

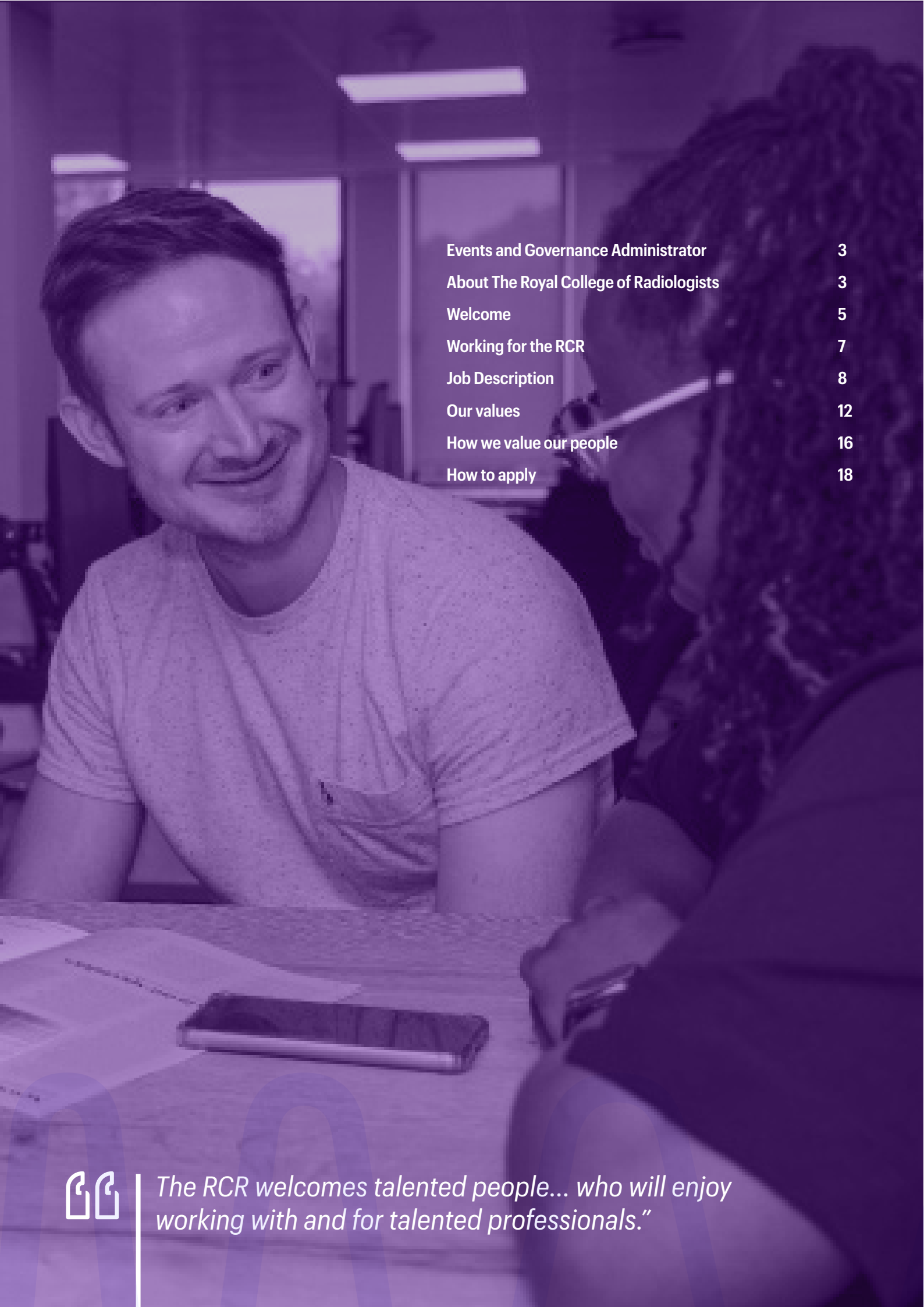


# **The Royal College of Radiologists**

Events and Governance  
Administrator  
Candidate pack



The Royal College of Radiologists



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

# Events and Governance Administrator

Salary:	£26,884 - £30,780 per annum dependent on experience, plus excellent benefits
Location:	Central London, with flexible working
Hours:	Full-time/35 hours per week
Contractual status:	12 months fixed term
Closing date for applications:	23:59 6 July 2025
Interview date:	Shortlist interviews are scheduled for 10 July 2025 and selection interviews are scheduled for 17 July 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/RCR Learning Team

This role will join the RCR Learning Team as we establish a new governance structure to support our annual events. Collaborating with our Contributor Officer, the role will support doctors volunteering in various capacities while ensuring good governance. Additionally, the role will collaborate with our Global

Partnerships Administrator to develop and deliver weekly webinars for radiology training from September 2025 to June 2026.

This project involves working with Special Interest Groups (SIGs) and the wider RCR Learning Team. The role will also include various administrative tasks across the RCR Learning Team to ensure an excellent experience for all participants and efficient delivery.

