

# Application Pack for Panel Accreditation Manager

**Closing date: 9am on Monday 8<sup>th</sup> June 2026**

# Background Information

This is an exciting opportunity for someone who is legally qualified with a proven background in clinical negligence law and practice and has a keen interest in AvMA's unique work supporting people affected by healthcare harm and promoting patient safety and justice by driving forward our AvMA Panel Accreditation programme. AvMA is a charity which was set up over 40 years ago. We were the first body to devise an accreditation scheme for lawyers specialising in claimant clinical negligence work. AvMA has the longest running accreditation scheme of its kind and it is widely considered to be the most rigorous scheme. Securing AvMA accreditation is considered to be a mark of excellence by lawyers.

## About AvMA

AvMA has always punched above its weight and was instrumental in leading change for patient safety including, with others, the introduction of a statutory duty of candour. AvMA has achieved a tremendous amount and gained the admiration and the respect of many stakeholders. The Panel Accreditation Manager will guide AvMA accreditation through the next phase of its journey, including progressing the Certificates of Competence Scheme for junior lawyers and considering the need for refining areas of our existing panel accreditation scheme to possibly include a discreet complex brain injury.

## Finance

AvMA is funded from a variety of sources of income, some well-established such as from providing services and running conferences for lawyers. However, we recognise the need to focus on diversifying our income streams and so, over the last year or so have started to invest in and develop an in-house fundraising capability.

## People

AvMA has an excellent Board of trustees with a wide variety of relevant experience, and 25 excellent staff, many of whom have been at AvMA for some time. AvMA see its staff as its greatest asset. The successful applicant for the post of Panel Accreditation Manager will need to be able to work alone but also as a team.

## Working Arrangements

AvMA is a remote working organisation although we currently retain a shared space in London Bridge. AvMA provide a laptop to staff to work remotely, it is the responsibility and expense of each AvMA employee to ensure they have adequate wifi which will enable them to carry out their work duties.

Although we are a remote working organisation there is a requirement to attend regular all staff in person meetings to consolidate our collegiate and team working work ethic. Staff meetings are held a minimum of three times a year and are structured events which often include external speakers on topical issues, they are usually held at our base at London

Bridge but from time to time they may be held elsewhere usually at venues in central London. Staff are expected to attend these events, AvMA covers their basic expenses.

Apart from staff meetings, staff may also be required to attend the offices/other designated venue for team building, or other business requirements. Attendance at AvMA's Annual Clinical Negligence Conference is required, typically this event is held over three days and two nights, AvMA organises the travel and accommodation expenses for this.

Regular staff meetings and department meetings are held online and remote attendance is expected. The Panel Accreditation Manager sits in on the Medico – Legal Department meetings.

AvMA's working from home policy has also enabled AvMA to recruit experienced and well qualified staff nationally, members of staff work live across the UK.

### **IT & Digital**

AvMA has introduced Customer Relationship Management (CRM) system, we are committed to IT updates and improvements in order to maximise the organisation's efficiency and reliability for years to come. AvMA intends to develop its Digital Strategy further, a new website is due to be rolled out by July 2026.

### **Location**

AvMA is a remote working charity. However, it retains a base in vibrant London Bridge, a short walk from London Bridge mainline station and the tube network.

## Key terms and conditions:

- Hours:** 35 hours a week for full time. Part time working will be considered.
- Salary:** Circa £47,457 (pro rata if part time) point 30 on the salary scale rising to point 33. Annual increments are paid to the top of the scale. An additional discretionary cost of living increases may be applied per annum.
- Holiday:** 25 days a year (full time), plus bank holidays. A further day's annual leave is acquired for each year of service up to five days (a maximum of 30 days in total). In addition, the office closes over the Christmas break for 3 days, for which annual leave does not have to be taken.
- Location:** Remote, but with at least 4 meetings p.a. and attendance at some key events
- Responsible to:** Director Medico-Legal Services

## Job Description

### Key responsibilities:

#### 1. Main Purpose of the Job

- To ensure the panel reflects AvMA's values <https://www.avma.org.uk/about-us/aims/> and that where possible the panel is managed in line with our strategic plan: <https://www.avma.org.uk/about-us/avmas-2024-29-year-strategic-plan/>
- To manage and oversee the operation of the specialist AvMA clinical negligence panel to include ensuring the qualifying requirements for panel applicants are relevant and up to date and reflect any important medical and legal developments.
- The assessment of panel applications and interviewing of Applicants. Convening meetings of the panel committee, drafting agendas for those meetings and identifying issues to be discussed.
- Identify ways for the AvMA panel application process to become more streamlined, efficient and supportive of lawyers making panel applications. To develop the process to ensure it is fit for purpose, relevant and continues to meet the needs of the public.
- Ensuring the AvMA database of panel membership and special interests is kept up to date. Giving informal advice to solicitors enquiring about panel membership requirements, liaising and meeting with firms as required.
- Travelling and attending key networking events, including AvMA's three-day (2 overnight stays) annual conference and AvMA annual panel meeting (usually held end Nov, beginning December), engaging with potential AvMA panel applicants, promoting the benefits of accreditation and the junior scheme (Certificates

Competence Scheme (CCS)), keeping up to date with medical and legal developments. Speaking at panel meetings and generally to promote the panel.

