



# **DENTAL OFFICER**

## **Caithness and Sutherland**

**Various clinics across the  
region**

**Information Pack**  
**26131**

**APPOINTMENT OF DENTAL OFFICER  
INFORMATION PACK**

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# Section 1 – Welcome

## Introduction

Thank you for your interest in joining NHS Highland. This information package contains details relating to the local area, this post and the Terms and Conditions of Service.

NHS Highland is committed to becoming a learning organisation, recognising that staff require access to opportunities to learn, maintain and develop skills and knowledge, and we recognise the importance of valuing and supporting our staff throughout their time here.

We offer:

- Policies to help balance commitments at work and home and flexible family friendly working arrangements
- Excellent training and development opportunities.
- On-site library services at the Centre for Health Sciences, Inverness
- Access to NHS staff benefits/staff discounts
- Cycle to Work Scheme
- Excellent student support
- Access to NHS Pension scheme
- Candidates may be eligible for recruitment and retention allowance

NHS Scotland is committed to encouraging equality and diversity among our workforce and eliminating unlawful discrimination. The aim is for our workforce to be truly representative and for each employee to feel respected and able to give their best. To this end, NHS Scotland welcomes applications from all sections of society.

## Recruitment Process

Applicants are expected to make contact with the department before applying and we would strongly encourage those that are shortlisted to ensure they have spoken to the informal contacts and other relevant senior colleagues. You can ask for a Teams meeting to be set up through the department contact.

**Department Contact:** Anne Gornall, Assistant Clinical Dental Director 01463 704635

## How to Apply

- Applicants should complete an Application Form on the NHS Scotland National Recruitment portal. <https://apply.jobs.scot.nhs.uk/>. Please note we do not accept CVs.
- All candidates and employees are afforded equal opportunities in the recruitment and selection process and in employment irrespective of their age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.
- Your personal information will not be sent with the application for shortlisting. The application form will be identified by the candidate number only to ensure that no applicant will be unfairly discriminated against.
- NHS Scotland is exempt from the 1974 Rehabilitation of Offenders Act (Exclusions & Exceptions) (Scotland) Order 2003. As part of any offer of employment in regulated work candidates will be subject to Protection of Vulnerable Groups Scheme membership.

Job reference: ES06 26131

Closing date: Midnight 15/03/2026

For further information on NHS Highland, please visit our website on [www.nhshighland.scot.nhs.uk](http://www.nhshighland.scot.nhs.uk)

***PLEASE NOTE - You should apply for this post by completing the application process on Job Train. We suggest you use Internet Browser "Google Chrome" or "Microsoft Edge"***

***DO NOT upload a CV as this will not be used for short listing purposes.***

***Once you have submitted your application form you will be unable to make any amendments.***

***For help to complete an application on Job Train please click [here](#).***

Please contact [nhshighland.recruitment@nhs.scot](mailto:nhshighland.recruitment@nhs.scot) for any queries regarding submitting your application to the NHS Scotland National Recruitment website.

## Section 2 – Advert

**NHS HIGHLAND**  
**Dental Officer Caithness and Sutherland, Highland**  
**Various PDS Dental Clinics**

**30 hours per week**

**Permanent**

**Salary Scale: Band A- £54,117 - £81,174 (pro-rata, 2025-2026 Rates)**

NHS Highland Public Dental Service currently has an exciting opportunity in a Dental Officer post, working 30 hours/week providing dental services from various clinics across the beautiful Caithness and Sutherland region, primarily Helmsdale and Lairg. The Public Dental Service provides care to patient groups who cannot access NHS dentistry via General Dental Practitioners and the post holder will be expected to provide the full range of General Dental Services to these groups including anxious patients, so experience in delivering inhalation sedation is desirable. The working week may also include participation in the emergency dental service in the Lochshell Dental Clinic, Wick.

Clinical experience of providing treatment to priority group patients and experience of providing routine general dental services is desirable. GDC registration as a dentist and successful listing with the Health Board are essential. The ability to communicate effectively, both verbally and in writing, while having the ability to deal with difficult situations and challenging patient behaviours in a positive manner will be essential. The post is eligible for remote and rural allowance.

