

**Health Professions Council
Council Meeting – 5 July 2007**

REGISTRATION DEPARTMENT – REORGANISATION

Executive Summary and Recommendations

1. Introduction

The Registration Department's workplan for 2007– 2008 detailed our main areas of work and set out how we will work towards achieving our objectives.

One of these objectives is the reorganisation of the Registration Department. As this affects more than ten employees Council is requested to approve the proposed new structure, as per the scheme of delegation. All Registration Department employees have been consulted as per the timetable attached in Appendix A.

2. Registrations Teams

As detailed in the Registration Department's workplan the new structure (Appendix B) will move the registrations team from two functional teams to a whole team based environment. The department will consist of three teams with two teams forming the Registration Service Centre within which employees will have the skills and knowledge to allow them to process renewals, applications and deal with UK and International queries. However, the teams' priority will be to provide front line customer service delivery and handle more complex queries from applicants, registrants and other stakeholders. The third team will be responsible for data entry tasks and provide support to the service centre.

3. Customer Service Managers

Effective supervision is key to service centre management and each team will be managed by a customer services manager who will deliver the organisation's instructions, carry out business policies and relay back to senior management what is happening and what needs to be done to meet our goals. The customer services managers will need to monitor and effectively grade employee's performance.

4. Team Leaders

In view of the team size and the customer services manager's people management responsibilities and their need to continue to contribute to middle management meetings, quality audits and various other project based work, each will be supported by a team leader. The team leader will answer escalated calls,

generate reports, deliver real-time adherence management, monitor calls, perform controls and checks and a variety of other tasks.

5. Benefits of the proposed changes

The new structure of the department will ensure we deliver our agreed commitments to Council:

- Processing times decrease as employee skills increase
- Service quality increased
- Greater flexibility to demand
- Capacity increased
- Registration officer numbers remain the same

6. Decision

The Council is requested to approve the Registration Department reorganisation as outlined in this paper.

7. Financial implications of the proposed changes

The costs of the proposed structure are accounted for within the 2007-2008 Registration Department budget.

8. Background papers

Registration Department workplan 2007 – 2008, Council meeting, 31 May 2007.
Operations Strategy, Finance & Resources Meeting, 22 March 2006.
Health Professions Council Scheme of Delegation

9. Appendices

Appendix A Consultation timescales
Appendix B Proposed new Registration Department structure
Appendix C Team tasks

10. Date of paper

18 June 2007