

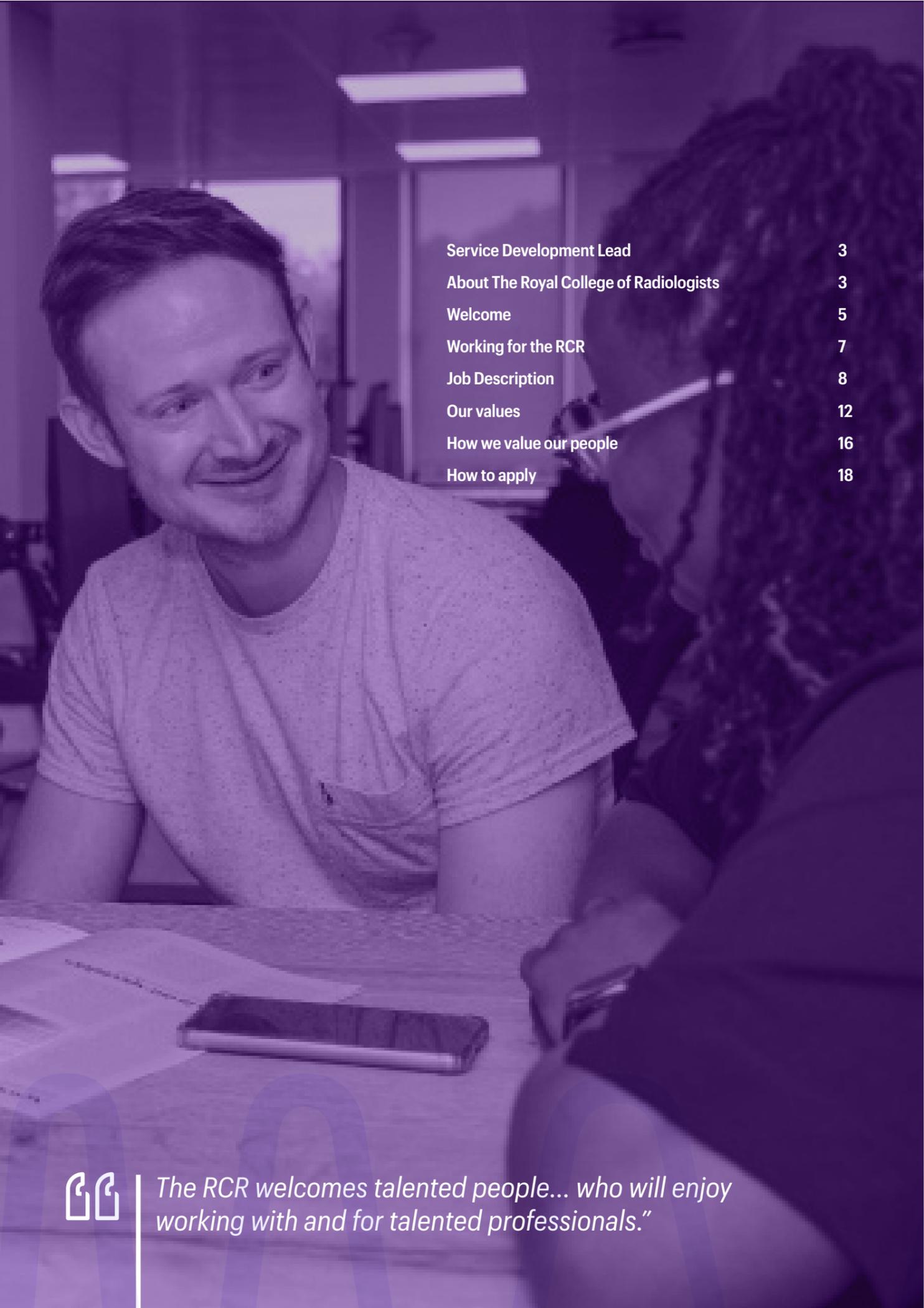


The Royal College of Radiologists

Service Development Lead



The Royal College of Radiologists



Service Development Lead	3
About The Royal College of Radiologists	3
Welcome	5
Working for the RCR	7
Job Description	8
Our values	12
How we value our people	16
How to apply	18



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

Service Development Lead

Salary:	£61,104 per annum, with pay progression up to £67,534 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 16 February 2025
Interview date:	Shortlist interviews are scheduled for 19 February 2025 and selection interviews are scheduled for 26 February 2025 and will take place on site at our central London office.

