



General Pharmaceutical Council

Appointment of **Chief Executive and Registrar**

September 2025
Ref: AAEEP

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Welcome from the Chair

Dear Candidate,

Thank you for your interest in the role of Chief Executive & Registrar of the General Pharmaceutical Council (GPhC). As the independent regulator for pharmacists, pharmacy technicians, and registered pharmacy premises, the GPhC stands at the vital crossroads of public safety, professional integrity, and healthcare innovation across Great Britain.

The GPhC plays a vital role in protecting the public by setting standards, assuring the quality of education and training, and regulating pharmacists, pharmacy technicians and pharmacy premises. As of March 2025, our register includes 65,776 pharmacists, 26,929 pharmacy technicians and 13,214 registered pharmacies. The pace of change in healthcare will see an evolving role for pharmacy professionals, adding greater emphasis to the importance of dynamic regulator leadership from the GPhC.

These shifts position the GPhC as a regulatory catalyst, enabling pharmacy's evolution into a more integrated part of primary and community care. This makes the role of Chief Executive & Registrar both critical and extraordinarily exciting: you will guide the delivery of this strategic vision, drive regulatory excellence during a time of profound reform, and uphold the public interest amid rapid change.

We are looking for an outstanding leader who can guide the organisation with vision, integrity and a strong commitment to public protection. This role calls for someone who can work collaboratively with a wide range of stakeholders, influence policy, and support our colleagues across the pharmacy profession to adapt and thrive.

We warmly welcome applications from candidates from all sectors and backgrounds. Whether you come from within pharmacy, another area of healthcare, regulation, or beyond, what matters most is your ability to provide strong, values-driven leadership and to share our commitment to patient safety, professionalism, and public trust.

Yours,

Gisela Abbam
Chair, General Pharmaceutical Council





An Introduction

The General Pharmaceutical Council (GPhC) is the independent regulator for pharmacists, pharmacy technicians and pharmacies in Great Britain. It is our job to protect, promote and maintain the health, safety and wellbeing of members of the public by upholding standards and public trust in pharmacy.

We are a statutory organisation set up by the UK and Scottish parliaments, and we are independent from government and those we regulate. Our role and functions are set out in legislation called the Pharmacy Order. We are funded by fees paid by the pharmacists, pharmacy technicians and pharmacies that register with us. We have a governing council made up of seven pharmacy professionals and seven members of the public. Our chief executive and registrar provides overall leadership to the organisation, and is accountable to this governing council.

Our principal functions include:

- approving qualifications for pharmacists and pharmacy technicians and accrediting education and training providers;
- maintaining a register of pharmacists, pharmacy technicians and pharmacy premises;
- setting standards for conduct, ethics, proficiency, education and training, and revalidation (keeping professional skills and knowledge up to date);
- establishing and promoting standards for the safe and effective practice of pharmacy at registered pharmacies; and
- establishing fitness to practise requirements, monitoring pharmacy professionals' fitness to practise and dealing fairly and proportionately with complaints and concerns.

Our work is informed by what we learn from our regulatory activities and by listening to and learning from patients' lived experience. We share our learning to help promote continuous improvement.

We also work closely with many different people, groups and organisations, which includes:

- **Patients and the public:** We regularly work with patients, carers and users of pharmacy services, and the groups that represent them to inform the development of our policies and the way we regulate.
- **Professional leadership bodies:** We work collaboratively with the Royal Pharmaceutical Society and the Association of Pharmacy Technicians UK as the professional leadership bodies for the two pharmacy professions.
- **Governments, the NHS, commissioners and providers:** We work closely with the governments and the NHS in England, Scotland and Wales, as well as with local government and other commissioners and providers of health and social care. This helps us to ensure we regulate in a way that is responsive, and reflective of, developments in all three countries.
- **Professional and trade associations and bodies:** We work with a range of organisations that represent the interests of pharmacy professionals or pharmacy owners. We meet with these groups to help us understand the experiences of pharmacy professionals and to inform our work.
- **Education bodies:** We set standards for the education and training of pharmacists and pharmacy technicians. To help us do this we work closely with organisations involved with pharmacy education and training.
- **UK health and social care regulators:** We work together with other healthcare regulators to share information and examples of good practice. The Professional Standards Authority for Health and Social Care (PSA) oversees the work of the GPhC, and the other health and social care professional regulators. The PSA reviews our performance, conducts audits, scrutinises our decisions and reports to Parliament.
- **Formal arrangement for working with other organisations:** We have set up Memoranda of Understanding (MOUs) with a number of organisations. These are formal arrangements that set out how we will work together. MOUs help us to share information and intelligence and to avoid duplicating work. To find out more about these organisations, follow [this link](#).

“We have an important part to play in making sure people receive safe and effective care when using pharmacy services and have trust in pharmacy.”



