



Nigel Clarke

Chair, General Pharmaceutical Council

Dear prospective candidate,

Thank you for your interest in joining the governing Council of the General Pharmaceutical Council.

The successful candidates will join the Council at a time of significant change; in pharmacy, in healthcare and in the wider context in which we work. The way pharmacy services are delivered throughout Great Britain is evolving quickly, and it is likely that pharmacy professionals and pharmacies will continue to take on greater responsibilities in providing care for patients and the public.

This brings opportunities for both patients and the sector. But it also brings risks which need to be managed appropriately, and challenges to which the regulator must respond quickly and effectively.

These changes also come at a time when what health regulation can and should achieve is under significant scrutiny.

As a council we are continually challenging ourselves to consider how we can improve the way we regulate registered pharmacies and pharmacy professionals, so that we can achieve better results for the patients and the public we represent.

We can sum up what we want to achieve for patients and the public in two words: 'assurance' and 'improvement'. Firstly, we want to give assurance to patients and the public that they will receive safe and effective care, so that they have confidence in pharmacy professionals and pharmacies. Secondly, we want to play our part in improving the quality of pharmacy practice, so that patients and the public can receive better care and advice, which will in turn improve their health and wellbeing.

We have an ambitious programme of work ahead to help us achieve these aims. However, we can do this only with a diverse, strong and effective council that has members with a range of knowledge, skills and experience.

We hope you will be inspired to join us and will consider applying for these important positions.

1. Overview

Approximate timetable for appointing the new Council members

Closing date for application	Noon on 16 September 2019
Notification about whether you are invited to a preliminary interview	11 October 2019
First stage interviews for long listed candidates	14 October – 6 November 2019
Notification about whether you are invited to a final interview	18 November 2019
Final interviews (please note these are set dates)	2, 3 and 6 December 2019
Appointments confirmed	February 2020
Appointment begins	1 April 2020
Induction days	Tuesday 21 and Wednesday 22 April 2020
Attendance at first Council meeting (please note these are set dates)	23 April 2020

Who we are recruiting?

We are recruiting three new members to the Council, to begin their terms of office in April 2020.

Two of the new Council members must be GPhC **registrant members** (a pharmacist or a pharmacy technician), and **one** of the new Council members must be a **lay member** of the public.

To be eligible as a **lay member** you must not:

- be registered, or have ever been registered, as a health or social care professional in the UK or overseas
- hold qualifications which would allow you to apply for registration by the GPhC as a pharmacist or pharmacy technician

One of these new members must either live or work primarily in Scotland. This could be a lay member or a registrant member.

Disqualification criteria

Some people will be automatically disqualified from being a Council member. Appendix 3 gives the 'criteria for disqualification', which are taken from article 5 of the General Pharmaceutical Council (Constitution) Order 2010. This explains who is not eligible. Please read the appendix carefully and we recommend that you check whether you are eligible before going any further.

About the role

Payment:	£12,500 a year
Length of appointment:	Three years
Time commitment:	Around 36 days a year. We expect this to include up to ten meetings and ten workshops. (Please note that meetings and workshops are usually held on the same day).

There is more detailed information about the work of the GPhC, the role of a Council member and the application process in the sections below.

Equality and diversity

As an organisation, we are committed to promoting equality, valuing diversity and being inclusive in all our work as a health professions regulator, a public service provider and an employer.

We value diversity and want to promote it on our Council. It is vital that our Council members are drawn from the widest possible talent pools, bringing with them different life experiences, ideas and perspectives, to inform our discussions and decisions.

We welcome and encourage applications from a diverse range of applicants, from all sections of the community.

You can learn more about our approach to promoting equality and diversity by going to the About us section of our website.

Adjustments

We welcome applications from people who may need adjustments and all applications will be treated equally.

Please let us know if we can make any adjustments which could help you with any stage of the process. Please email belinda.beck@saxbam.com if you need a copy of this pack in Welsh, large print, Braille or in a different format

Key contacts

Saxton Bampfylde is acting as an employment agency advisor on these appointments. You can find out more about the roles and apply through their website at <https://www.saxbam.com/candidate-opportunities/> using the code: AAEEF. Alternatively, telephone +44 (0)20 7227 0880 (during office hours).

