

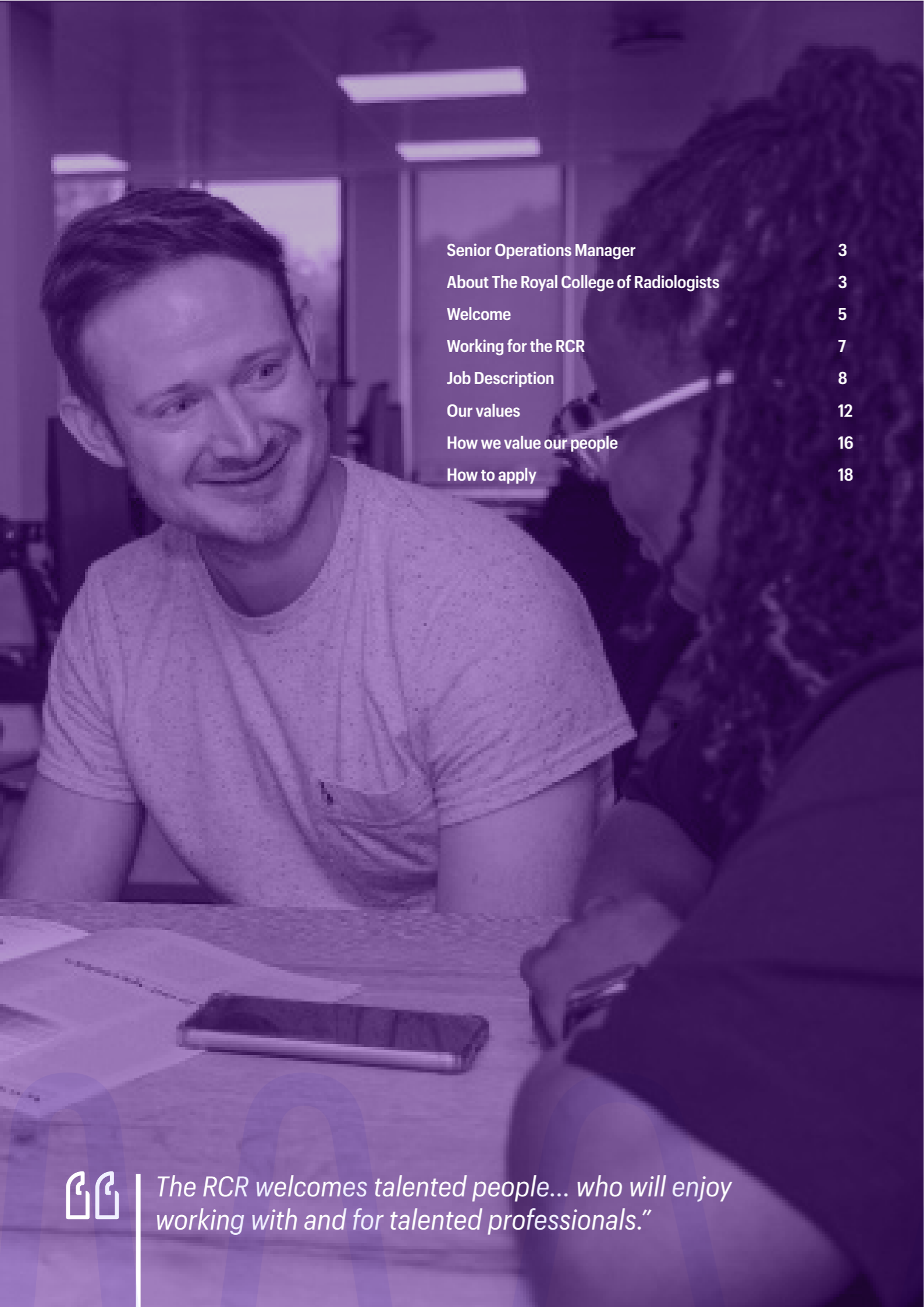


The Royal College of Radiologists

Senior Operations Manager



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

Senior Operations Manager

Salary:	£58,194 per annum, with pay progression up to £64,318 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 15 September 2024
Interview date:	Shortlist interviews are scheduled for 20 September and selection interviews are scheduled for 27 September 2024.