Background and Purpose

Our vision and new five year strategic plan set out how the General Pharmaceutical Council (GPhC) will uphold safety, quality and public trust in pharmacy, by focusing on three key strategic aims:

1. empowering pharmacists and pharmacy technicians to provide trusted, safe and effective pharmacy care
2. protecting those using pharmacy services by working collaboratively with healthcare regulators and other organisations; and
3. building a skilled, agile and inclusive organisation to carry out our regulatory responsibilities.

Our strategic plan delineates a clear path forward for the next five years to help us achieve our vision of safe and effective pharmacy care at the heart of healthier communities. The way care is delivered and the role of the pharmacy professions are both evolving rapidly. This includes pharmacists taking on expanded roles in

prescribing medicines, with all newly qualified pharmacists joining the register as independent prescribers from next year. These advancements present significant opportunities but also bring new challenges in maintaining safety, quality, and public trust. The role of the GPhC is crucial in ensuring that regulation keeps pace with these changes, providing a clear framework that empowers pharmacists and pharmacy technicians and safeguards patient care and public confidence.

The Chief Executive and Registrar leads the GPhC in fulfilling its statutory purpose of protecting, promoting, and maintaining the health, safety, and wellbeing of the public by ensuring confidence in pharmacy professionals and services. The role provides strategic, operational and cultural leadership across the organisation, ensuring the GPhC is effective, financially sound, inclusive, and forward-thinking in delivering its regulatory duties. As Registrar, the postholder discharges statutory responsibilities set out in legislation.

Role of Chief Executive & Registrar

The Chief Executive and Registrar of the GPhC holds one of the most influential leadership roles in healthcare regulation. At a time when the health and social care system is undergoing profound change, this role is pivotal in ensuring that pharmacy professionals remain a trusted and essential part of delivering safe, high-quality care. With pharmacy increasingly at the heart of primary and community health services, at a time of greater emphasis on shifting care out of hospitals and into the community, the Chief Executive and Registrar leads the organisation in safeguarding the public while enabling the profession to grow, innovate and adapt.

Pharmacy is evolving rapidly; most notably through the expansion of prescribing rights, advances in digital technologies, and a greater focus on prevention and community-based care. These changes bring enormous opportunities for improving access and outcomes, but they also demand strong and responsive regulation. The Chief Executive and Registrar ensures that the GPhC meets this challenge by setting high standards, protecting patients, and maintaining public confidence, while working in partnership with health leaders, governments, and other regulators across the UK.

The postholder provides strategic, operational and cultural leadership to the organisation, ensuring that the GPhC is agile, inclusive, and financially robust in fulfilling its statutory purpose. They are responsible for guiding a skilled workforce, upholding rigorous regulatory frameworks, and ensuring the integrity of the pharmacy register. As Registrar, they also discharge key statutory duties under the Pharmacy Order 2010, ensuring processes such as registration and fitness-to-practise are carried out with fairness, transparency and consistency.

Beyond the mechanics of regulation, this role is about system leadership and influence. The Chief Executive and Registrar represents the GPhC nationally and internationally, shaping the future of pharmacy within the broader health and social care landscape. It is an opportunity to lead an organisation with a direct impact on the health and wellbeing of millions of people, at a time when the profession is more critical to the future of healthcare than ever before.

Key Responsibilities

1. Strategic Leadership

- Provide clear strategic direction and inspiring leadership for the 300 employees at GPhC, creating high levels of engagement to successfully deliver the new strategic plan and our regulatory priorities.
- Work in partnership with the Chair and council members of GPhC on setting the direction and ongoing development and progress reviews of the organisation's strategy and priorities.
- Empower the pharmacy professions to deliver trusted, effective and inclusive care to build a future where pharmacy services continue to inspire confidence, protect the public, and advance healthcare for all.
- Lead the Executive Team, empowering directors and all colleagues across the organisation to achieve high standards, deliver their objectives with effective communication, robust financial discipline and clear accountability, and collaboration, whilst upholding the GPhC's values.
- Build and sustain an agile and high performing organisation capable of responding to the changing healthcare and regulatory landscape across the UK.

2. Regulatory and Statutory Responsibilities

- Fulfil the statutory functions of the Registrar under the Pharmacy Order 2010 and related legislation, including registration and fitness to practise.
- Ensure robust regulatory frameworks and processes are in place and consistently applied, supporting public protection and professional confidence.
- Maintain and enhance the quality, integrity and accessibility of the pharmacy register.
- Ensure the GPhC has processes in place to assess and support effective and transparent decision making which can assure the public, government, council and other end users that performance and standards are being appropriately maintained at all times.
- Ensure appropriate internal governance, with risk assessments in place and a risk register for review at council meetings.



Key Responsibilities cont.