Appointment oversight and assurance

The GPhC's Council members are appointed by the Privy Council.

The Professional Standards Authority (which oversees the work of the GPhC and other UK health professional regulators) scrutinises our appointments process and advises the Privy Council whether it can have confidence in the process, but is not aware of the identity of candidates.

2. About the General Pharmaceutical Council (GPhC)

We regulate pharmacists, pharmacy technicians and pharmacies in Great Britain.

We work to assure and improve standards of care for people using pharmacy services.

What we do

Our role is to protect the public and give them assurance that they will receive safe and effective care when using pharmacy services.

We set standards for pharmacy professionals and pharmacies to enter and remain on our register.

We seek assurance that pharmacy professionals and pharmacies continue to meet our standards, including by inspecting pharmacies.

We act to protect the public and to uphold public confidence in pharmacy if there are concerns about a pharmacy professional or pharmacy on our register.

Through our work we help to promote professionalism, support continuous improvement and assure the quality and safety of pharmacy.

You can find more information about us on our website www.pharmacyregulation.org.

Our governing council

The Council is the governing body of the GPhC and has 14 members, including the chair. The Council has equal numbers of lay members and registrant members. Having an equal number of lay members helps to raise public confidence in both the regulator and the pharmacy profession, and also brings fresh perspectives to the organisation. All members are appointed, not elected.

The Council sets the GPhC's strategy as a regulator, making sure that it is able to fulfil its statutory duties in an efficient and cost-effective way. The Council is also responsible for making sure that systems are in place to allow effective monitoring of the GPhC's performance.

3. What GPhC Council members do

The Council has a governance and assurance role, overseeing rather than carrying out the GPhC's regulatory work. All Council members (including the chair of the Council) share a collective responsibility for carrying out the work of the Council and for the good governance of the organisation.

To do this effectively your duties will include:

- setting the strategic direction of the organisation – reviewing and revising its vision and purpose as needed
- making sure that the GPhC carries out all its statutory functions in an appropriate way
- making sure the financial management of the organisation is sound and its activities are cost effective
- delegating appropriate authority to the chief executive and registrar and to the committees of the Council
- making sure systems are in place to monitor the organisation's performance and hold the chief executive and registrar to account, making sure the organisation is run properly and follows current employment practice
- taking an active part in Council meetings and other internal and external meetings, and working effectively with the senior leadership group
- understanding who the GPhC's key interest groups are and their priorities
- keeping up to date with the changing nature of independent professional regulation and how it contributes to society
- taking part – when needed – in induction, learning and development, and performance reviews
- being available to the GPhC for the amount of time needed
 - The GPhC does a lot of its business electronically. You will need to have access to and be able to use Microsoft Office or similar software, email and the internet. We will make reasonable adjustments to support you if you need them.

Hear from our current Council members about their role, and their motivations for applying

Dr Arun Midha, Council Member (lay)



“The GPhC needs to attract Council members from as wide a cross section of the community as possible. As a lay member you will bring your own particular skills, experience, knowledge and above all interest.

“I had two motivations for applying, although yours could be similar they could be very different- it doesn’t matter. One was perhaps more personal and the other was more from a professional perspective. Firstly, my father, one of the first Indian doctors to come to this country in the 1950s, instilled in me a keen sense of public duty. The UK provided him with many opportunities and I feel he was able to make a significant contribution to society. I have always tried to adopt the same

attitude and approach to life. This lay member role is one such opportunity that has enabled me to do this.

“Secondly, over a number of years, I have developed some experience of regulatory and disciplinary matters involving a wide variety of professions. This role allows me to use this experience.

“You will learn from others and others will learn from you. I have been a Council member for three years. It has been an enriching experience and I have learned a lot and also been able to work with a great group of people. Apply!”

Penny Hopkins, Council Member and pharmacy technician



“I recently became a council member and want to implore all those who might consider the role, to give it some real thought. I know how easy it is to dismiss these roles that are far away from the day to day world of work, but the whole pharmacy sector, and patients and the public need that diversity of thought, background and experiences on the GPhC Council. All in all, it leads to better considered policy and strategy through constructive challenge and open discussions, which is better representative of the society we are seeking to protect.

