

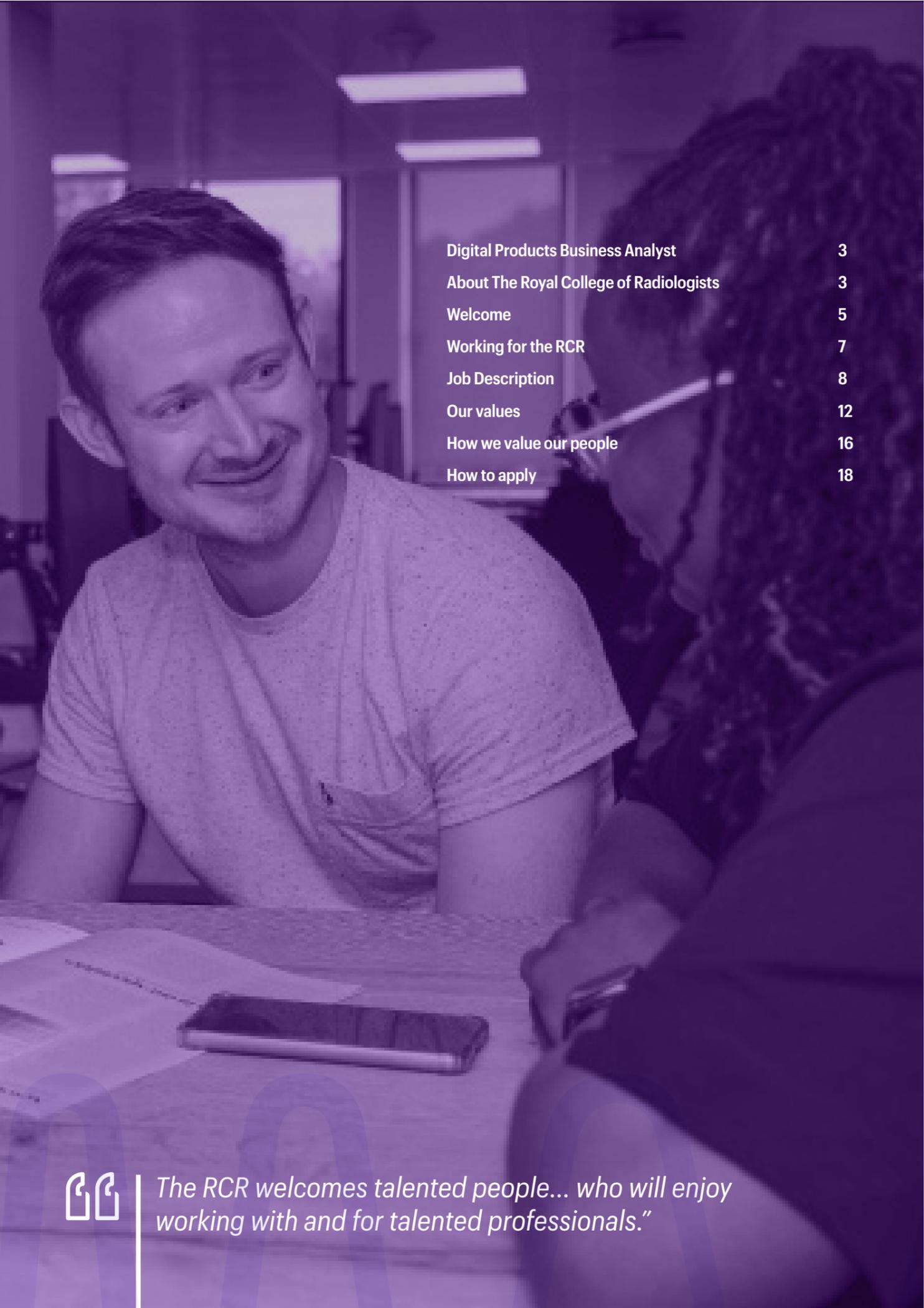


# The Royal College of Radiologists

Digital Products Business  
Analyst  
Candidate pack



The Royal College of Radiologists



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## Digital Products Business Analyst

Salary:	£45,904 per annum, with pay progression up to £50,735 per annum within two years employment, plus excellent benefits
Location:	Central London, with flexible working
Hours:	Full-time/35 hours per week
Contractual status:	Permanent
Closing date for applications:	23:59 6 April 2026
Interview date:	Shortlist interviews are scheduled for 15 April 2026 and selection interviews are scheduled for 22 April 2026.