A driving licence is desirable.

Informal enquiries may be made to: Anne Gornall Assistant Clinical Dental Director  
01463 255866

Closing date: Midnight 15/03/2026

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# Section 3 – Job Plan

## JOB DESCRIPTION

### 1. JOB IDENTIFICATION

Job Title: Dental Officer (Public Dental Services)

Responsible to: Assistant Clinical Dental Director

Location: various PDS clinics across the Caithness and Sutherland area

Department: Dental Services

Operating Division: Primary Care

No of Job Holders: 1

Last Update: January 2023

### 2. JOB PURPOSE

#### The post holder will :-

- Provide General Dental Services within the Public Dental Service (PDS) Clinic at Helmsdale and Lairg clinics as well as from other locations across the NHS Highland area as service needs dictate, under the terms of NHS (General Dental Services) (Scotland) Regulations 2010 as amended.
- Provide comprehensive clinical care to patients with learning disabilities, physical disabilities, emotional disabilities, the elderly and patients with complex medical needs.
- Participate in the provision of dental treatment under sedation and general anaesthesia.
- If required participate in the National Dental Inspection Programme
- Provide routine and emergency NHS Dental care under GDS regulations for patients.
- Participate in the dental OOH service.
- Provide domiciliary dental care in a variety of settings.
- Provide dental care for those paediatric patients that are referred into the PDS including behaviour management and inhalation sedation

### 3. DIMENSIONS

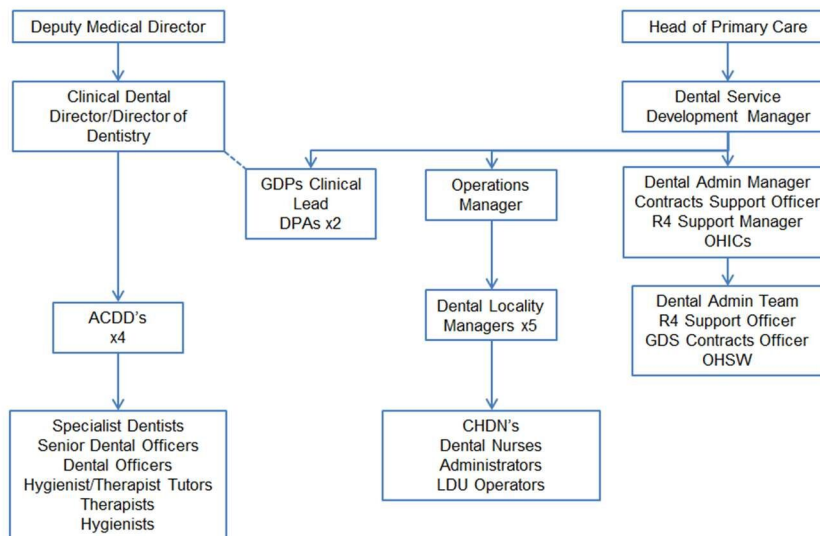
The post holder will be based at the PDS dental clinic in Helmsdale

Dimensions of Public Dental Services in NHS Highland

- **North/West Highland**  
7 NHS Highland Dental Clinics
- **Mid Highland**  
10 NHS Highland Dental Clinics
- **South East Highland**  
8 NHS Highland Dental Clinics

### 4. ORGANISATIONAL POSITION

See chart below;



## 5. ROLE OF DEPARTMENT

The Dental Department assists NHS Highland in the maintenance and improvement of the oral health of local communities within the area through:

- The implementation of the Highland Oral Health Strategy.
- The delivery of routine and emergency dental services to local communities.
- The delivery of the epidemiological function through the National Dental Inspection Programme.
- The delivery of the national tooth brushing programme to all nurseries and designated primary schools.
- The delivery of specialist services (eg general anaesthetics & sedation).
- The delivery of care in a variety of settings (eg domiciliary care & care from mobile surgeries).
- Participation in community wide oral health initiatives.
- Participation in training of the dental workforce, both at pre-qualification and post-qualification stages.