3. Organisational Performance and Delivery

- Build the organisation's capability to support the implementation of the new strategic and delivery plans, ensuring effective skills in project, programme and rigorous financial management at every level.
- Ensure the GPhC has the optimal organisational structure and resources to effectively deliver its plans and priorities.
- Oversee operational effectiveness and comprehensive performance management of all colleagues, ensuring accountability, continuous improvement and measurable results across the organisation.
- Ensure sound internal governance, proactive financial oversight, risk oversight and effective use of resources.

4. External Relationships and System Leadership

- Represent the GPhC with authority and credibility across the UK, including with ministers, chief pharmaceutical officers, governments and health bodies in all four nations.
- Build constructive relationships with registrants, the public, education providers and academia, trade union and representative bodies, system partners, and fellow regulators.
- Champion the GPhC's role and influence in shaping public confidence in pharmacy and healthcare.

5. Culture and People

- Create a high performing and high trust workplace to support the delivery of the GPhC's strategy.
- Develop and champion a People and Culture Strategy in support of future operational and organisational changes.
- Ensure a culture which encourages greater equity, diversity and inclusion across the organisation and the regulatory practice.
- Implement an effective hybrid working arrangement to support greater project management with in-person collaboration, while also fostering a flexible, values-led, and inclusive culture.
- Promote cross-organisational communication, openness and a learning culture at all levels of the organisation, with a clear expectation of high performance and accountability.

Person Specification

The successful candidate will be a dynamic leader, bringing the following:

Knowledge and Experience

- Proven experience at chief executive or senior executive level within a complex or politically sensitive environment.
- Demonstrable record of strategic leadership, organisational transformation and high-performance delivery.
- Sound understanding of public protection and regulation, ideally within healthcare, professional standards, or a similar statutory framework.
- Experience of leading large teams with clear and consistent performance management across all colleagues, robust financial stewardship, and effective change management.
- Deep understanding of governance, accountability, and regulatory assurance, including reporting to a board or council.
- Demonstrable track record of leading equity, diversity and inclusion initiatives with measurable impact.

Skills, Abilities and Personal Qualities

- Action-oriented, embracing innovation, and focused on delivering results and impact.
- Inspirational and values-driven leadership style, able to unite and motivate teams through clarity of vision and authenticity.
- Effective decision-maker who is solutions-oriented and results-driven with a track record of delivering strategic programmes to time, within budget, and with strong financial oversight.
- Strategic thinker, able to identify long-term trends and convert them into viable organisational strategies and plans.
- Natural and effective relationship builder with strong influencing and negotiation skills.
- Committed to transparency, accountability and continuous improvement in the public interest.
- Resilience, sound judgement and the ability to operate under pressure and scrutiny.

Person Specification cont.

The Chief Executive and Registrar is expected to model and promote the GPhC's organisational values at all times:

- Collaboration – We work well with others, respecting expertise and perspectives to achieve shared goals.
- Excellence – We deliver high standards and continually strive to improve.
- Inclusion – We value diversity and create a fair, welcoming environment for all.
- Integrity – We act honestly, responsibly, and in the public interest.

Additional Requirements

- The knowledge, skills and capabilities required for this role may change over time in line with the evolving needs of the GPhC.
- The postholder may be required to perform other reasonable duties commensurate with the nature and scope of the role as directed by the council.
- Willingness to travel across the UK and Europe, as needed.



**“Our vision is
to have safe
and effective
pharmacy
care at the
heart of
healthier
communities.”**



Terms of Appointment

Term: This prominent and exciting role is offered with an initial four year service agreement and the potential to extend thereafter, with Council approval.

Location: Canary Wharf, London

Reports to: GPhC Council through the Chair

Remuneration: Salary will reflect the seniority of the role and will depend on skills and experience.

Holiday entitlement: 30 days plus Bank Holidays

Probationary period: 6 months

Pension: NHS Pension Scheme or Standard Life Pension Scheme

Being part of our team

At the GPhC, you will find a career in a stimulating and balanced work environment, with opportunities to develop and progress – in an organisation that really makes a difference.

We value our workforce as the cornerstone to the current and future success of the GPhC. We are proud of our diverse and inclusive culture and are committed to 'holding ourselves to the same standards we expect of others'.

To find out more about the benefits of working at the GPhC please read [A quick guide to your benefits](#).



How to Apply

Saxton Bampfylde Ltd is acting as an employment agency advisor to the General Pharmaceutical Council on this appointment.

Candidates should apply for this role through our website at www.saxbam.com/appointments using code **AAEEP**.

Click on the 'apply' button and follow the instructions to upload a CV and cover letter and complete the online equal opportunities monitoring* form.

The closing date for applications is noon on **Monday 22 September 2025**.

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

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 and 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), remembering also not to include contact details for referees without their prior agreement.

Due diligence

Due diligence will be carried out as part of the application process, which may include searches carried out via internet search engines and any public social media accounts.

