

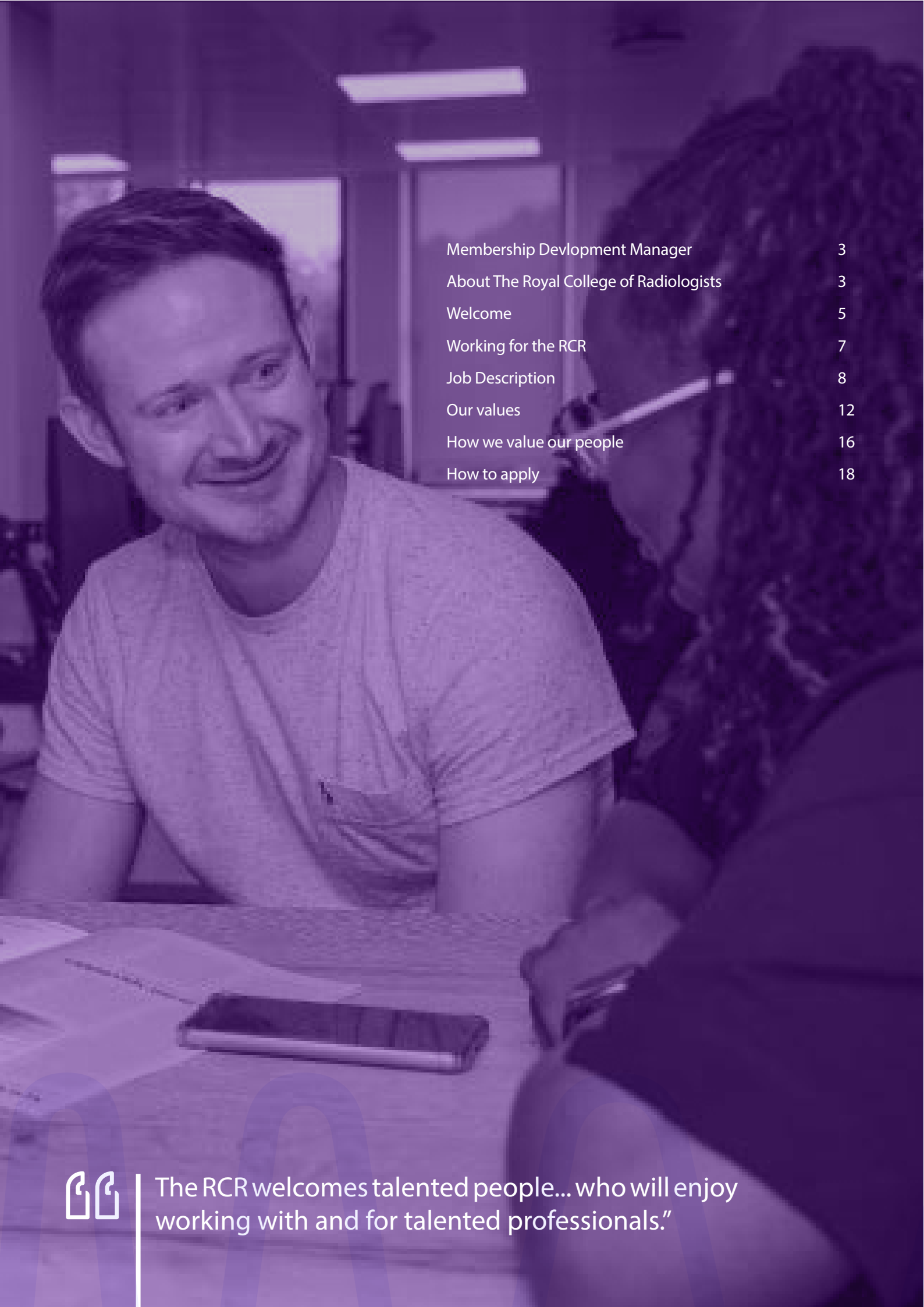


The Royal College of Radiologists

Membership Development Manager



The Royal College of Radiologists



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

Membership Development Manager

Salary:	£53,793 per annum, with pay progression up to £59,454 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 on Sunday 23 November 2025
Interview date:	Shortlist interviews are scheduled for 26 November 2025 and selection interviews are scheduled for 3 December 2025.