“As a council member you need be committed to living the values of the GPhC; always keeping in mind that the protection and well-being of people who use pharmacy services is at the heart of everything we do. You will need to be prepared for lots of reading, listening, learning and will need to have the courage to ask difficult questions.”

4. The experience and knowledge Council members need to have

To help you decide if you want to apply for a role as a Council member, we have set out the criteria we will use when assessing applicants. You will see that these are 'essential criteria'. Only candidates who show, throughout the course of their applications, that they meet the essential criteria to an acceptable level will be recommended for appointment by the panel.

Your application form must show that you have the experience and knowledge needed for the role.

Essential criteria

All candidates must show that they have the following:

E1 Working within a framework

An appreciation of and commitment to protecting, promoting and maintaining the health, safety and wellbeing of patients and the public.

Experience of working within, either professionally or in other ways, a set of rules, guidance, policies or other boundaries.

E2 Analytical and decision-making skills

The ability to identify problems, options and solutions, considering risks, consequences and impact.

Ability for forward thinking and to see the bigger picture. Knowledge/experience of analysing and understanding different types of information and situations.

A willingness to change your thinking in the light of new information.

E3 Working collaboratively and communicating professionally with others

The ability to work with others, to challenge, listen and question constructively.

Good communication skills and an ability to put views across clearly, persuasively and sensitively.

Influencing and persuading others using well-reasoned arguments, experience of participating in group discussions and working effectively in a team of people.

Understanding and being open to different points of view.

E4 Integrity and respect

Gaining the trust of others, principled and values-based actions.

An understanding of and commitment to good governance and to the Nolan principles of public life.

Taking an ethical approach to your work and being open and honest, including when things go wrong.

Additional essential criteria for registrant applicants only

E5 Pharmacy professional practice

Up to date knowledge and understanding of the practice of pharmacists or pharmacy technicians and an awareness of the factors and issues that influence it.

Desirable criteria

On this occasion, we are seeking candidates with **one or more** of the following:

D1 - knowledge and/or experience of patient advocacy or the patient voice (lay)

D2 - clinical and/or prescribing skills in one or a range of settings (registrant)

D3 - experience of technology developments in healthcare (lay or registrant)

D4 - an understanding of academic and vocational education and training (lay or registrant)

In addition, we are seeking one candidate who lives or works primarily in Scotland (lay or registrant).

5. The competencies Council members need to have

C1 Personal qualities

- a) Willing to accept and uphold their own accountability and also willing and able to hold others to account for their performance of their own delegated responsibilities.
- b) A high level of honesty, integrity, objectivity and fairness.
- c) A commitment to equality, diversity and inclusion.
- d) The ability to maintain confidentiality.
- e) A high level of motivation and a willingness to constantly review and improve performance.
- f) The ability to display credibility across and beyond the registered pharmacy professions.

C2 Intellectual flexibility

- a) Able to hold others to account for their performance of their own delegated responsibilities.
- b) A high level of honesty, integrity, objectivity and fairness.
- c) A commitment to equality, diversity and inclusion.
- d) The ability to maintain confidentiality.

C3 Effective influencing and communication

- a) A high level of motivation and a willingness to constantly review and improve performance.
- b) The ability to display credibility across and beyond the registered pharmacy professions.
- c) Able to give and take advice.
- d) Able to test and probe constructively and effectively to get the best outcomes for the GPhC and its statutory functions.

C4 Effective team working

- a) Builds constructive relationships and works effectively in a team
- b) Understands and maintains the separation between non-executive and executive roles (for example, Council members set the direction for the organisation rather than getting immersed in the detail of operational delivery)
- c) Promotes and supports the corporate decisions of Council
- d) Actively looks for the different views of others and respects those views

6. On appointment

Payment

Council members receive £12,500 a year.

Payment is taxable under Schedule E and subject to Class 1 National Insurance contributions. It is not pensionable.

Council members can claim expenses for travel, accommodation, carer's costs and subsistence costs which they need to incur on GPhC business. We do not provide a locum allowance, pay for meeting preparation or cover stationery or computer costs as we consider that these are covered in the annual payment.

The rates for expenses are set centrally and members must use the most cost-effective methods of travelling while on GPhC business, taking into account their circumstances and needs.

