Preliminary Market Engagement

**Title : Salary benchmarking and rewards advisory services**

**GPhC reference: GPhC-PA001**

**Date : 26 August 2025**

# About us

Introduction

The General Pharmaceutical Council (GPhC) is 1 of 13 Health and Social Care Regulators within the United Kingdom. We are the statutory body responsible for the regulation of regulate Pharmacists, Pharmacy Technicians, and pharmacies in Great Britain. It’s our role to make sur people receive safe and effective pharmacy care and have trust in pharmacy . We currently register around 65,762 pharmacists, and 27,140 pharmacy technicians and 13,214 pharmacy premises.

In addition to employing around 300 staff, there are around a further 380 associates and partners who directly support the enablement of our statutory functions. Our 14-strong council, led by our chair, govern our work.

**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 ask pharmacy professionals and pharmacies for evidence that they are continuing to meet our standards, and this includes 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.

### Our main work includes:

* Setting standards for the education and training of pharmacists, pharmacy technicians and pharmacy support staff, and approving and accrediting their qualifications and training
* Maintaining a register of pharmacists, pharmacy technicians and pharmacies
* Setting the standards that pharmacy professionals have to meet throughout their careers
* investigating concerns that pharmacy professionals are not meeting our standards, and taking action to restrict their ability to practise when this is necessary to protect patients and the public or to uphold public confidence in pharmacy
* Setting standards for registered pharmacies which require them to provide a safe and effective service to patients
* Inspecting registered pharmacies to check if they are meeting our standards

Preliminary market engagement

GPhC is seeking to procure ‘Salary benchmarking and Reward Advisory Services’ for its employees, Governing Council , and Committee (Internal and External) members.

The purpose and objectives is to:

* Attract, motivate, and retain high-calibre staff and workers, Council (Board), and Committee Members.
* Ensure pay equity and transparency across all roles and governance positions.
* Maintain competitiveness within relevant labour markets and regulatory peer organisations.
* Support strategic workforce planning and future capability needs.
* Enable robust and evidence-based decisions regarding remuneration and fees for GPhC’s employees, Governing Council (Board), Committee Members.

This notice is issued to inform the market of an upcoming procurement opportunity, to gauge the level of market interest, and to invite constructive feedback on our prior launching the formal procurement process. We anticipate publishing the tender notice on the Find a Tender Service (FTS) via Delta eSourcing platform in October 2025.

##### The scope of services will include the following:

1. Annual benchmarking all roles within GPhC, including: (see appendix)

* Specialisms roles and grades
* Governing Council Board Members
* Committee members (Internal and External)

1. Services and deliverables

* Benchmarking data and analysis on market insight and foresight
* Total reward benchmarking
* Benchmarking of salaries, fees and total reward for all employees roles, council and committee member positions.
* Remuneration framework and pay modelling
* Continuous improvement and advisory support

1. Methodology and approach

* To undertake all appropriate surveys, enquires and investigations; thus enabling the supply of comprehensive data set(s).
* Auditing and risk assessment
* Recommendations

GPhC are kindly invite all interested suppliers to complete and submit the attached response form to Anna Kitoki [procurement@pharmacyregulation.org](mailto:procurement@pharmacyregulation.org) by 16.00 on 08 September 2025.

# Supplier response form

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| --- |
| Instructions  1. To be completed by Supplier.  Disclaimer Please note, any interest shown does not constitute a commitment to participate; and failure to show interest does not restrict suppliers from participating in this and/or any other procurement exercise(s) initiated by the General Pharmaceutical Council (GPhC). |

|  |  |
| --- | --- |
| **Title of the opportunity** | Salary and fee benchmarking |
| **GPhC reference number** | PA001 |
| **Company name** |  |
| **Company contact name** |  |
| **Company email address** |  |
| **Company telephone number** |  |
| **Company website link** |  |

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| --- | --- | --- |
|  | Proposal | Comment/s and Feedback |
| Award | 1 Service provider |  |
| Indicative budget | £70,000.00 Inc. VAT |  |
| Contract duration | Maximum 4 years, initial 2 years + 1 year extension + 1 year extension |  |
| Contract terms | GPhC standard terms and conditions, with Data processing schedule |  |
| Participation conditions | Information Commissioner’s Office (ICO) registration; no prior early contract termination due to poor performance; ‘Low’ Duns and Bradstreet overall business risk assessment score. |  |
| Insurance Cover | Professional indemnity insurance with cover (for a single event or a series of related events and in the aggregate) of not less than £2,000,000.00 and Employers’ liability insurance with cover (for a single event or a series of related events and in the aggregate) of not less than £5,000,000.00. |  |
| Scope of services | As noted above. |  |
| Tender response | 15 days electronic submission via [Delta eSourcing Portal](https://www.delta-esourcing.com/) |  |
| Quality weighting | 70% |  |
| Pricing weighting | 30% |  |
|  |  |  |

