

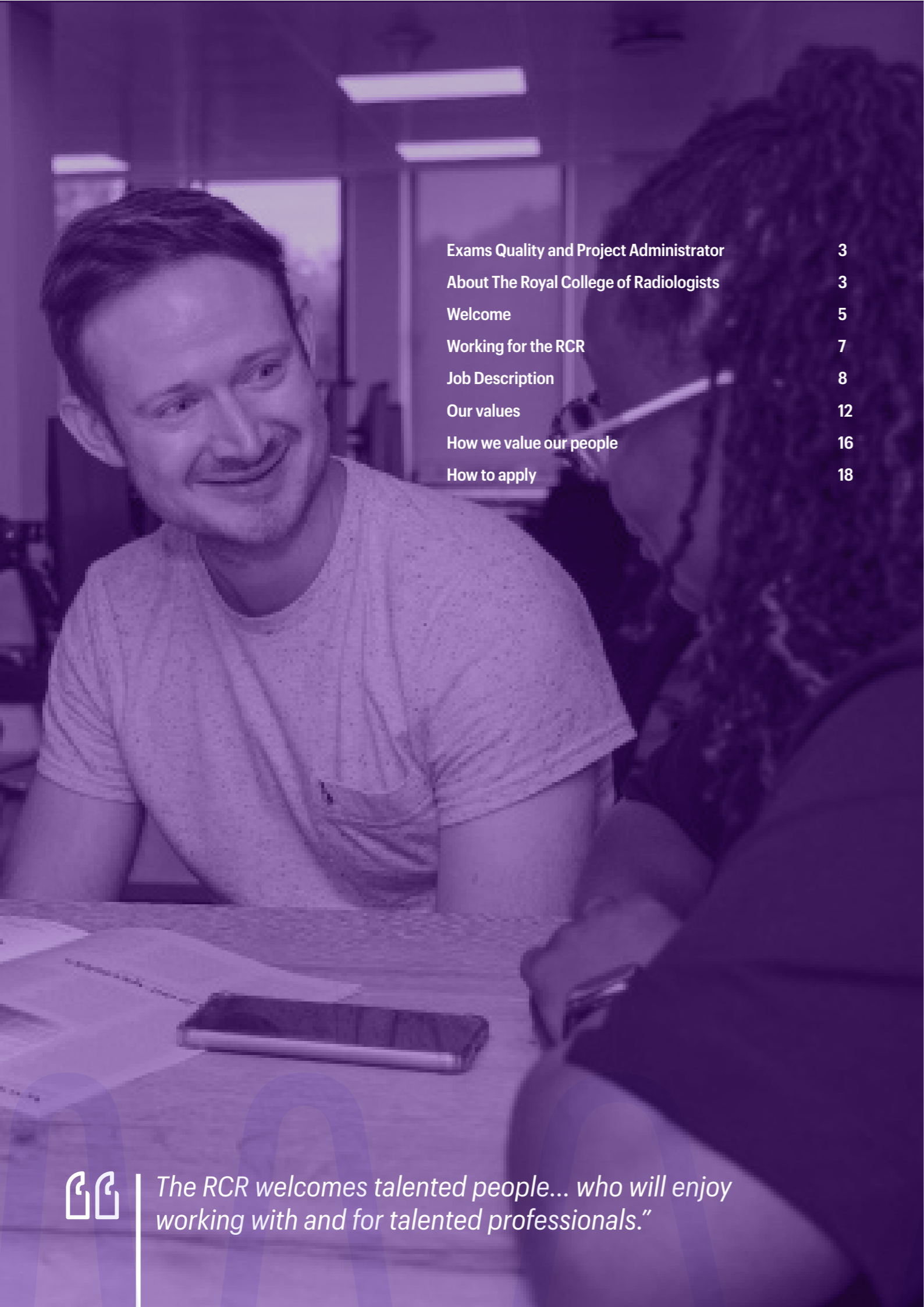


# The Royal College of Radiologists

Exams Quality and Project  
Administrator



The Royal College of Radiologists



Exams Quality and Project Administrator	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."*

## Exams Quality and Project Administrator

Salary:	£31,824 per annum, with pay progression up to £36,435 per annum within two years employment dependant on performance, 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 9 March 2025
Interview date:	Shortlist interviews are scheduled for 14 March 2025 and selection interviews are scheduled for 19 March 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](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/Exams Team