## About The Royal College of Radiologists

**Are you interested in making a real difference in the healthcare sector to improve imaging and cancer care for all?**

At The Royal College of Radiologists (RCR), we're the leading professional membership body for clinical radiologists and clinical oncologists and a registered charity who educate and support doctors throughout their career. With over 18,000 members in the UK and internationally, together we're contributing to the advancement of each new generation of doctors and helping to improve patients' lives.

We require a broad range of skills and experience to deliver our strategic goal of increasing the clinical radiology and clinical oncology workforce, which will ultimately lead to improving imaging and cancer care services for all.

If you're inspired by our **strategy** and **values**, and are passionate about helping us meet our ambitious goals in an environment that celebrates differences, values diversity and recognises that everyone here plays a role in the success of the College, then we encourage you to consider a career at the RCR.



*The RCR welcomes talented people... who will enjoy working with and for talented professionals."*



## Welcome

Thank you for your interest in working with the RCR. I hope that you will find the information in this Candidate Pack useful, in addition to the content on our website: [www.rcr.ac.uk](http://www.rcr.ac.uk)

The last few years at the RCR have seen much growth and development. We have improved the range and quality of the services and support offered to our membership. We have grown the external profile of the RCR's work and increased awareness of the value of our medical specialities to patients and the public. We have created life-saving guidance and expanded our work globally to many different countries. We've revised how we train and examine our doctors to ensure they continue to be the best in the world, plus much, much more. We are ambitious to continue this success and build into the future.

Our Strategic Priorities from 2019 are:

### Workforce

Support excellent, safe patient care by working collaboratively on team-wide standards across imaging and oncology. Define our doctors' professional needs for the future and shape sustainable workforce models for our patients and our specialties to realise them.

### Be the experts

Highlight to the public and stakeholders the contribution our specialties make to safe, evidence-based and cost-effective patient care. Contribute meaningfully to the debate on the future of healthcare both in the UK and overseas.

### Professional learning

Develop our educational offer to support our doctors to meet the challenges of practice, working with others where appropriate, sharing ideas where possible. Adopt new educational models rapidly to ensure continuing equity of access to high-quality products.

### Membership value

Support all members and Fellows to deliver the best care for patients, for their entire career regardless of where or how they practice.

### Our College

Shape a College that is demonstrably agile and responsive, accountable and open, supporting our specialties and the patients we treat.

The RCR is growing – in what we achieve, our income and our staff. We are a great team that focuses on improving the lives of patients through our doctors. Our culture is friendly and ambitious, underpinned by a continuing commitment to develop and support all our employees.

We are a *London Living Wage Employer* ([www.livingwage.org.uk](http://www.livingwage.org.uk)) not only for our employees, but also in respect of our contractors.

The RCR welcomes talented people who share our ambition, commitment who will enjoy working with and for talented professionals.

I look forward to hearing from you.

Yours sincerely



## Working for the RCR

The RCR is a membership body and a registered charity. The trustee board is mainly made up of practising clinical oncologists and clinical radiologists and is accountable to the membership at large. Each specialty has its own Faculty which agrees policy and the range of support, advice and guidance offered to doctors in the specialty. The executives of the RCR are the eight Officers (doctors) who work closely with the senior management team (the Chief Executive and Executive Directors for Communications, Education, Professional Practice and Business and Resources) supported by about 100 other employees.

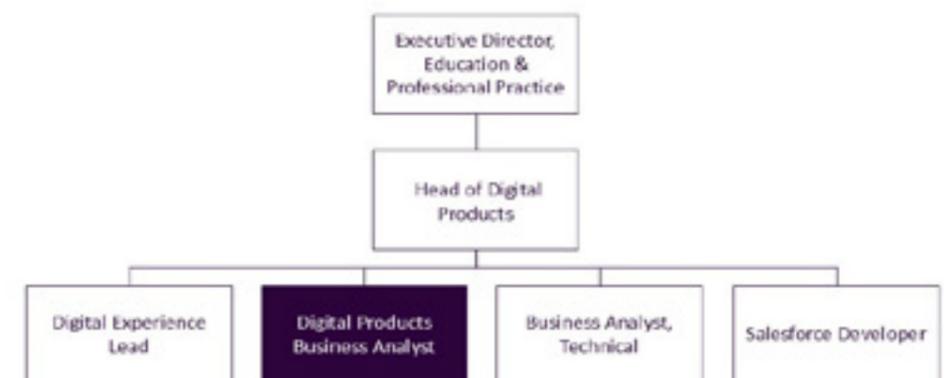
### The Education & Professional Practice Directorate/Digital Products Team

The role of Digital Products Business Analyst is responsible for the discovery, delivery, and ongoing optimisation of digital products and projects that use Salesforce across the RCR. This includes gathering requirements, managing projects end to end, coordinating testing and deployment, and providing ongoing training and support to ensure solutions are successfully implemented and add measurable value to the organisation and its users. This is an opportunity to support colleagues internally as well as support and improve the user experience of RCR Fellows and members.