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 14,000 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.



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

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 specialties 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) 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



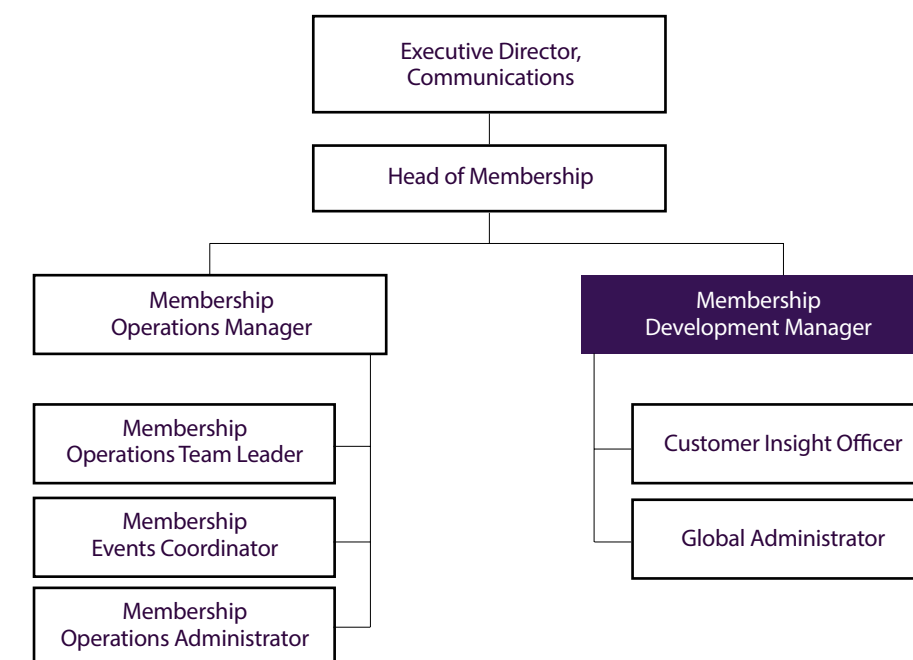
Working for the RCR

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 Communications Directorate/Membership Development Team

The RCR is a great place to work. At the forefront of the health agenda, our members diagnose and treat cancer, heart disease, stroke and more, whilst leading on innovations including AI, skills mix and community diagnostic hubs. As Covid recedes and the cancer backlog rises up the agenda, our members' work and views have never been more important.

Where the job fits





Job description

Job title:	Membership Development Manager
Responsible to:	Head of Membership
Responsible for:	Customer Insight Officer, Global Administrator
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 Membership Development Manager is responsible for meeting our ambitious targets for member recruitment and retention. Using data, insight and experience, you lead on our membership proposition, deliver recruitment campaigns and build partnership offers. The Membership Development Manager is also a point of expertise on our membership – both existing and potential – in terms of expectations, values, needs and competitors.

Main areas of responsibility

- a) Membership recruitment and retention - Deliver campaigns for membership growth to meet ambitious targets
- b) Membership insight - Deliver deep membership knowledge and insight
- c) Global - Support our wider global work, ensuring that it is targeted, appropriate, and on budget
- d) General