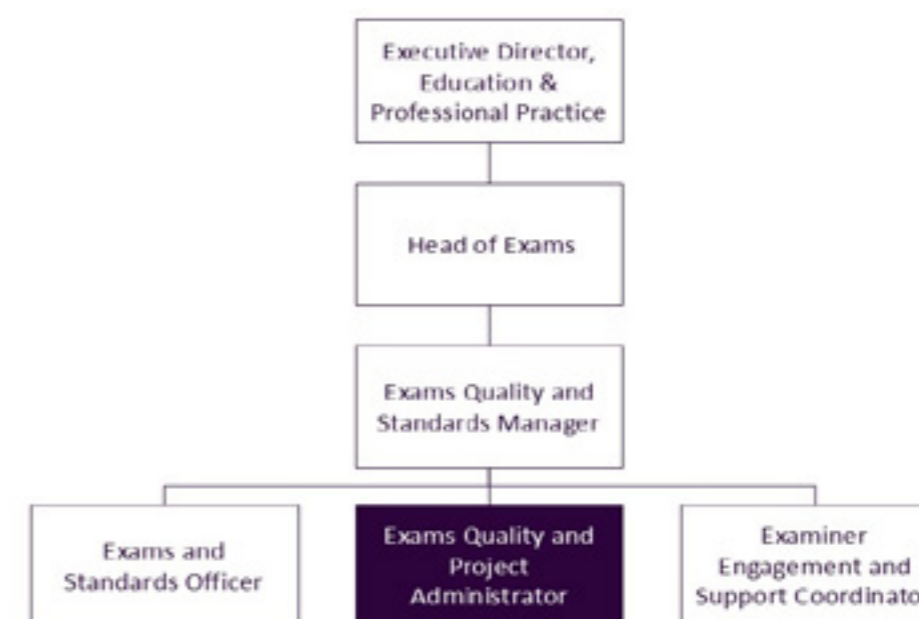
This is an exciting opportunity to join The Royal College of Radiologists' (RCR) Exams Team. Exams are a core tenet of producing high quality doctors and this role ensures the success of Clinical Radiology and Oncology exams by providing support to both the Exam's Content and Projects teams, notably through project activity, the editing of exam content and the coordination of appeals and misconduct processes. Some content and data that the post-holder will use is housed in bespoke platforms and databases, for which training will be provided. The project element of the role will be dictated by project priorities and as such would suit

someone who is adaptable and enjoys a varied role.

The successful candidate will be a skilled communicator, able to work collaboratively with colleagues and examiners. They will have excellent administrative and organisational skills and the ability to plan and prioritise a varied workload, as well as a confident approach to developing expertise in use of the RCRs exam platforms. RCR exams comprise a range of differing formats – such as written, digital, oral and clinical - and as such working on content will be varied, as will the general day to day.

Coordinating and attending appeal and misconduct panels and producing the resultant reports and outcome letters will be a regular activity that requires the ability to summarise and convey information that may need careful interpretation. As such the successful candidate will need a keen eye for detail and the ability to understand and work within existing regulations and workflows. The aptitude to manage conflicting priorities and organise work to deliver targets and effectively meet deadlines within a high-volume environment is essential. You will be joining a dedicated and proactive exams team who enjoy the challenge of 'making a difference' in what can be a high-stakes, deadline-driven environment.

### Where the job fits





# Job description

Job title:	Exams Quality and Project Administrator
Responsible to:	Exams Quality and Standards Manager
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 Exams Quality and Projects Administrator will play a key role in ensuring the success of the RCR's Clinical Radiology and Oncology exams by providing support to both the Exam's Quality team and Projects.

This postholder will support a range of projects with the aim of improving exam quality, accessibility and sustainability. Working with the Exams Project Manager and key colleagues from across the organisation as well as volunteer doctors and specialists, this role will help to ensure projects meet their objectives and are delivered to time and budget.

The postholder will also provide administrative support to the Exams Quality team to ensure standards are maintained and, where necessary, improved. This varied work will include assisting with the adding and editing of exam content, the collation and analysis of data, and the auditing and coordination required for appeal and misconduct panels. We are looking for a highly-motivated and professional team player with excellent organisational and communication skills with a keen eye for detail.