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

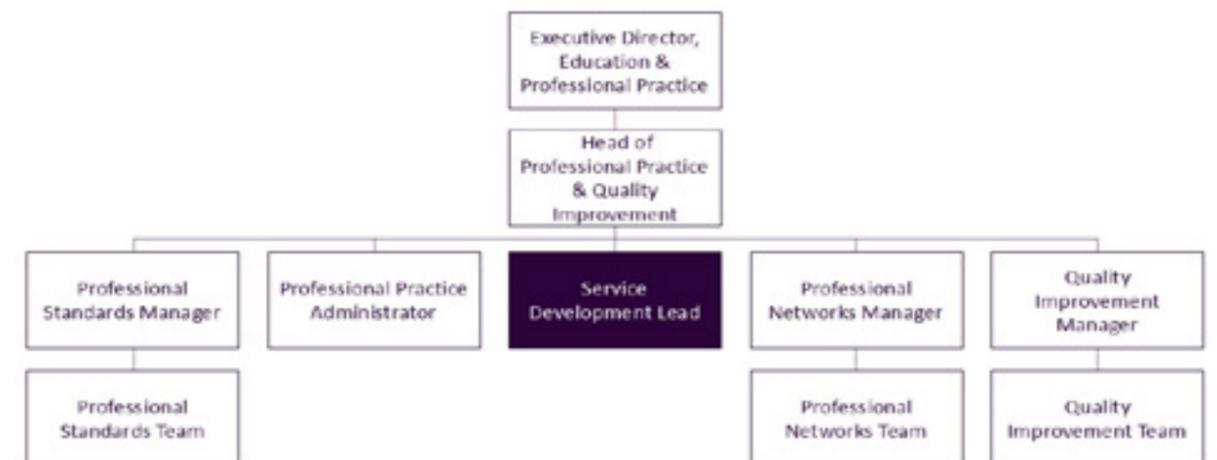
The RCR is a membership body and a registered charity. The trustee board is mainly made up of practising clinical oncologists and clinical radiologists and is accountable to the membership at large. Each specialty has its own Faculty which agrees policy and the range of support, advice and guidance offered 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 UK, both to facilitate quality improvement and to offer a formal assessment of quality against our world-leading training and workforce development standards. Using your commercial acumen and critical thinking skills, you'll develop a financial model for this emerging area of activity for the College, and propose and evaluate options for its ongoing operational delivery.

The Education & Professional Practice Directorate/ Professional Practice and Quality Improvement Team

There's never been a more exciting time to be joining the RCR to help shape the training and development of the global workforce in our specialties of clinical radiology and clinical oncology. You'll work with us in this newly established role to design our approach to engaging with providers of training outside of

Where the job fits





Job description

Job title:	Service Development Lead (Global Training Accreditation)
Responsible to:	Head of Professional Practice and Quality Improvement
Responsible for:	N/A
Contract terms and hours:	Permanent, full time
Location:	63 Lincoln's Inn Fields, London WC2A 3JW with flexible working

The role

Overall purpose

The Service Development Lead will design and deliver a new accreditation service that evaluates the quality of clinical radiology and clinical oncology training outside of the UK and supports continuous quality improvement. The post has been established to develop our service offer, set up accreditation standards and processes, and ensure that the accreditation system that is designed is able to be delivered in a financially secure, sustainable way. The training accreditation offer will facilitate the RCR in supporting the development of the global workforce in our specialties, and will contribute towards cementing the RCR's leadership of training and workforce development standards globally.