## 6. KEY RESULT AREAS

- To provide NHS dental treatment, where appropriate using behaviour management and if suitably trained conscious sedation techniques for the dentally anxious and special care groups including adults and in particular children.
- To support the development of the Public Dental Service in NHS Highland, ensuring adherence to standard operating procedures, clinical guidelines and ensuring a programme of audit is in place.
- To provide a full range of clinical & preventive dental services to all patients including special care and priority groups e.g. those with enduring mental illness, learning disabilities and physical disabilities, the dependent elderly and homeless
- To provide clinical support and advice for other primary care dentists, dentists in training and support staff as required and other healthcare professionals.
- To accept referrals from primary care dentists, hospital dental colleagues, social work, primary care teams, medical colleagues and other stakeholders as required.
- Participate in 'in hours' and 'out of hours' emergency dental service arrangements.
- To provide the full range of clinical dentistry treatments/techniques within NHS (Scotland) GDS rules & regulations.
- To provide domiciliary care as requested.

- Ensuring services provided are patient centred and optimal both in efficiency and efficacy
- Attend NHS Highland Dental Governance meetings as appropriate.
- All patient charges will be collected on behalf of NHS Highland.
- To ensure that all electronic dental claims are submitted timeously to Practitioner Services.

### 7a. EQUIPMENT AND MACHINERY

- Specialised Dental Equipment and instruments e.g. autoclave, ultrasonic, washer/disinfector, dental cart, LA syringes/cartridges, oxygen cylinders, velopex, amalgamators, x-ray machine, light curing lamp, sharps and AED's, inhalation sedation equipment.
- Controlled drugs.
- PC/Lap top
- Digital Radiography
- Microsoft 365 applications:
  - Word for general word processing, design of forms, production of reports etc.
  - Excel for analysis of data, maintenance of staff rotas, leave records.
  - PowerPoint for the creation and display of teaching materials, talks, general presentations.
  - Access for input of information to audit.
  - Internet Explorer to access information from the web including standards, guidelines and medical and nursing journals.
  - Outlook for sending / receiving e mails.

### 7b. SYSTEMS

- Working knowledge of the electronic Practice Management System for Primary Care Dental Services (R4).
- Working knowledge of the administration systems associated with the delivery of Public Dental Services and General Dental Services.
- Working knowledge of Microsoft 365 e.g. Word, Access, Excel, Powerpoint, e mail
- Telephone systems

## 8. ASSIGNMENT AND REVIEW OF WORK

The job description reflects the immediate priorities for this post. To reflect changing service needs, some elements of this post may be subject to amendment, but not without prior discussion and **agreement** with the post holder.

Objectives will be agreed with the Assistant Clinical Dental Director in line with NHS Highland priorities and reviewed regularly.

It is anticipated that the post holder will spend the equivalent of a minimum of 1 session per month carrying out administrative duties. This will be reviewed on a regular basis as service needs dictate.

## 9. DECISIONS AND JUDGEMENTS

The post holder will enjoy a degree of autonomy in prioritising their work load and will be required to take the initiative in developing links with other agencies and stakeholders both locally, regionally and nationally. The post holder will have professional autonomy for their clinical caseload.

The post-holder is professionally and managerially accountable to the Assistant Clinical Dental Director. A review of workload is carried out with the Clinical Dental Director as required.

The post holder will liaise closely with other colleagues within the Public Dental Service.

## 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Communicating with a wide range of groups over a large geographic area.
- Balancing the needs and priorities of local communities with national projects.
- Dealing with patients whom are anxious or in pain and whom may in some instances be aggressive.
- Managing the expectations of patients, colleagues and other stakeholders.
- Balancing a clinical role with associated administrative tasks.

## 11. COMMUNICATIONS AND RELATIONSHIPS

- The post holder must have the skills to liaise successfully with a wide range of core professionals families and colleagues in order to provide a service that meets the individual needs of the patient.
- The post holder must have the ability to empathise with their patients' needs and an understanding as to how those needs are best met in light of the patients overall situation.
- The post holder will be required to engage with public and patient involvement strategies in order to maximise the benefit of this service re-design for patients.

## 12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

The post holder will be required to work in the relatively confined space of a dental surgery with all the associated equipment.

The post holder will be expected to manage patient/carer demands and expectations.