Council members who take on significant extra responsibility as part of their role may receive an 'exceptional additional provision' of no more than £2,500 a year.

The impact of appointment on people who are getting benefits

Your appointment may affect your entitlement to benefits. If you are receiving benefits, you should ask the Department for Work and Pensions for advice.

Appointment and term of office

Appointment to the GPhC Council will be for three years. No member of the Council can hold office for more than eight years in total during any period of 20 years.

There is no automatic re-appointment. Members who want to be re-appointed have to follow the re-appointment procedure and show how their skills continue to meet the GPhC's needs at that time.

The role of Council member is a statutory office and not employment. Therefore, Council members are not covered by employment law.

Important: the Council's structure may be changed in the future as a result of changes in government policy and this could affect how long you hold office for. You can read more about the government's proposals on their website at: <https://www.gov.uk/government/consultations/promoting-professionalism-reforming-regulation>

Time commitment

Usually, the Council meets up to ten days per year. Each day includes both an informal workshop and a formal meeting. The total time commitment will be up to 36 days a year for Council members.

Location

Meetings are usually held in London. You may occasionally need to travel to other places. If so you will be reimbursed for any additional expenses incurred in line with the relevant expenses policy.

Training

There will be induction training covering the duties, stakeholders, strategy, corporate governance arrangements and key issues of the GPhC.

Standards in public life

You will be expected to show high standards of corporate and personal conduct. All successful candidates will be expected to keep to a code of values, conduct and behaviour (see Appendix 2).

You must also confirm that you understand and would uphold the standards for public appointees outlined in the 'Seven principles of public life'. These were set out by the Committee on Standards in Public Life (see Appendix 1).

Conflict of interests

It is particularly important to declare any conflict of interest that could be seen as relevant to the GPhC.

Any actual or perceived conflicts of interest will be fully explored by the selection panel at the preliminary and final interviews. If you are successful in being appointed, you must declare:

- any conflict of interest that arises in the course of GPhC business, and
- any relevant business interests, positions of authority or other connections with organisations relevant to the business of the GPhC.

Performance review

Council members will take part in an annual appraisal process that reviews and supports their development as members.

7. How to apply

Please make sure you are not disqualified from applying (see Appendix 3) and that you read the application guidance notes before you apply.

Saxton Bampfylde is acting as an employment agency advisor on these appointments. You can find out more about the roles and apply through their website at <https://www.saxbam.com/candidate-opportunities/> using the code: AAEEF. Alternatively, telephone **+44 (0)20 7227 0880** during office hours.

The closing date for applications is **noon on Monday 16 September 2019**. Late applications will not be considered.

Saxton Bampfylde GDPR personal data notice

According to GDPR guidelines, we are only able to process your sensitive personal data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express consent. You will be asked to complete a consent form when you apply. Please **do not** include any sensitive personal data within your CV, although this can be included in your covering letter if you wish to do so. Also, please remember not to include contact details for referees without their prior agreement.

Please complete the equal opportunities monitoring online form as part of the application process. The information you provide in the form will not be shared with anyone involved in assessing your application.

The application form

Please answer the questions within the word limit.

Important: your application will be scored purely on the evidence you provide to show how well you meet the essential criteria. It is this score that decides if you will be invited to a preliminary interview.

Career history details

We require a career history covering the last ten years (executive and non-executive positions), highlighting specific areas of achievement and outcomes. If you have had a career break during this time, please say so – this will not disadvantage you. You can provide your career history in one of two ways:

- you can complete the relevant career history section of the application; or
- you can submit your CV as a separate document when emailing your completed application form.

If you submit a CV, please keep it to two pages or less.

You must also give details of your education, including the educational establishments you have attended and the qualifications you gained. Include any professional qualifications such as CIPD or ACCA in this section.

The selection panel will use CVs and career history to get an overview of the skills, background and experience of the applicants.

Please note that the information you provide in your application must be accurate and you may be asked to provide additional documentation to demonstrate this. Your application may be subject to a

pre-screening review which authenticates your identification, qualifications, career history and other matters related to the role.