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 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) 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 successful applicant will oversee efficient operations at a high level, ensuring that growth in candidates and associated impact converts into sustainable business as usual without impacting operational quality. You will manage the activities of team members, trouble-shoot escalated operational issues and ensure alignment with our workforce development goals and other organisational priorities. A significant level of operational and financial management experience is required, including the ability to manage budgets within a complex financial picture and long term strategic planning skills.

The Education & Professional Practice Directorate/ Exams Team

We are looking for a dynamic Senior Operations Manager to lead the team responsible for high-stakes exam operations encompassing candidate facing services and venues. This exciting role involves working with a range of stakeholders - including suppliers and consultant examiners - to make a difference to candidates and ultimately support patient care. Reporting directly to the Head of Exams,

Where the job fits





Job description

Job title:	Senior Operations Manager
Responsible to:	Head of Exams Operations Manager
Responsible for:	Exams Venue and Invigilator Officer Exams Administrative Assistant Operations sub team comprising an additional 5 staff
Contract terms and hours:	Permanent, full time
Location:	63 Lincoln's Inn Fields, London WC2A 3JW with flexible working

The role

Overall purpose

Exams are a core tenet of producing high quality doctors and this role shapes the operational activity of the exams function, overseeing efficient operations at a high level to plan for and deliver the strategic growth of UK and global exams, ensuring that growth in candidates and associated impact on venues converts into sustainable business as usual. Day to day exam delivery will be overseen through the operational manager, with venue and invigilation stakeholder management administered via another line report. You will manage the activities of team members, managing high-risk escalated operational issues, challenging the status quo and ensuring alignment with our workforce development goals and other organisational priorities.

There is an expectation to build a comprehensive understanding of FRCR exams and associated platforms (exam hub, CRM, exam delivery systems) to support a wide range of stakeholders, maximise candidate throughput and meet objectives linked to an ambitious 3-year growth plan. You will have significant operational and financial management experience, the ability to manage budgets within a complex financial picture, strategic and business planning skills and be results-driven with a high degree of initiative and self-motivation

Main areas of responsibility

• Strategy and development • Team leadership • Processes, systems and stakeholders • Strategic product ownership of the Exams Candidate Management System (EMS) and data • General

Responsibilities

a. Strategy and development

1. Strategic development of exam operations to deliver sufficient exams for the market/audience over the medium and long term
2. Oversight of operationalising new areas of activity as appropriate to ensure access for candidates and continuity of exams
3. Leading the implementation of plans and initiatives for exams operations, securing and allocating resources, agreeing and managing the overall exams operations budget
4. Optimising the pricing model for exams, ensuring that it demonstrates value to candidates and is commercially

viable across all exams and territories

5. Using networks, internal data and market intelligence to identify and respond to changes in demand for exams
6. Identifying and delivering operational efficiencies through technology, people and processes

b. Team leadership

7. Recruit and train excellent people with the skills and expertise to oversee exams operations that meet regulatory requirements and deliver exceptional customer service
8. Be an exceptional multi-team leader, providing direction and support to motivate and direct line reports in achieving exam function goals, ensuring outcomes are clear and progress is measurable.
9. Develop a medium to long-term operations roadmap, ensuring the team are on board with the direction of travel and that technology, people and processes are scalable without compromising on quality
10. Engage and support line reports positively through change, with clear communication around rationale, implementation and impact
11. Ensure operational team compliance with College-wide processes and policies
12. Continually seek to improve the experience of candidates, Fellows and members, collaborating with other RCR managers where appropriate

c. Processes, systems and stakeholders

13. Responsible for operational reporting to internal Committees and other stakeholders, via written reports and in person
14. Ensure a fit for purpose reasonable adjustment offer across all exams, acting as arbiter for decisions around complex requests and managing oversight of adjustments activity and environment
15. Manage escalated complaints, minimising potential legal challenge linked to operational delivery
16. Introduce, refine and monitor continuous process of exams operation risk and continuity across the suite of exams, proactively identifying and managing these
17. Ensure appropriate contracts are in place for high-level operational activity such as for support staff (eg invigilators) and suppliers (eg venues), and with global partners that reflect legal agreements, roles and responsibilities and demonstrate commercial viability

d. Strategic product ownership of the Exams Candidate Management System (EMS) and data