- Working with the conference department to identify relevant topics for panel meetings and conference events.
- To improve on the current re-accreditation process to make it more streamlined and user friendly for applicants.
- To ensure relevant data from panel applications is captured on the CRM. Regular analysis of panel data, findings shared with AvMA senior leadership team and more widely where appropriate.
- To pursue AvMA's EDI strategy by considering ways in which the panel can be developed to ensure panel members are as ethnically diverse as possible.
- To liaise with AvMA's conference department to advise on any training which may be required to strengthen AvMA panel members knowledge and information base.
- To work with the Director Medico Legal services in assessing applications for Certificate of Competence Scheme (CCS) for juniors. To update and work on the Certificates Competence Scheme including organising applicant feedback to ensure this scheme continues to be fit for purpose. To inform and work with panel applicant mentors in strengthening the scheme.
- To deliver on administrative requirements such as quarterly reports for trustees, working with AvMA's Service Delivery Quality and Outreach Committee (SDQOC) as required to update on continued improvement of AvMA Panel Accreditation Scheme.
- Dealing with queries raised by AvMA Panel applicants and/or juniors who may have had their applications rejected.
- Ensuring AvMA panel template letters and documents are updated
- From time to time speaking publicly about requirements for AvMA panel membership, common pitfalls and how to overcome them as well as other matters relating to panel.
- To consider client complaints about panel members to determine whether the threshold for disciplinary action under AvMA's Panel procedures is met.
- To manage disciplinary procedure for AvMA Panel members, identify and liaise with adjudicators, prepare documentation, set up the hearing.
- To manage appeals against rejection of an application for accreditation/reaccreditation, liaise with adjudicators.
- To keep on top of any government, regulatory or other policy changes which may affect the way in which patients can access justice, recover damages and seek redress for adverse clinical outcomes, as well as any improvements or impediments to lawyers undertaking this work.
- To develop and grow the AvMA panel accreditation and Certificates Competence scheme membership; to identify cost efficiencies and maximum engagement with AvMA accredited panel solicitors.
- Any other duties associated with the role.

## 2. Skills and Experience

### 2.1 Administration of the AvMA Panel

The bulk of the administration and management tasks do not require specialist skills; however, assistance is provided by the PA to the CEO when required.

AvMA has a Customer Relationship Management (CRM) driven computer system throughout the organisation, the introduction has been phased and the applicant should be confident enough with sufficient IT skills to onboard the new system. The CRM works with Microsoft Dynamics 365 a data driven software solution which is intended to manage, track and store information. AvMA considers IT to be an ongoing commitment and the new panel accreditation manager should be willing to consider ways in which AvMA can maximise the impact of the CRM to improve services and data collection on key issues identified from panel related activities.

Tasks such as updating and preparing new panel application documents and report forms will require medical and legal input, the panel application interview process will involve discussions about topical medico legal issues and for this reason the post would suit someone who has a legal background, ideally qualified as a solicitor or barrister, preferably with clinical negligence accreditation. A medical background would be helpful.

### 2.2 Assessment of new applications, interviews and dealing with correspondence

The Panel Accreditation Manager is primarily responsible for the assessment of new panel accreditation applications.

The role of Panel Accreditation Manager would suit someone who has practised as a claimant clinical negligence lawyer who is looking to draw on their expertise and experience in a new role. The successful applicant should be confident in assessing former peers and colleagues in a fair and impartial way.

The nature of this work is such that the Panel Accreditation Manager can come into possession of sensitive information, discretion and respecting confidentiality are key qualities for this role.

### 2.3 Reaccreditations

Reaccreditation assessments are done internally by the Panel Accreditation Manager, occasionally assistance can be provided by members of the internal panel assessment team.

AvMA aims to make reaccreditations more straightforward for practitioners and the new appointee will be expected to liaise with the profession to understand where they consider the biggest hurdles to reaccreditation lie and to consider how these can be overcome without compromising standards.

AvMA receives a minimum of 15 applications for reaccreditation per annum, however numbers are usually considerably higher, up to 30 per annum. It is thought that the

reaccreditation process could be designed to be more streamlined and user friendly for both the applicant and in house.

## 2.4 Other AvMA Panel assessments

In addition to assessing AvMA panel applications and reaccreditations the Panel Accreditation Manager will need to assess applications from accredited panel members who have changed firms.

Change of firm applications tend to be straightforward if the applicant has been on the panel for some time and is going to a firm where there is another AvMA panel member but the process is more in depth for those going to a firm which does not have another AvMA panel member. The Panel Application Manager needs to be confident that the new firm can meet the minimum standards and supervision requirements required of a first time panel application.

There are about 5 applications for changes of firm rising to a maximum of 10 per annum.