Equal opportunities monitoring form

We would also like you to fill in a monitoring form for equal opportunities purposes (please see Monitoring information in Section 9). This is not part of the selection process and is used for statistical purposes, and for us to review our performance in relation to our equality, diversity and inclusion responsibilities.

8. How we will handle your application

You will get an automatic acknowledgement of your application when you apply via email. We will deal with your application as quickly as possible and will let you know how long each stage is likely to take. This application pack includes approximate dates for certain stages and asks you to confirm your availability during specific periods to enable us to plan.

Please state on the application form any dates when you are not available to attend a preliminary interview with the recruitment consultant. This interview can be by Skype if that is easier for you – this will not disadvantage you in any way. For the final interviews, the selection panel will be made up of:

- Janet Rubin, who will Chair the panel
- Penny Bennett, an independent assessor*
- Sanjay Ganvir, a pharmacist
- Nigel Clarke, Chair of the GPhC

The independent panel member is responsible for providing assurance to the Professional Standards Authority (PSA) that the principles of a good appointments process have been followed, namely merit, fairness, transparency and openness, and inspiring confidence. The PSA scrutinises our appointments process and advises the Privy Council whether it can have confidence in the process. However, the PSA is not aware of the identity of candidates.

After the closing date for applications

Once the application period has closed, your application will be assessed against the essential criteria listed in section 5.

At the preliminary stages and final interviews candidates will be asked to show that they meet the essential criteria and the competencies needed for the role.

Next steps

In line with the timetable above, the next steps are as follows:

1. The panel will decide which candidates will be invited for a preliminary interview, taking account of the evidence given in the applications. You will be notified if you are not successful in getting a preliminary interview but due to the volume of applications we receive, we are unable to offer feedback if you are unsuccessful at this stage. These interviews can be conducted by Skype if that is easier for you and this will not disadvantage you in any way.
2. The preliminary interview is based on the competencies, lasts about an hour, and candidates will need to show that they meet the competencies needed for the role. It is helpful if you are able to find examples.
3. The panel will review the outcomes of the preliminary interviews and then decide who to invite to a final interview. At this point you will be asked to provide your references so please make sure that your referees are aware of this. You will also be asked to give your consent to 'due diligence' checks being carried out to confirm your identity, education, employment and that you meet the eligibility criteria. Further information about the information we need and what we do with it is provided on the consent form.

4. Final interviews will be held in London at the GPhC offices. If you are invited to an interview you will be asked to undertake a task-based exercise followed by a formal panel interview. Please let us know as early as possible if you need any adjustments to this process to help you to take part fully and fairly. The panel will ask questions about your experience and expertise, to find out whether you meet the criteria. You may be asked to give more information about topics covered in your preliminary interview.
5. The candidates who best fit the criteria will be recommended to the Privy Council, who will make the final decision.
6. If you are successful, the Privy Council will write to you offering the appointment. You will then need to contact the Privy Council to formally accept the offer. If you are unsuccessful, you will be advised as soon as possible and feedback can be provided.

9. How we use your personal information

We will use your personal information in line with the Data Protection Act 2018. You will not receive unsolicited paper or emails as a result of sending us any personal information. We will not pass any personal information on to third parties for commercial purposes. Our privacy policy is available on our website.

Information you give in the application form and on your CV will be used to assess your suitability for a Council member role.

We ask for equality and diversity information so that we can monitor the performance of our recruitment process. You do not have to give us this information, but it will help us make sure that we meet our duties under the Equality Act 2010. We will not hold it with the rest of your personal information and it will not be used in the selection process or shared with the selection panel assessing your application.

When we ask you for personal information, we promise we will:

- only ask for what we need
- make sure you know why we need it
- protect it
- make sure you know what choice you have about giving us information
- make sure we don't keep it longer than necessary
- only use your information for the reasons we tell you

We ask that you:

- give us accurate information
- tell us as soon as possible about any changes
- tell us as soon as possible if you notice mistakes in the information we hold about you

If you apply for the role, your application will be made to the recruitment consultancy that is handling the process for us. They will share some of the information you give with the members of the selection panel, so that your application form can be assessed.

Information management

If you are appointed as a Council member, we will keep your information on file for the duration of your appointment plus six years. If you are not appointed, we will dispose of your information after six months.