The post holder will be expected to manage the demands of balancing a clinical role with associated administrative tasks and PDS development.

## 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- The post holder will be required to be fully registered with the GDC and to be listed on the NHS Highland Dental List. They will have the following clinical experience:-
- Full range of clinical dental skills, including restorative, surgical and prosthetics.
- Providing clinical support to others.
- A structured record of continuing professional development relevant to the clinical areas of the role.
- Evidence of participation and contribution to Clinical Governance Agenda (Audit, Risk assessment, Research & Development).
- Up to date in Resuscitation, Health & Safety, IRMER legislation and GDS Regulations.
- Excellent communication skills (written and oral), IT and analytical skills.
- Able to demonstrate initiative and adaptability.
- Ability to work efficiently as a member of the PDS Team and able to motivate others.
- Open to change with a clear vision for the future.
- Approachable and supportive.
- Self- motivating.
- Knowledge of the legislative framework within which dental services are provided.
- Clear understanding of the Adults with Incapacity Act Scotland) Act 2000.
- Clear understanding of and familiarity with the most recent Resuscitation Council guidelines relevant to Primary Care Dentistry

## 14. OUT OF HOURS ALLOWANCE

You will be required to participate in the out of hours emergency rota and will be entitled to the Out of Hours Allowance which are:

High	6 or more 3 hour sessions and / or 6 or more on call periods	£900 that quarter
Medium	3-5 3 hour sessions and / or 3-5 on call periods	£600 that quarter
Low	1-2 3 hour sessions and / or 1-2 on call periods	£300 that quarter

## 15. OTHER RELEVANT INFORMATION

The successful candidate will be required to work to the standards defined by the General Dental Council for the care and treatment of patients. Professional standards must be maintained including appropriate cross infection control procedures and compliance with the requirements of IRMER.

The successful candidate will be expected to work under the NHS(General Dental Services) (Scotland) Regulations 2010 as amended for the majority of patients, undertake point of treatment checks, provide estimates and collect charges, as appropriate.

The post holder will be expected to comply with the Health & Safety policies and cascade and ensure compliance to these policies by their immediate dental team.

The post holder will be expected to comply with NHS Highland's Policies, Procedures and Guidelines.

The post holder will be expected to participate in mandatory training, including resuscitation, moving and handling and other identified training.

The post holder will be required to work in any clinic or other setting that is appropriate to the needs of the service.

The post holder will be required to observe confidentiality of records and health information at all times & be aware of the Data Protection Act (1984).

The post holder will have to demonstrate a commitment to continuing professional development by maintaining clinical competence and by acquiring knowledge & practice of appropriate new techniques to enhance skills. The post holder will be expected to be aware of best practice and apply this to changing need.

The post holder will be required to demonstrate relevant health care clearance through the Occupational Health service.

### **Health and Safety**

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to :

- Take reasonable care of themselves and for others at work.
- To co-operate with the Health Board as far as necessary to enable Health Board colleagues to carry out their legal duty.
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

## Clinical Governance

Clinical Governance is the framework through which NHS Highland is accountable for continuously improving the quality of services and safeguarding high standards of care to patients. It does so by creating and maintaining an environment in which excellence in clinical care will flourish.

Every member of staff must work within this framework as specified in his/her individual job description. If you have concerns on any clinical governance matters these should be raised with your line manager, professional adviser, or a more senior member of management.

You will be expected to contribute to the clinical governance programme by participating in the management of risk, development of protocols and leading audit programmes.

## REFERRAL SERVICES

As with the other primary care dentists in the area, the post holder will have access to the following referral services which are based at the Raigmore Hospital, Inverness: Oral Surgery, Orthodontics, Restorative Dentistry and the Public Dental Services General Anaesthetics

The terms of service for the Public Dental Services may be viewed at <http://www.sehd.scot.nhs.uk/publications/DC20130919dental.pdf>

## 16. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

## Section 5 – Person Specification

**Essential Criteria** - these are attributes without which a candidate would not be able to undertake the full remit of the role. Applicants who do not clearly demonstrate in their application that they possess the essential requirements will normally be eliminated at the short listing stage.