The Digital Products Team is a newly formed area of the RCR working towards optimising the use of Salesforce across the organisation. The Digital Products Business Analyst plays an integral role within the Digital Products Team, being a key part of the project cycle in terms of the development and growth of Salesforce across the organisation. The role is responsible for the kick-off of development projects, co-ordinating the discovery, requirement gathering and refinement from the relevant teams and individuals from across the organisation. Responsibilities will include project management of the development work, working closely with colleagues within the team or with external development agencies. Further key responsibilities will be at the end of the project, coming back into focus during UAT testing, deployment, training and follow-up documentation preparation.

The role works closely with technical colleagues within the team, acting as a bridge between colleagues across the organisation and Salesforce. Working with the Head of Digital Products and Executive Director of Education and Professional Practice to ensure the pipeline of work within the team is moving forward. Continued emphasis on ongoing training for colleagues across the organisation will also help to embed the use of Salesforce by all colleagues within the RCR.

### Where the job fits





# Job description

Job title:	Digital Products Business Analyst
Responsible to:	Head of Digital Products
Responsible for:	N/A
Contract terms and hours:	Permanent, full time
Location:	63 Lincoln's Inn Fields, London WC2A 3JW with flexible working
Flexible working:	Employees are required to work from the office for at least 40% of their working week.

## The role

### Overall purpose

The role is responsible for the discovery, delivery, and ongoing optimisation of digital products and projects. This includes gathering requirements, managing projects end to end, coordinating testing and deployment, and providing ongoing training and support to ensure solutions are successfully implemented and add measurable value to the organisation and its users.

The Digital Products Business Analyst plays an integral role within the Digital Products Team, being a key part of the project cycle in terms of the development and growth of Salesforce across the organisation. The role is responsible for the kick-off of development projects, co-ordinating the discovery, requirement gathering and refinement from the relevant teams and individuals from across the organisation. Involvement will include project managing the development, working closely with colleagues within the team or with external development agencies. Further key responsibilities will be at the end of the project, coming back into focus during UAT testing, deployment, training and follow-up documentation preparation.

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## Main areas of responsibility

- a. Discovery, requirement gathering and project planning
- b. Project management
- c. UAT testing, deployment, training and follow-up documentation
- d. Ongoing training and support
- e. General

### Responsibilities

- a. Discovery, requirement gathering and project planning
  1. Lead discovery activities to understand business needs, user requirements, and technical constraints
  2. Facilitate workshops, interviews, and stakeholder discussions to capture and document requirements

3. Translate business needs into clear functional and non-functional requirements, user stories, and acceptance criteria
4. Define project scope, objectives, deliverables, and success metrics in collaboration with colleagues within the team
5. Develop detailed project plans, timelines, resource requirements, and risk assessments
6. Work closely with technical colleagues within the team or external agencies to ensure requirements are feasible and well understood

### b. Project management

7. Manage projects through the full delivery lifecycle, from initiation to completion
8. Coordinate internal teams, external suppliers, and stakeholders to ensure timely delivery
9. Track progress against milestones, and quality standards
10. Identify, manage, and escalate risks, issues, and dependencies as required
11. Ensure clear communication and regular status reporting to stakeholders
12. Support change management activities related to project delivery

### c. UAT testing, deployment, training and follow-up documentation

13. Plan and coordinate User Acceptance Testing (UAT), ensuring test scenarios align with business requirements
14. Support users during UAT, log defects, and work with technical colleagues to resolve issues
15. Coordinate and support solution deployment and release activities
16. Develop and maintain user guides, training materials, and supporting documentation
17. Deliver or coordinate training sessions for end users and stakeholders
18. Ensure all documentation is accurate, accessible, and kept up to date

### d. Ongoing training and support

19. As part of the wider Digital Products Team, provide ongoing support to users following go live, acting as a point of contact for queries and issues
20. Support and deliver refresher training and onboarding sessions for new users
21. Gather user feedback to identify opportunities for improvement or further development
22. Work as part of the Digital Products Team and teams from across the organisation to prioritise enhancements and fixes
23. Support the monitoring of the solution performance and adoption to ensure continued value