Responsibilities

a. Membership recruitment and retention

1. Design and deliver campaigns to meet our ambitious targets for global growth (working closely with the Brand Manager), identifying attractive markets for the RCR to enter, distinguishing our offer from our competitors, and developing key marketing messages, using A/B testing to hone our approach
2. Design and deliver campaigns to meet our ambitious targets for UK growth and to maintain our high UK retention rates.
3. Manage global partnerships (universities, societies) to deliver global membership growth; devise and trial business-to-business membership packages and/or bulk discounts to meet targets, ensuring that our processes enable and support this approach
4. Develop a clear membership proposition which demonstrates the value of membership to new and existing members and work with the Head of Membership to improve retention rates
5. Ensure that our membership offer evolves to meet the needs and expectations of our members and Fellows in the UK and globally
6. Work closely with the Membership Operations Team and Finance Team to ensure that all activities regarding membership recruitment pay careful attention to our financial goals, ensuring that packages offered are attractive whilst continuing to benefit the RCR financially and that processes/offers are always considered and appropriate.

b. Membership insight

7. Use data to understand our members at macro and micro level – using CRM to identify opportunities, risks and behaviours; using more in-depth insight (including the bi-annual membership survey) to support deeper and stronger engagement.
8. Work with the Insight Officer to use macro data to analyse trends and the markets we operate in, including around global opportunities to support and inform the development of global recruitment strategies.
9. Be the expert voice on our members, and on the needs and expectations of our various membership segments including career stages, and communicating this information to others in the College as relevant to support better offers and deeper engagement
10. Working with the Insight Officer, provide relevant data, insight and advice to other teams and committees as required eg EDI, renewals, application numbers etc and identify other sources of useful data that might help our strategic planning and delivery.

c. Global

11. Support global activity for the College, including global conference attendance, setting up stakeholder meetings etc
12. Ensure Officers and SMT are supported during global trips and events
13. Lead on global conference stands and activity, ensuring we maximise all opportunities for membership recruitment/engagement/stakeholder engagement

d. Management

14. Manage, motivate, and develop the team in accordance with RCR policies and the Scheme of Financial, Contractual and HR Delegation.
15. Promote effective communication between members of the Membership Development team and the rest of the directorate/organisation.
16. Manage records (attendance and absence) of direct reports using the RCR's electronic HR system.
17. Ensure the team is actively engaged in their work, motivating them to innovate and keep up with changes in best practice whilst ensuring the work they deliver is the best fit for the context of the RCR.

d. General

18. Contribute to the development of shared objectives for the Directorate as part of their leadership team, to ensure targets are delivered Ensure relevant website pages are up to date and accurate
19. Support the team plans, set objectives, business planning, budgeting and forecasting in line with the Directorate and RCR-wide objectives.
20. Undertake such duties appropriate to the level of the postholder's qualifications and experience as may be required by the RCR from time to time.
21. Maintain documentation on all activities carried out



Key working relationships

Internal working relationships

- Head of Membership – reporting to, share knowledge on membership
- Brand Manager – ensure all campaigns work with and support our Brand
- Content Manager – share knowledge, help plan communications/ensure suitable timing of campaigns

External working relationships

- Royal Colleges’ membership professionals
- Global societies and universities – develop membership recruitment strategies to meet market need

Scope and limits of authority

Decision making level	Campaign level
Financial resources	Budget management, budget to be determined
Other resources	Maintaining information resources relating to all areas of responsibility
People management	Direct management of two staff (one full-time, one part-time)
Legal, regulatory and compliance responsibility	Ensure activities are compliant with data protection Ensure appropriate licences are maintained for all team activities



The person

Essential (E) or Desirable (D)	
Knowledge, qualifications and experience	
Experience delivering membership recruitment to grow a membership/individual giving-base globally	E
Experience of implementing a business-to-business membership strategy	E
Skills and abilities	
Well-developed leadership skills; working across the organisation as well as within own function	E
Skilled manager of people, able to bring together, motivate, co-ordinate and develop a team applying a range of management approaches as required	E
High level oral and written communications skills	E
Knowledge of CRM systems and how to use data to drive strategy and identify/address issues	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 on Sunday 23 November 2025.

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 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 26 November 2025.

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



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