**Desirable Criteria** - these are attributes which would be useful for the candidate to hold. When short listing, these criteria will be considered when more than one applicant meets the essential criteria.

Requirement	Essential	Desirable
1. Qualifications	Dental Degree	Completion of AWI training
2. General Dental Council	Fully Registered with the GDC Right to work in the UK Suitable to be listed by NHS Highland to provide general dental services	Evidence of commitment to postgraduate training  Be up to date with: COSHH, BLS, Radiology, Child Protection, Decontamination, medical emergencies training, IRMER requirements
3. Clinical Experience	Vocational Training in General Dental Practice or equivalent  Full range of clinical dentistry treatments provided	Recent experience in Primary Care Dentistry/Hospital Dental services  Experience in providing domiciliary dental care  Experience in providing conscious sedation techniques
4. Teaching & Training		Experience of supervising and leading staff
5. Research & Audit Experience		Knowledge of current guidelines and policies affecting the practice of Dentistry
6. Staff Management		Evidence of organisational skills and management
7. Team Working & Interpersonal Skills	Good communication skills (written and oral)	Knowledge and understanding of NHS Primary Dental Care in Scotland including SDR

		<p>Participation in Clinical Audit projects</p> <p>Experience in dealing with Special Needs/Priority Groups would be a considerable advantage</p>
8. Other		<p>Current Driving Licence</p> <p>Able to demonstrate initiative and adaptability.</p> <p>Ability to work efficiently with dental colleagues, health care professionals and others.</p>

# Section 6 – Terms and Conditions

## TERMS AND CONDITIONS OF SERVICE

This appointment is offered on the terms and conditions of service of the Dental Officer Contract in accordance with the Hospital Medical & Dental Staff (Scotland) and current General Whitley Council. Further information can be found here:

<http://www.msg.scot.nhs.uk/pay/medical>

Job Title	Dental Officer
Type of Contract	Permanent
Location	Helmsdale PDS dental clinic
Salary	<p>Salary Scale: Band A - £54,117 – £81,174 (pro-rata)</p> <p>Placing on the salary scale will be on the minimum point unless the successful applicant has previous experience in a NHS Dental post or previous non-NHS experience equivalent to that gained in an NHS Dental Officer post.</p> <p>Your salary will be credited monthly, in arrears, at 1/12th of the annual rate to an account at a bank/building society of your choice on the 27<sup>th</sup> of each month.</p>
Arrangement of Duties	See separate Job Plan.
Medical Negligence	<p>NHS Highland takes responsibility for expenses and damages arising from medical negligence where they, as the employer, are vicariously liable for the acts and omissions of their medical and dental staff. However, the appointee is strongly advised to maintain separate medical defence or insurance cover for all work which does not fall within the scope of the Board's indemnity scheme, details of which are given in NHS Circular 1989(PCS) 32.</p>
Registration with General Dental Council	Prior to commencement in post, successful candidates must have full registration with the General Dental Council.
Disclosure of Criminal Convictions	<p>Appointment to this post will be made subject to satisfactory screening by Disclosure Scotland. This post is considered to require Registration with the Protecting Vulnerable Groups (PVG) Scheme as it involves substantial access to children and / or vulnerable adults. A PVG Scheme Record will contain details of all convictions on record, whether spent or unspent. This means that even minor convictions, no matter when they occurred will be included in the Scheme Record. It may also contain non conviction information held locally by the police, where this is considered relevant to the post.</p> <p>Following the selection interview only the "successful" candidate will be subject to registration with the PVG Scheme. Offers of appointment will be made subject to satisfactory PVG Scheme</p>