### e. General

24. Build and maintain strong relationships with stakeholders across the organisation
25. Promote best practice in product delivery, project management, and user centred design
26. Ensure compliance with organisational policies, data protection, and security standards
27. Contribute to continuous improvement initiatives within the team
28. Undertake other duties as appropriate to the role



## Key working relationships

### Internal working relationships

- Colleagues across the organisation

### External working relationships

- Third party vendors
- End users (as necessary to deliver functionality)

## Scope and limits of authority

Decision making level	<ul style="list-style-type: none"> <li>• Responsible for the smooth running of development projects, in partnership with colleagues within the team</li> <li>• Ownership of requirement gathering and definition</li> </ul>
Financial resources	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
Other resources	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
People management	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
Legal, regulatory and compliance responsibility	<p>Compliance with:</p> <ul style="list-style-type: none"> <li>• RCR's Human Resources (HR) policies</li> <li>• The Scheme of Financial, Contractual and Human Resources</li> <li>• RCR's Health and Safety Policy</li> <li>• RCR policies and procedures for data protection</li> </ul>



## The person

	Essential (E) or Desirable (D)
<b>Knowledge, qualifications and experience</b>	
Educated to degree level or equivalent, OR significant work experience in a similar role.	E
Proven track record of business analysis or product management.	D
Experience of working with Salesforce or CRM.	E
Experience of working in an agile product development environment having previously used agile project management and collaboration software packages, including experience in process documentation tools such as Visio.	D
Experience of daily stand-ups, sprint planning, estimation, and retrospectives.	E
Experience working in a membership, education, or not for profit environment.	D
Experience of working with an excellent attention to detail at an operational level.	E
<b>Skills and abilities</b>	
Accurate use and understanding of English.	E
Excellent communication skills both oral and written, with fluency in English and Effective interpersonal skills with the confidence and credibility to engage with varied internal and external stakeholders.	E
Ability to work independently and to take initiative.	E
Excellent organisational skills including ability to manage own time efficiently and prioritise own work across a range of activities and deliver to tight timescales.	E
Demonstrates the ability to analyse business processes in detail and advise on re-engineering these processes using effective questioning techniques to achieve effective solutions and outcomes.	E

### Other Requirements

To be able to apply candidates must be able to also fulfil the following requirements:

- Candidates must have the right to work in the UK to be able to apply for positions at the RCR
- Commitment to equality and valuing diversity and understanding of how this applies to delivery of own area of work
- Commitment to the aims and charitable objectives of the RCR
- Self awareness
- Enthusiasm for learning and development and taking on new tasks
- Committed to own continuing professional development.



## Our values



### People focus

We treat everyone fairly and with respect, actively listening and responding appropriately, while recognising individual differences.



### Integrity

We are open, honest and transparent. We strive to reflect and learn from experience in every area of our work to deliver the right outcome.



### Making a difference

We strive for excellence. We make a difference by setting standards and empowering our membership and our staff through personal development and lifelong learning.

We recognise that patients' best interests underpin everything we do.



## Behavioural competencies

The RCR's Competency Framework defines the behavioural competencies required from all staff to contribute effectively in their role and within the wider organisational team.

### Communicating effectively

The success of the College depends on how it communicates with its membership and other stakeholders. Employees need to know their audience(s) and communicate with them in a way which meets stakeholder needs and expectations as far as possible.

### Working together

The College's effectiveness and reputation depends on efficient and collaborative working, both within and beyond the team. This includes all employee colleagues, Officers, other Fellows and members and often others outside the College.

### Personal effectiveness

The College is most effective when employees take ownership of their work, understand the context of that work, deliver effectively to achieve required results and demonstrate a positive attitude to taking on additional responsibilities or learning new skills.

### Customer focus

We should all provide excellent services to all customers but notably to the membership and staff colleagues. Focusing on those and other customers, and understanding and responding appropriately to their needs, is key to the success and sustainability of the College.

### Embracing change

We must all play a part in ensuring that the offer the College makes continues to be effective and relevant in meeting customer needs. This will involve changes to what we do and how we do it. We all need to play our part in embracing change.



# How we value our people

## Benefits

We offer all our employees a fantastic range of benefits to help you enjoy a great work-life balance, look after your wellbeing and plan for the future.