## 2.5 Interim Reviews

From time to time first time applicants may demonstrate that they largely meet the core criteria for AvMA Panel membership but there may be some areas that require improvement. In those cases, AvMA can award the applicant AvMA panel status subject to a review sometime later. The Panel Accreditation Manager is responsible for following up that review and examining progress made. The review is an opportunity to identify if the applicant has succeeded in strengthening the areas of weakness identified. If they have not, they risk losing their AvMA panel status entirely.

There are about 3 interim reviews per annum, currently not exceeding 6.

## 3. Other

- To support the Events Department's quality initiatives and to suggest continuing improvements where needs arise.
- To undertake other duties commensurate with the post as may be required.
- Deputise for the Head of Events when necessary

# Person Specification

## Essential:

1. Holds a legal qualification and is either a barrister, solicitor, or fully qualified CILEX lawyer preferably with or eligible to apply for specialist clinical negligence accreditation,
2. Demonstrable knowledge and/or experience of clinical negligence litigation, in particular a sound understanding of the legal principles as they relate to clinical negligence civil claims and inquests. We envisage a minimum of 6/7 years PQE although exceptional candidates are encouraged to apply.
3. Applicants should be fully committed to and be able to demonstrate alignment with AvMA's values, mission and purpose.
4. An understanding, knowledge and/or experience of healthcare, the NHS and patient safety work
5. An understanding of the principles underlying the European Convention Human Rights
6. Knowledge of inquests and the rules and Acts governing coronial law
7. Knowledge of costs: An understanding of the core principles of cost recovery, modes of funding clinical negligence work; the importance of After the Event (ATE) insurance and recovery of premiums; retention of client damages to cover shortfall in costs; likely ramifications of a fixed recoverable costs regime in clinical negligence claims.
8. Good client care skills: Able to work with tact, empathy and understanding with people who are vulnerable, distressed or traumatised by their experience of a medical accident whilst managing their expectations.
9. An awareness of the changes and challenges facing the legal profession in relation to clinical negligence work
10. Good communication skills, with the ability to articulate clearly and effectively both in writing, on the telephone, and face to face.
11. An ability to read and marshal large quantities of documentation submitted in support of AvMA Panel applications.
12. Good organisation skills and the ability to manage and work effectively both as a member of a team and on own initiative.
13. Forward thinking and able to suggest appropriate changes to AvMA's panel accreditation process to meet the changing needs of the public and the clinical negligence market.
14. Passion, commitment and drive to promote patient rights and follow the aims of AvMA, recognition of the importance of both experience and expertise in clinical negligence work but also the importance of consistently good client care.
15. IT literate, with ability to use databases, e-mail, internet for research and programs such as Word and Excel. AvMA's CRM works with Microsoft Dynamics 365 and share file a knowledge of these systems would be helpful although training can be provided.
16. An interest in and commitment to, using IT to support the AvMA Panel work and the work of the organisation more generally. To work with IT to ensure maximum use and efficiencies from the newly implemented CRM case management system. Undaunted by the use of social media to promote aspects of AvMA accreditation schemes.
17. Committed to principles of equal opportunities and diversity
18. An understanding of and a commitment to the values and objectives of AvMA particularly in relation to patient safety and learning and access to justice.

19. Excellent interpersonal skills - with the ability to develop effective and positive working relationships with a wide range of individuals and organisations.
20. Good communication skills. Strong writing skills - with the ability to prepare well-written and appropriate correspondence.
21. Good analytical skills
22. Well organised and can remain good-humoured under pressure.

**Desirable:**

- a. Some knowledge or experience of the law and/or procedures relating to professional regulation.
- b. Previous experience of running clinical negligence cases in private practice.
- c. Medical background, such as nurse or physiotherapist.
- d. Experience of developing good relationships with the legal profession, medico-legal experts and clients/beneficiaries.
- e. Experience/interest in collecting data, and monitoring quality.
- f. Previous experience of working on a helpline
- g. Experience of Alternative Dispute Resolution.

## How to Apply

To apply for the role, please submit:

1. **A Covering Letter** (maximum of 2 pages) outlining how your experience, skills, and personal attributes meet the person specification for the role
2. **A Comprehensive CV** detailing your qualifications, work history, and relevant experience.

Please submit your application documents as a PDF using the webform linked to the job advert. Alternatively email your application to [humanresources@avma.org.uk](mailto:humanresources@avma.org.uk) with the subject line "**Panel Accreditation Manager**" by **9am 8<sup>th</sup> June 2026**.

**Shortlisting:** Applications will be reviewed, and shortlisted candidates will be contacted for an interview. If you have not been contacted within two weeks of the closing date, please assume your application was not successful.

Interview dates are set for 15<sup>th</sup> and 17<sup>th</sup> June and will be held remotely.

For more information about AvMA and this role, please visit our website at [www.avma.org.uk](http://www.avma.org.uk).

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We look forward to receiving your application and thank you for your interest in supporting AvMA's mission to ensure patient safety and justice.