A highly independent and self-motivated individual, the Service Development Lead will collaborate effectively with colleagues across the College, with doctors and with external stakeholders to develop this new service from inception to implementation. They will also progress our strategic engagement at a national level with healthcare commissioners and senior stakeholders by building relationships with those leading non-UK training systems, and will begin to establish a programme of work through which we can co-develop and subsequently implement our approach. They will be comfortable interpreting and evaluating information from complex and/or unfamiliar training systems globally and using the insight they gain to continue to develop our global training accreditation offer.

Main areas of responsibility

• Service design and development • Stakeholder engagement • Financial sustainability and growth • General

Responsibilities

a. Service design and development

1. Lead the development of clear, outcomes-based training accreditation standards that reflect UK specialty training requirements, which can be applied flexibly to complex, non-UK healthcare and training systems.
2. Oversee the recruitment, onboarding and support of doctor(s) to work with us as a Lead Adviser for Global Training Accreditation in the development of our standards, methodologies and governance arrangements, and in establishing and maintaining an appropriately sized pool of expert reviewers.
3. Develop a quality improvement and accreditation methodology that addresses the needs of our potential customers and the requirements for the commercial attractiveness, financial sustainability and viability of our service.
4. Develop processes and guidance to support a staged model of engagement, incorporating both developmental assessments that foster continuous quality improvement, and progress towards full accreditation.
5. Evaluate the options and make recommendations for formal, proportionate governance of our training accreditation

activities, seeking advice and securing appropriate approvals via established College governance bodies and relevant external accrediting bodies.

6. Ensure that appropriate mechanisms are in place to safeguard the currency of our accreditation standards, as well as the approaches we use to determine whether they are being met, implementing ongoing improvements as our service develops on the basis of stakeholder feedback.
 7. Plan and manage a pipeline of future work that anticipates changing demands, and prepare a timeline and project plan to support future rollout.
 8. Undertake regular in-country visits to support the ongoing promotion and development of the scheme, liaison with and onboarding of potential customers, and implementation.
- b. Stakeholder engagement
9. Work collaboratively with internal colleagues to ensure appropriate alignment of the accreditation scheme with UK training requirements and other, similar quality assurance and improvement focused services offered by the College (including our Quality Standard for Imaging Quality Mark and invited service reviews).
 10. Work closely with our elected Officers – in particular our Medical Directors for Education and Training – to secure and sustain their support as champions of our training accreditation scheme, to collaborate with them in setting and maintaining the ethos and longer-term direction of our scheme, and to advise them such that they are able to represent our scheme effectively to their wider networks.
 11. Oversee and actively participate in the recruitment, training and recognition of doctors to work with us on delivery of the service, including by authoring training materials and directing teams of reviewers working with our customers remotely and in country.
 12. Establish and continue to nurture effective relationships with leading doctors in our specialties outside of the UK to understand their needs, ensure the commercial attractiveness and relevance of our work, and promote it to potential customers.
 13. Design and iterate a clear approach to co-developing the RCR's global training accreditation service, ensuring the input of appropriate stakeholders into shaping our ongoing approach.
 14. Provide regular updates to RCR Officers and senior management team members, and to relevant boards and committees.
 15. Build and sustain a network of those in equivalent roles in similar organisations to stay current with training accreditation and quality improvement practices and trends.

c. Financial sustainability and growth

16. Develop a financially sound fee structure for the global training accreditation service, and work with Finance colleagues to keep it under regular review to ensure it appropriately reflects the cost and benefits of undertaking our activities to a high standard, and is commercially attractive.
17. Consider options for resourcing the service both in the short and longer term, and propose an arrangement that is efficient, scalable, affordable and sustainable.
18. Develop an approach to planning the annual income and expenditure budget to support development, launch and delivery of this service through the resources available.
19. Keep the agreed service delivery model under periodic review to identify potential new or alternative training quality assurance and quality improvement schemes for which there is evidence of demand, and develop business cases to support evaluation of potential opportunities and threats.