## Appendix – Example Roles for Reward Benchmarking

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| Specialism | General Pharmaceutical Council Role(s) |
| Administration | PA to Chief Executive and Chair, Executive Assistant, Committee Secretary. |
| Audit | Head of Assurance, Senior Governance Manager, Senior Information Governance Analyst. |
| Data and Insight | Head of Data and Research, Evaluation and Insight Reporting Manager, Insight Analyst and Reporting Officer, Research and Insight Manager, Research, Evaluation & Insight Officer, Senior Technical Data Projects and Insight Manager, Lead Data Developer and Reporting Insight Analyst, Data Developer and Reporting Insight Analyst, Data Analyst, Senior Data Analyst and Insight Manager. |
| Education and Professional Development | Head of Education, Policy Manager (Education), Quality Assurance Manager (Education), Senior Policy Officer (Education), Policy Officer (Education), Quality Assurance Officer (Education), Senior Quality Assurance Officer (Education), Quality Assurance Co-Ordinator, Quality Assurance Administrator. |
| Executive Management | Chief Executive Office and Deputy Registrar, Chief Operating Officer and Deputy Registrar, Chief Enforcement Officer and Deputy Registrar, Chief Pharmacy Officer and Deputy Registrar, Chief Standards Officer, Chief of Staff. |
| Finance and Accounting | Principal Finance Officer, Finance Manager, Financial Controller, Finance Business Partner, Junior Finance Business Partner, Senior Accounts Payable Officer, Accounts Payable Officer, Accounts Receivable Officer, Head of Procurement, Procurement Business Partner, Procurement Officer. |
| Fitness to Practice | Head of Adjudications, Head of Professionals Regulation x3 (Legal & Enforcement, Triage & Resolution, Casework & Resolution), Professionals Regulation Managers, Hearings Co-ordinators, Associates and Partners Administrators, Senior Associates and Partners Advisor, Senior Hearings Co-ordinator, Hearing Empanelment and Payments Officer, Assessment Manager, Assessment Officer, Casework Manager, Lead Case Officer, Case Officer, Lead Advisor and Decision Writer, professional Regulation Admin Team Manager, Senior Administrator, Administrator, Case Administrator, Assessment Co-ordinator, Principal Lawyer, Senior Lawyer, Professional Regulation Lawyer (Advocacy, Investigations), Legal Officer, Paralegal, Senior Policy & Planning Manager, Project & Planning Co-ordinator. |
| General Case Management and Investigations | Director for Scotland, Director for Wales. |
| Policy and Standards | Head of Policy & Standards, Registration & International Policy Manager, Senior Policy Manager, Policy Manager, Senior Policy Officer. |
| HR | Associate Chief Operating Officer – Resources, Senior HR Business Partner, HR Business Partner, Talent Acquisition Manager, Recruitment Manager, Payroll and Pensions Manager, HR Systems and Services Manager, Organisational Learning and Development Manager, Talent and HR Systems Advisor, Learning and Development Coordinator. |
| Legal | Senior Legal Advisor, Legal Advisor, Paralegal. |
| Communications | Head of Communications, Senior Corporate Communications Manager, Media and Public Affairs Manager, Digital Experience Manager, Internal Communications Manager, Communications Officer. |
| Registration | Head of Trainee Pharmacist Assessment, Professional Assessment Manager, Registration Assessment Operations Manager, Quality Assurance Officer, Senior Registration Assessment Officer, Registration Assessment Officer, Deputy Registrations Assessment Operations Manager. |
| IT | Associate Chief Operating Officer – Technology, Senior IT Applications Manager, Senior IT Operations and Service Manager, Solutions Architect, IT Operations Associate, Collaborations Technical Lead, Technical Lead, Technical Engineer, Junior End User Support. |
| Programme Management and Operational Services | Head of Programme Management and Operational Services, Senior Business Planning and Reporting Manager, Quality Assurance and Consistency Manager, Senior Facilities Manager, Project Manager and Business Analyst, Quality Assurance and Consistency Officer, Facilities Maintenance Officer, Facilities Reception Officer, Facilities Coordinator. |
| Inspections | Head of Pharmacies Regulation, Regional Manager and Inspector, Deputy Regional Manager and Inspector, Inspector, Inspections Operations Manager, Administrator (Systems Regulation). |
| Clinical Team | Lead Clinical Advisor, Clinical Advisor and Inspector, Senior Clinical Advisor and Inspector, Clinical Advisor. |
| Registrations and Customer Services | Head of Registration & Customer Services, Deputy Head of Registration Manager, Deputy Head of Registration and Customer Services, Registration Systems and Process and CRM Lead, Registration Manager, CST Operations Support Officer, Deputy Registration Manager, Registration Officer, Senior Customer Services Officer, Customer Services Manager, Customer Services Officer, Specialist Foundation Training Advisor. |