## Main areas of responsibility

• Project support • Support question content and exam setting processes • Management of appeal and misconduct cases • General

### Responsibilities

#### a. Project support

1. Coordinate and prepare materials for project board meetings and related events, including examiner training, and working groups related to project work
2. Support examiners to effectively undertake their duties in relation to projects and help remedy issues that may inhibit their participation in projects
3. Conduct testing and the checking of content and processes to improve our offer and minimise risk to exam standards and quality
4. Provide support in the update of project documentation
5. Prepare communication materials related to project outputs
6. Support the drafting of Standard Operating Procedures (SOPs) related to process changes arising from project work
7. Undertake ad-hoc tasks related to specific project activity

#### b. Support question content and exam setting processes

8. Assist the Exam Content Coordinators with the inputting and updating of exam question content to a variety of systems and platforms
9. Collate exam content from examiners and check to ensure they adhere to the format and standards
10. Coordinate meetings with examiners and question panels for the purpose of writing questions, standard setting exams, and reviewing question performance.
11. Coordinate the standard setting of exams, including compiling exam set data, preparing and issuing documentation, collating scores from examiners and aiding discussion/re-scoring to calculate the final pass mark.
12. Work with the Quality and Standards Officer to assist in the compilation, cleaning and analysis of data

#### c. Management of appeal and misconduct cases

13. Research, evaluate and document evidence on appeal and misconduct cases, managed through the functions bespoke candidate hub
14. Schedule, minute and administer appeal and misconduct panel meetings
15. Coordinate the recruitment and induction of new panel members
16. Brief the relevant Exam Manager and other relevant staff on the cases pre- and post-panel meetings
17. Respond to enquiries from candidates, panel members and other stakeholders with sensitivity and discretion, ensuring complex matters are escalated within a timely manner
18. Update (internal and candidate-facing) records relating to appeals and misconduct
19. Prepare and issue letters and reports
20. Administer refunds and maintain financial records relating to appeal and misconduct activity.

#### d. General

21. Maintain accurate SOPs
22. Revise processes on an ongoing basis to find more efficient and effective ways of working, as part of the RCR's commitment to continuous improvement.
23. Update guidance materials for staff and examiners as well as content for candidates on the website
24. Undertake such other duties appropriate to the level of the post holder's qualifications and experience as may be required by the College from time to time.



## Key working relationships

### Internal working relationships

- Colleagues in the Exams Team, notably Exams Content Coordinators and the operations administrators overseeing the candidate journey
- The wider College, particularly IS and Facilities teams

### External working relationships

- Examiners
- Consultant psychometrician
- Exam platform suppliers - developing a relationship to register and monitor technical issues and to review new functionality with colleagues

## Scope and limits of authority

Decision making level	<ul style="list-style-type: none"> <li>• Self-directed decisions within agreed parameters; escalation to examiners to resolve queries which require a clinical perspective</li> <li>• Significant issues with content banks or exam delivery to be escalated to the relevant Manager.</li> </ul>
Financial resources	• N/A
Other resources	• Shared responsibility for accuracy and integrity of exam content and related data
People management	• N/A
Legal, regulatory and compliance responsibility	Compliance with: <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)

Knowledge, qualifications and experience	
Experience in an administrative/coordination/project support role in an examination, assessment or educational setting	E
Experience of processing complex complaints/appeals	D
Experience of – or aptitude to - working with bespoke software for content manipulation/case management	E
Experience of using and maintaining a database or equivalent to store and retrieve information so that information is kept up to date and readily available	E
Excellent working knowledge of Microsoft packages such as Outlook, Word and Excel	E
Experience of working with professional volunteers to achieve organisational goals	D
Skills and abilities	
Ability to learn, adopt and apply agreed detailed processes and protocols	E
Ability to work with a range of senior stakeholders to meet agreed outcomes, handling issues with sensitivity, discretion and tact.	E
Ability to prioritise work to competing demands and meet deadlines	E
Excellent attention to detail	E
Ability to work effectively within the team, working collaboratively with colleagues and examiners in a support capacity	E
Ability to maintain confidentiality, with regards to exam content and patient images	E
Proven analytical and numeracy skills	E
A positive attitude towards change and the ability to support others	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
- 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.
- Occasional weekend work may be required



## 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 9 March 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 14 March 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

The Royal College of Radiologists  
63 Lincoln's Inn Fields  
London WC2A 3JW

+44 (0)20 7405 1282  
enquiries@rcr.ac.uk  
www.rcr.ac.uk  
@RCRadiologists

A Charity registered with the Charity Commission No. 211540  
© The Royal College of Radiologists, November 2023.