If at any time you want your personal information to be removed from GPhC please email the Governance and Assurance Manager at the GPhC at foi@pharmacyregulation.org.

10.If you have a concern about the process

We are committed to processes and procedures that are fair, transparent and free from discrimination. Complaints about any aspect of the appointments process for Council member roles will be monitored, recorded and promptly handled. Complaints should be made within three months of the closing date for applications.

If you have a complaint, please contact feedback@pharmacyregulation.org.

If you send in a written complaint, it will be acknowledged within three days and we will say when you can expect a full reply.

The GPhC is responsible for this recruitment, however, the Privy Council is responsible for appointing Council members. Once your complaint has been investigated, if you are not satisfied with the reply, you will be able to raise your concerns with the Privy Council.

Contact details for the Privy Council are:

Ceri King, Head of Secretariat and Senior Clerk
Privy Council Office
2 Carlton Gardens
London
SW1Y 5AA

Phone: 020 7271 3294

Email: ceri.king@pco.gov.uk

Appendix 1: The seven principles of public life

All applicants for public appointments are expected to demonstrate a commitment to, and an understanding of the value and importance of, the principles of public life. The seven principles of public life are:

Selflessness

Holders of public office should act solely in terms of the public interest.

Integrity

Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.

Objectivity

Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

Accountability

Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

Openness

Holders of public office should act and take decisions in an open and transparent manner.

Information should not be withheld from the public unless there are clear and lawful reasons for so doing.

Honesty

Holders of public office should be truthful.

Leadership

Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.

Appendix 2: Values, conduct and behaviour for GPhC Council members, associates and partners

1. Values

The Council has adopted the seven principles of public life (the Nolan principles) as its values for Council members, associates and partners (including independent committee members), as distinct from those of the organisation, and each group undertakes to apply them in the exercise of its role, as the governing board of the GPhC for Council members and in the individual roles of associates and partners.

ii. Selflessness

Holders of public office should act solely in terms of the public interest.

iii. Integrity

Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.

iv. Objectivity

Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

v. Accountability

Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

vi. Openness

Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.

vii. Honesty

Holders of public office should be truthful.

viii. Leadership

Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.

2. Scope

- 2.1. As well as Council members, there are a number of non-employee groups who help the GPhC to fulfil its regulatory functions. We use the broad terms 'associate' and 'partner' to describe these groups. Associates and partners fill a variety of roles, providing a wide range of knowledge and skills to support the GPhC's work.
- 2.2. Council members, associates and partners are required to observe the same code of conduct and standards of behaviour, although not all provisions may be equally relevant to all groups. This is intended to promote consistency in standards and enhanced performance throughout the GPhC. Where appropriate, associates may also need to comply with legislative and other requirements and codes of conduct relevant to their specific functions.

3. Code of conduct

3.1. The GPhC is committed to protecting, promoting and maintaining the health, safety and well-being of members of the public, and in particular those who need or use the services of pharmacy professionals or the services provided at a registered pharmacy.

3.2. Members, associates and partners:

- are committed to fully upholding the principles of public life and, in addition, they are committed to ethical and lawful conduct
- are professional and demonstrate good behaviours in their roles
- do not attempt to exercise individual authority within the organisation, unless expressly authorised by the Council
- co-operate and work collaboratively with colleagues
- recognise that when communicating in a public space, such as at an event or through social media, their opinions are likely to be interpreted as being representative of the GPhC and their personal behaviour is likely to be interpreted as being endorsed by the GPhC and reflective of its values. This is despite whatever efforts they may make to distinguish clearly the views as their own. They consider carefully this risk before engaging in communications that may be associated with the GPhC or topics that could be related to the work of the GPhC and avoid being drawn into negative, unconstructive discussions (see **demonstrating professionalism online**)
- adhere to the principle of collective responsibility in decision making that they are involved in
- maintain confidentiality at all times, working within the GPhC's information governance and security policies and the law
- avoid any behaviour that may impair the ability of the GPhC, the Council or a committee to perform its functions or to enjoy the confidence of stakeholders such as the public and patients, registrants and parliaments
- keep in mind the competencies required for their role and seek to demonstrate these throughout their tenure
- are properly prepared for Council or committee deliberations
- promote equality and diversity and treat others with respect in accordance with the GPhC's equality, diversity and inclusion policy
- observe the all applicable GPhC standards and policies, including those in respect of:
 - conflicts of interests
 - gifts and hospitality
 - education and training
 - attendance at meetings
 - performance appraisal