d. General

20. Maintain and manage records in accordance with the RCR's data protection policy and guidance.
21. Maintain documentation on all activities carried out.
22. 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

- Senior managers within the RCR – ensuring that the approach designed aligns with RCR strategic ambitions and existing customer insights.
- Colleagues in the wider Professional Practice & Quality Improvement and Workforce Development & Training teams – ensuring that the approach designed aligns with other relevant work already in our portfolio, building on existing relationships.
- Elected RCR Officers – seeking their confidence in and sponsorship of the service, and willingness to champion it to potential customers.
- Relevant governance boards and committees of the College – to secure appropriate approvals.
- Colleagues in the RCR Marketing & Digital team – ensuring that the development of our service is communicated and promoted to members, Fellows and other interested parties in the most appropriate ways.

External working relationships

- Senior doctors and decision makers representing training programmes in our specialties outside of the UK – engagement with them as potential customers of our scheme, understanding their needs and sustaining effective relationships.
- Other royal colleges – networking, sharing information, potential collaborative working.
- RCR Fellows with particular experience of, insight into and/or interest in training standards outside of the UK and workforce development challenges globally.
- Competitor organisations, other colleges and professional bodies in the UK and globally – understanding the comparable services they offer to ensure our service, once developed, is correctly positioned in the global market.



Scope and limits of authority

Decision making level	<ul style="list-style-type: none"> • Responsible for design and delivery of programme of activities to meet agreed objectives. • Escalation of significant issues that will inhibit delivery to line manager and relevant Medical Director.
Financial resources	<ul style="list-style-type: none"> • Advise Head of Professional Practice & Quality Improvement on planned expenditure against agreed budget. • Design a scheme that equips us to reach our income targets in line with the College's three year plan: at least £30k income by the end of 2026. • Processing payments to value of £10k
Other resources	<ul style="list-style-type: none"> • Information resources relevant to the area of responsibility, including development of standards publications, handbooks and training materials used by expert contributors in the conduct of their work, templates and website resources.
People management	<ul style="list-style-type: none"> • No direct staff management initially; potential for team growth dependent on financial performance of the activity. • Contributor (volunteer) pool required for delivery of the service to be established.
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none"> • RCR policies • RCR Scheme of Delegation



The person

Essential (E) or
Desirable (D)

Knowledge, qualifications and experience	
High standard of education, ideally to degree or equivalent level.	E
Experience of quality assurance, quality improvement, or standards development.	E
Experience of financial modelling or budget setting	E
Experience of identifying revenue opportunities and achieving income against targets	E
Experience of the sustainable development of new products or services/service delivery models	D
Experience of managing and motivating a team to deliver an agreed programme of work	D
Experience of leading national-level stakeholder engagement or building customer relationships at a senior level	D
Experience working with international healthcare systems or in global health education.	D
Skills and abilities	
Accurate use and understanding of English.	E
Significant commercial acumen, including the ability to balance customer-centric service design with financial sustainability.	E
Accurate use and understanding of English written and oral, including an ability to understand and explain complex issues clearly.	E
Effective negotiating, influencing and interpersonal skills, including the ability to bring together, motivate and coordinate a team of contributors, and to build and sustain effective working relationships with a diverse range of colleagues, partners and stakeholders at all levels and across cultures.	E
Ability to plan and prioritise programmes of work.	E
Excellent project management skills, with the ability to lead on a range of tasks and ensure they are completed on time to a high standard, and with appropriate consultation with the relevant stakeholders.	E
Ability to skilfully manage individuals in a project or team environment.	E
Strong analytical and problem-solving skills, with the ability to develop innovative and practical solutions.	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.
- 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.

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 16 February 2025.

Please submit a CV and a covering letter submitted as Full name, Role, CV/CL 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.