18. Develop and maintain product ownership of the EMS to ensure it is fit for purpose and working effectively to support strategic objectives
19. Lead on a programme of development for the Exam Hub ensuring that proposals - from within the exams team and wider business – are based on robust business cases that deliver tangible improvements and value for money, working with IT on the RCRs wider tech ecosystem.
20. Oversee prioritisation, testing and training and release plans.
21. Apply rigorous standards to data – both personal candidate data and exam/cohort performance via a detailed understanding of the integration between systems and the use of Power BI to generate insight for decisions and monitoring.
22. Use insights from the EMS and wider data to input into strategic decisions and advising the Head of Exams on the capability of the systems and how that might impact the future development of the function.



e. General

23. Actively participate as a member of the exams management team
24. Maintain the members – and wider – perception of the RCR offering world class qualifications
25. Maintain and manage records in accordance with the RCR's data protection policy and guidance.
26. Maintain documentation on all activities carried out
27. Undertake such other duties appropriate to the level of the postholder's qualifications and experience as may be required by the RCR from time to time.

Key working relationships

Internal working relationships

- Colleagues in the Exams function, notably Head of Exams, the Exams Quality and Integrity Manager, Project Managers and line reports
- Colleagues in the wider Directorate including Workforce Development and Global
- Internal Business Partner colleagues in IT, Finance and HR
- Exam Board Chairs

External working relationships

- External suppliers, such as EMS developers and exam venues contractors – maintaining a relationship to ensure quality of product and that contractual obligations are met
- RCR exams stakeholders (Training Programme Directors, candidates and their employers, and other Fellows and members)
- Representatives of other Royal Colleges and the Academy of Medical Royal Colleges to share good practice

Scope and limits of authority

Decision making level	<ul style="list-style-type: none"> • Strategic direction set in collaboration with the Head of Exams and Executive Director, Education and Professional Practice • Ongoing operational activity and decisions made independently and in collaboration with the Head of Exams when appropriate • Escalation of issues which have a significant negative impact on reputation and integrity to Head of Exams, SMT, plus relevant Medical Director and Chair/s of Fellowship Exam Board
Financial resources	<ul style="list-style-type: none"> • Annual operational expenditure budget of £3.5 mil • Income of £4.5 mil • Staff budget of approx. £900k
Other resources	<ul style="list-style-type: none"> • Responsible for appropriate means of collection, storage and usage of confidential operational data and the provision of this in various forms • Protecting the FRCR brand asset
People management	<ul style="list-style-type: none"> • Direct line management of 3 staff
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none"> • Ensure that all resources, communications and processes are compliant with relevant legislation such as copyright, Equality and Diversity, GDPR, as well as RCR policies.



The person

Essential (E) or
Desirable (D)

Knowledge, qualifications and experience	
Strong service delivery and financial management background including managing operations within exams, education or events	E
Experience of leading a team delivering high-profile activities to tight deadlines	E
Experience of delivering growth which features value for money, operational and service improvement and efficiency savings	E
Experience of working with doctors or other high-profile professionals	D
Experience of developing and managing a high performing operational team	E
Experience of managing processes and data within an exams, event or customer relationship management system	E
Skills and abilities	
Accurate use and understanding of English and high level oral and written communication skills	E
Excellent people management skills with the ability to motivate and effectively manage a team delivering a variety of activities	E
Experience of working with financial information and ability to develop and manage budgets to grow income	E
Ability to set and agree objectives for line reports, conduct productive and motivational progress meetings and deliver constructive feedback	E
A positive attitude to change and the ability to support others, maintaining the momentum of change	E
Ability to provide support and build and sustain effective working relationships with a diverse range of colleagues, partners and stakeholders at all levels	E
Strong strategic analytical and evaluative skills, including ability to understand and analyse complex issues and problems	E
Adept at encouraging and embedding a culture of continuous improvement	E

Other Requirements

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

- 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.
- Demonstrable commitment to providing a professional customer service to colleagues, members and stakeholders.
- Ability to maintain confidentiality and information security in line with our data protection policy and guidance.



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.

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.

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.