- disclose to the chair or the associates and partners manager, as soon as a situation arises, any commitment or activity which may be perceived as a potential conflict of interest in respect of the role they undertake with the GPhC
- challenge any action or behaviour by a fellow member or associate or partner which appears not to comply with this code. The GPhC's policy on raising concerns is available on our website.
- inform their chair or staff lead of any reason why they may be liable to be suspended or removed from the Council or a committee under the provisions of the GPhC (Constitution) Order, the GPhC's rules and/or standing orders. The chair must inform the chief executive and registrar of any reason why he or she may be liable to be suspended or removed from the Council under the provisions of the GPhC (Constitution) Order and standing orders.

3.3 Any action which may be a breach of this code will be considered in line with the GPhC's governance framework and may be dealt with in accordance with the GPhC's ability to suspend, remove or take other action against its members, associates and partners.

4. Behavioural standards

4.1 Members, associates and partners are professional and display good standards of behaviour in their roles. The statements below, although not exhaustive, illustrate the types of behaviour the GPhC expects from members, associates and partners (please note not all may be equally relevant to all groups). The raising concerns policy describes the mechanisms for: Council members or staff to raise concerns about a Council member; Council members to raise concerns about staff; and associates to raise concerns about any aspect of the GPhC's operations.

5. The behavioural statements

Part 1: Good corporate behaviour

This is characterised by members, associates and partners engaging in constructive challenge internally, whilst speaking with a single voice externally.

A.1 Acting in the public interest

Putting the interests of the public first, never forgetting the duty to use the position for public benefit not personal advantage

A.2 Considering the impact of the Council's work

Analysing strategic direction to ensure it supports improvement of public safety and wellbeing and considering the impact on all communities

A.3 Challenging the status quo

Constructively challenging the status quo and probing effectively to achieve the best outcomes for the public whom the GPhC exists to serve

A.4 Building constructive relationships

Displaying empathy and respect for others and building constructive relationships across boundaries

A.5 Holding others to account

Holding others to account for performance of delegated responsibilities, working within the distinction between the non-executive and executive role in line with the GPhC's governance policy

A.6 Weighing up risk

Balancing the cost (whether financial or resource) against the benefit and considering the overall impact including the risks and opportunities of different strategic approaches.

Part 2: Good personal behaviour

This is characterised by members, associates and partners demonstrating courtesy, listening and respect in dealings with each other, with the organisation's staff, and with stakeholders.

- B.1 Modelling behaviours in line with the GPhC's commitment to equality, diversity and inclusion.
- B.2 Displaying a high level of probity, integrity, objectivity and fairness in working with the GPhC and being accountable and responsible for behaviours and actions.
- B.3 Supporting and hold themselves to account for a collective decision taken. Accepting personal responsibility for their part in whether the GPhC succeeds or fails.
- B.4 Accepting challenge on their own perspective.
- B.5 Embracing change when it is needed, remaining open to adapting their position in light of others' views or new information.
- B.6 Giving and accepting feedback positively and constructively.
- B.7 Listening to and actively seeking to understand issues from a range of different perspectives, including individual and minority views.
- B.8 Learning from others and taking responsibility for their own learning.
- B.9 Developing an understanding and raising questions in areas other than just those in which they have an interest or in which they have specialist knowledge. Contributing their experience and knowledge to shape improvement.