	<p>screening and medical fitness. Please note that a commencement date will only be issued once this clearance has been received.</p>
<p>Rehabilitation of Offenders Act 1974</p>	<p>The Rehabilitation of Offenders Act 1974 provides for many people who have been convicted of certain criminal offences the opportunity to have no need to refer to these convictions or the circumstances relating to them in the course of their daily lives. Certain convictions can, therefore, be regarded as “spent” after the lapse of a period of years under the terms of the Act. The National Health Service employment for which you are applying is excluded in the provisions of the Act unless otherwise stated in the job description. If the post is excluded you are required not to withhold information about convictions which for other purposes are “spent” under the provisions of the Act. In the event of employment, any failure to disclose such convictions could result in dismissal or disciplinary action by your employer. Any information given, however, will be completely confidential and will be considered only in relation to the post for which this application form refers.</p>
<p>Medical Fitness</p>	<p>All prospective members of staff are asked to submit a confidential health questionnaire to the Occupational Health Service. On the basis of this, they may be passed fit, or an appointment for further information or screening may be required. All entrants must be certified medically fit and employment is conditional on such certification. All appointees are expected to comply with NHS Highland’s Immunisation Policy.</p> <p>Those posts classified as Exposure Prone Procedures appointments are dependent on satisfactory proof of immunity or freedom from Hep B infection prior to appointment.</p>
<p>Right to Work</p>	<p>NHS Highland has a legal obligation to ensure that it’s employees, both EEA and non EEA nationals are legally entitled to work in the United Kingdom. Before any person can commence employment within NHS Highland they will need to provide documentation to prove that they are eligible to work in the UK. Non EEA nationals will be required to show evidence that either Entry Clearance or Leave to Remain in the UK has been granted for the work which they are applying to do. Where an individual is subject to immigration control under no circumstances will they be allowed to commence until the right to work in the UK has been verified. You will be required provide appropriate documentation prior to any appointment being made.</p>
<p>Annual Leave &amp; Public Holidays</p>	<p>Dentists will receive the entitlement to annual leave and public holidays; On appointment 27 days + 8 public holidays. After five years’ service 29 days + 8 public holidays. After ten years’ service 33 days + 8 public holidays</p> <p>This will be pro-rata for part-time dentists. A dentist’s continuous previous service with any NHS employer counts as reckonable service in respect of annual leave. Employers have discretion to take into account any period or periods of employment with employers outside the NHS, where these are judged to be relevant to NHS employment.</p>

Superannuation	New entrants to NHS Highland who are aged sixteen but under seventy five will be enrolled automatically into membership of the NHS Pension Scheme.
Notice	The postholder will be required to give and is entitled to receive a minimum of three months notice of termination of employment.
Removal Expenses	Assistance with Removal expenses will be given in accordance with the NHS Highland Relocation Policy. It is compulsory that you discuss any arrangements relating to your relocation with us before arranging anything. Failure to do so may result in limited or no assistance being given.
Identity Badge Policy	NHS Highland has a policy that all staff will be issued with and required to wear an Identity Badge at all times when on duty. If your badge needs replacing for any reason you are required to contact the Fire/Security Office, Estates Department to arrange for a replacement. All identity badges are the property of NHS Highland and must be returned when you terminate your employment.
Smoke Free Policy	NHS Highland operates a No Smoking Policy of tobacco products or e-cigarettes in any of our properties, vehicles or grounds. When selecting new staff NHS Highland does not discriminate against applicants who smoke but applicants who accept an offer of employment will in doing so agree to observe and familiarise themselves with NHS Highland's Smokefree policy.
Confidentiality	<p>In the course of your duties you may have access to confidential material about patients, members of staff or other health service business. On no account must information relating to patients be divulged to anyone other than authorised persons - for example medical, nursing or other professional staff, as appropriate who are concerned directly with the care, diagnosis and/or treatment of the patient.</p> <p>If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature you must seek advice from your superior officer. Similarly no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe this rule will be regarded by your employers as serious misconduct, which could result in serious disciplinary action being taken against you including dismissal. The unauthorised disclosure of official business under consideration by the Board Management Team or one of its Committees by an employee is also regarded as a breach of confidence and may lead to disciplinary action.</p>

<p>Scottish Workforce Information Standard System (SWISS)</p>	<p>The information that staff provide will be used for employment purposes and where necessary to comply with legal obligations. The purpose of holding this information is for administration i.e. employment and pay amendments, superannuation, workforce management/planning and other personnel matters in relation to employment. Any requests for information out with the above will only be processed with individual consent (e.g. building society mortgage applications etc.)</p> <p>Staff information will be held securely, and will be accessed at a local, regional and national level to meet the requirements outlined above. Managers may also hold information within your department. There will be no unauthorised access.</p>
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