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 15 September 2024.

Please submit a CV and a covering letter of no more than a page and half, 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.

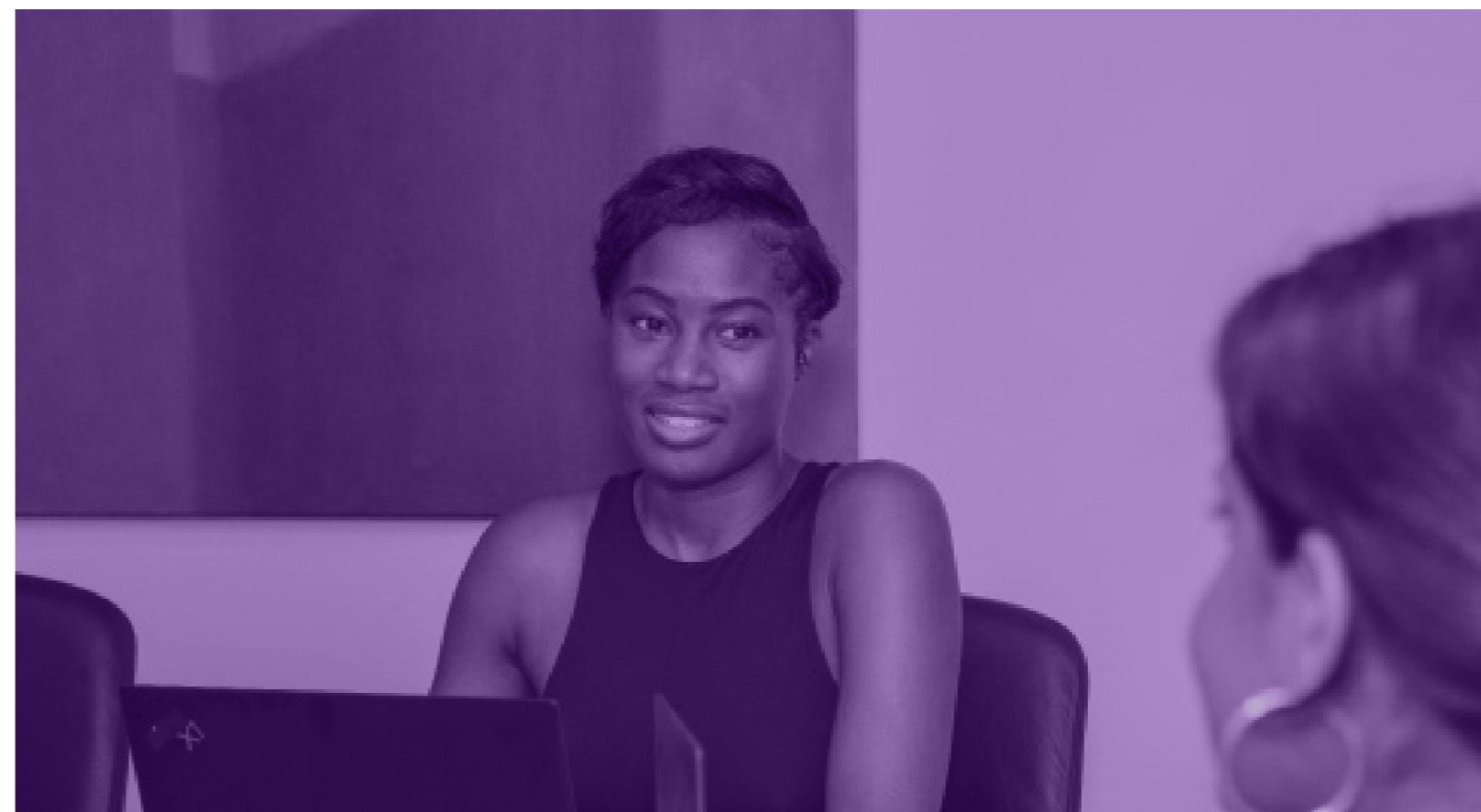
The application process is the first chance we have to assess your suitability for the role you're applying for, and as such, we ask that your application is written by you, and that you do not use AI tools such as ChatGPT to create your application. Where we suspect AI tools have been used to create 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 20 September 2024.

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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