Appendix 3: Disqualification criteria

A person is disqualified for appointment as a member of the Council if that person:

- a) has at any time been convicted of an offence involving dishonesty or deception in the United Kingdom and the conviction is not a spent conviction;
- b) has at any time been convicted of an offence in the United Kingdom, and
 - i. the final outcome of the proceedings was a sentence of imprisonment or detention, and
 - ii. the conviction is not a spent conviction;
- c) has at any time been removed—
 - i. from the office of charity trustee or trustee for a charity by an order made by the Charity Commissioners, the Charity Commission, the Charity Commission for Northern Ireland or the High Court on the grounds of any misconduct or mismanagement in the administration of the charity—
 - aa) for which the person was responsible or to which the person was privy, or
 - bb) which the person by their conduct contributed to or facilitated, or
 - ii. under—
 - aa) section 7 of the Law Reform (Miscellaneous Provisions) (Scotland) Act 1990 (powers of the Court of Session to deal with management of charities), or
 - bb) section 34(5)(e) of the Charities and Trustee Investment (Scotland) Act 2005 (powers of the Court of Session), from being concerned with the management or control of any body.
- d) has at any time been removed from office as the chair, or a member, convenor or director, of any public body on the grounds that it was not in the interests of, or conducive to the good management of, that body that the person should continue to hold that office;
- e) at any time been adjudged bankrupt or sequestration of the person's estate has been awarded, and
 - i. the person has not been discharged, or
 - ii. the person is the subject of a bankruptcy restrictions order or an interim bankruptcy restrictions order under Schedule 4A to the Insolvency Act 1986 or Schedule 2A of the Insolvency (Northern Ireland) Order 1989 or sections 56A to 56K of the Bankruptcy (Scotland) Act 1985 (which relate to bankruptcy restrictions orders and undertakings);
- f) has at any time made a composition or arrangement with, or granted a trust deed for, the person's creditors and the person has not been discharged in respect of it
- g) is a person to whom a moratorium period under a debt relief order under Part VIIA of the Insolvency Act 1986 (debt relief orders) applies, or is the subject of a debt relief restrictions order or an interim debt relief restrictions order under Schedule 4ZB to that Act (debt relief restrictions order and undertaking);
- h) is subject to—

- i. a disqualification order or disqualification undertaking under the Company Directors Disqualification Act 1986,
- ii. a disqualification order under Part II of the Companies (Northern Ireland) Order 1989 (company directors disqualification),
- iii. a disqualification order or a disqualification undertaking under the Company Directors Disqualification (Northern Ireland) Order 2002, or
- iv. an order made under section 429(2) of the Insolvency Act 1986 (disabilities on revocation of a county court administration order);
- i) has been included by—
 - i. the Independent Barring Board in a barred list (within the meaning of the Safeguarding Vulnerable Groups Act 2006 or the Safeguarding Vulnerable Groups (Northern Ireland) Order 2007), or
 - ii. the Scottish Ministers in the children’s list or the adults’ list (within the meaning of the Protection of Vulnerable Groups (Scotland) Act 2007);
- j) has at any time been subject to any investigation or proceedings concerning the person’s fitness to practise by any licensing body, the final outcome of which was—
 - i. the person’s entry in a register held by the licensing body is suspended,
 - ii. the person’s entry is removed from a register held by the licensing body or there has been a decision that had the effect of preventing the person from practising the profession licensed or regulated by the licensing body, or
 - iii. a decision allowing the person to practise that profession subject to conditions and those conditions have not been lifted;
- k) has at any time been subject to any investigation or proceedings concerning the person’s fitness to practise by the Council, in the course of which or where the final outcome was that—
 - i. the person’s entry in the Register, or part of the Register, was suspended (including by an interim suspension order) and the order imposing that suspension has not been lifted,
 - ii. the person’s entry in the Register, or part of the Register, was removed (for a reason connected with the person’s fitness to practise), or
 - iii. the person’s entry in the Register, or part of the Register, was made subject to an order imposing conditions with which the person must comply (including by an order for interim conditional entry) and that order has not been lifted;
- l) has at any time been the subject of any investigation or proceedings relating to an allegation that the person’s entry in the Register, or part of the Register, was fraudulently procured or incorrectly made, the final outcome of which was the removal of the person’s entry from the Register or part of the Register;
- m) has at any time been subject to any investigation or proceedings concerning the person’s fitness to practise by—
 - i. any licensing body, or
 - ii. the Council,

and the Privy Council is satisfied that the person's membership of the Council would be liable to undermine public confidence in the regulation of registered pharmacists or pharmacy technicians; or

- n) has at any time been convicted of an offence elsewhere than in the United Kingdom and the Privy Council is satisfied that the person's membership of the Council would be liable to undermine public confidence in the regulation of registered pharmacists or pharmacy technicians.