### A modern and welcoming working environment

We've made sure our office in a prime central London location is a destination people want to come and work in – it's open-plan and spacious, with areas for meetings, collaborative working and concentrated workspaces. We also have kitchen facilities well-stocked with plethora of teas and two very fancy coffee machines for everyone to use

There are lots of things going on when you come in too, including learning and development sessions with doctors talking about their work, tea and cake get-togethers, free massages monthly and monthly town hall meetings where staff can share updates and ask questions. We even have our own social committee and organise regular fun events, which are a great way for you to get to know your co-workers.

### Excellent pension scheme and life assurance

We like to help our staff save for the future and provide an excellent employer pension contribution. We also have a life assurance and personal accident policy which covers all employees up to four times their annual salary.

### Hybrid working

At the RCR we only hire great people, and we value being able to bring everyone together to bond, build great working relationships and

generate amazing and innovative ideas.

We embrace remote working, and our staff are able to work remotely for up to 60% of their working time, with 40% in the office. All staff are provided with a laptop to allow them to work remotely, along with equipment such as desks and chairs to make sure they're comfortable when working from home. Our offices are open throughout the working week though, and staff are always welcome to come in as often as they wish.

### Wellbeing support

We like to make sure everyone at the RCR is supported, both professionally and personally, so in addition to our excellent line managers and supportive HR team, we've invested in training a number of dedicated staff members passionate about mental Health as Mental Health First Aiders. We also provide an Employee Assistance Programme, that's has a 24/7 helpline so if you ever have any personal problems or concerns, there's always somewhere to turn for help and advice.

### Generous annual leave allowance

Working hard is important, but taking a break matters just as much. Everyone starts with a 25-day annual leave allowance per year and that increases with service too.

### Interest-free season ticket loan and cycle to work scheme

To make sure you're able to get into the office in the way that best suits you we offer all staff the option to take out an interest-free season ticket loan to help cover the cost of travelling, as well as a cycle to work scheme for those of us who like to be more active on their commute. If you

do choose to cycle in, we have somewhere safe to leave your bike and showers to use if you want to freshen up before work.

### Festive spirit

We know taking a break at the end of the year is important to our team. To ensure everyone gets a well-deserved rest to spend time with loved ones, we usually close our office between the Christmas and New Year period – gifting the extra days off to all staff, in addition to their usual annual leave.

### Making a real difference

In addition to all the great benefits we've listed above, we believe the main reason people want to join the RCR is because you also get to go to work knowing your role has an impact on the lives of doctors and patients.

## Equality and diversity

Every day, our colleagues are making a difference by helping to improve imaging and cancer care for all. This starts by having the best talent, and that is only possible with a diversity of thinking, diversity of background and experience, and diversity of skills.

Diversity means better ideas, better solutions and more innovation. It's why one of our key priorities is to ensure our workforce reflects the communities we serve.

We're committed to creating an inclusive workforce and working environment for us all to enjoy – where everyone is able to bring their whole self to work to create change and reach new heights of creativity.

You can find our equality, diversity and inclusion commitment **here** as well as our equality and diversity policy **here**.



*Great purpose, great people, great working environment and clear direction of travel."*





# How to apply

The closing date for applications is 23:59 6 April 2026

Please submit a CV and a covering letter (of no more than a page and a half) submitted as Full name, Role, CV/CL together with a completed, **Diversity Monitoring Form**.

It is important that your covering letter includes a clear statement in support of your application, which demonstrates how you meet the essential (and, where applicable, desirable) criteria described in the table entitled 'the person'.

We expect you to meet the points listed under "other requirements" of the Person Specification as a pre-requisite for applying for this position. However, you are not required to address these points in your written statement. We will explore them further if your application is taken to the next stage(s) of the recruitment process.

**The RCR can only consider applicants who already have the independent right to work in the UK. We are unable to offer visa sponsorship for any role.**

The application process is the first chance we have to assess your suitability for the role you're applying for, and as such, we ask that your application is written by you, and that you do not use AI tools such as ChatGPT to create your application. Where we suspect AI tools have been used to create your application you unfortunately won't be shortlisted for the next stage of the recruitment process. We hope that you respect this request in line with our value of integrity **Values & strategy | The Royal College of Radiologists (rcr.ac.uk)**

Applications should be emailed to **jobs@rcr.ac.uk**

If you have not heard further from the RCR within a fortnight of the closing date, you should assume that you have not been shortlisted for interview on this occasion.

Shortlisted candidates will be invited to attend first stage interviews on 15 April 2026

If you consider yourself to have a disability and require a hard copy pack or a different format, for example large print, please contact the HR team at **jobs@rcr.ac.uk**



The Royal College of Radiologists

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