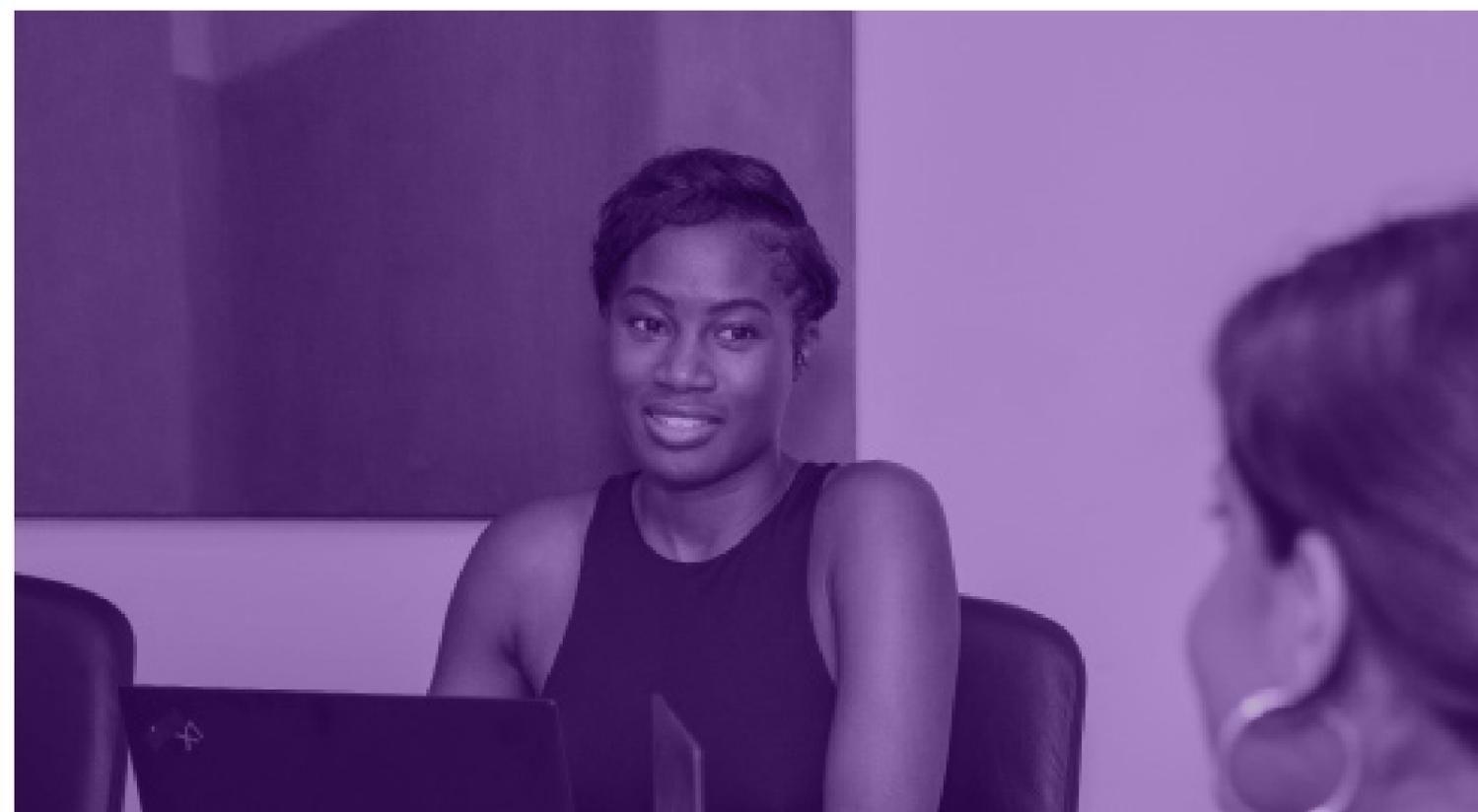
The application process is the first chance we have to assess your suitability for the role you're applying for, and as such, we ask that your application is written by you, and that you do not use AI tools such as ChatGPT to create your application. Where we suspect AI tools have been used to create 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 19 February 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





The Royal College of Radiologists

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