The successful candidate must have excellent organisational skills, time management, communication skills, strong stakeholder management experience, and high attention to detail. This is a busy and rewarding role in a team dedicated to delivering high-quality learning for clinical radiologists and oncologists, aiming to improve patient care.

### Where the job fits





# Job description

Job title:	Events and Governance Administrator
Responsible to:	Events and Operations Manager
Responsible for:	N/A
Contract terms and hours:	12 months fixed-term, 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 Events and Governance Administrator will collaborate with the Events and Global Partnerships Administrator and across the RCR Learning Team to provide efficient and responsive administrative support to our members, Fellows and delegates and to deliver a selection of webinars for resident doctors.

Working closely with our Contributor Officer who support our doctors who volunteer in various ways, and ensuring good governance is adhered to the role holder will be required to support with recruitment, induction and onboarding of incoming subject matter experts as well as ensuring overall engagement and recognition continues throughout the tenure of 200+ doctors who volunteer their time.

As part of the role, and amongst other events, the post holder will deliver a series of weekly webinars to support radiology training running between September 2025 – June 2026, this project will require the post holder to work in collaboration with our Events and Global Partnerships Administrator, Special Interest Groups (SIGs) and the wider RCR Learning Team.

## Main areas of responsibility

- a. Team administration and event support
- b. Delivery of the National Subspecialty Webinar Series
- c. Subject Matter Expert recruitment, induction and training
- d. Subject Matter Expert engagement and recognition
- e. General

### Responsibilities

- a. Team administration and event support
  - 1. Support colleagues across the team with key aspects of in person and online events to ensure excellent customer service is provided to all delegates, speakers and industry sponsors. This will increase in the run up to and immediately following large-scale events such as conferences
  - 2. Support essential administration across team activities including proofreading, updating information on the website, taking meeting notes with clear action points, booking meeting rooms and managing inboxes where cover or extra support is required.

- 3. Manage and respond to queries about the overall RCR Learning programme (events, courses, and e-learning resources) from stakeholders via telephone and email, triaging and redirecting to relevant colleagues, escalating complex queries or complaints promptly and meeting Service Level Agreements.
- 4. On occasion provide onsite and/or online support to colleagues leading events including liaising with venue staff and greeting industry sponsors (in person), responding to questions from delegates via the chat function and sharing slides (online).
- 5. Collate and share feedback and information gained from team interactions with SMEs with the RCR's Contributor Officer, who is responsible for evolving and coordinating our overall approach to volunteer attraction, management and recognition.

### b. Delivery of the National Subspecialty Webinar Series

- 6. Provide smooth and effective stakeholder management, working closely with SME to confirm the programme for each webinar series, ensuring coherence across the series for that specialty, clear learning outcomes and event materials (e.g. speaker presentations) that meet the needs of our members and Fellows.
- 7. Provide content and copy to promote the series to meet delegate targets, through setting clear expectations for SMEs and with support from the Marketing Manager.
- 8. Work closely with the Events & Global Partnerships Administrator to ensure consistency of experience for SMEs and delegates across the four series, making best advantage of shared resources and processes.
- 9. Facilitate each webinar in the two designated series, ensuring they run smoothly for faculty and delegates. This may include facilitation of Q&A on the chosen event platform.
- 10. Manage the administration of post-event feedback surveys and attendance CPD certification for SMEs and collect and collate data which enables assessment of success of each series, working with colleagues to produce an evaluation report with actionable recommendations.
- 11. With support from the Events and Operations Manager and Officers, scope new partnerships with additional Special Interest Groups for delivery in academic year 2026 – 27 and beyond.

### c. Subject Matter Expert recruitment, induction and training

- 12. Co-ordinate with the Learning Development Manager and Events and Operations Manager materials for recruitment campaigns such as terms of reference, job descriptions, scoring criteria making use of centralised templates to ensure a consistent approach.
- 13. Actively promote vacancies to UK and global audiences, including drafting text and liaising with our Contributor Officer and Marketing Manager to ensure promotional recruitment materials are relevant and engaging.
- 14. Be the main point of contact for applicants ensuring they receive useful, welcoming and timely information; set up informational conversations with colleagues in advance, where requested.
- 15. Coordinate recruitment panels, including diary planning and room booking, where relevant.
- 16. Manage the receipt of applications and the dissemination of anonymised applications and scoring criteria to relevant panels, and communicate the outcome of applications to candidates, including feedback where relevant.
- 17. Coordinate SME-specific training and inductions with team colleagues on a group or individual basis, including that provided at annual faculty days, or as we introduce new systems and tools within the RCR Learning portfolio.
- 18. Maintain accurate records of SME terms of office, training, mentorship and progression.





- 19. Continuously review SME recruitment, induction and training processes, making recommendations and implementing improvements in line with best practice, ensuring processes support the achievement of the wider aims of the team and align with practices and guidance provided centrally from the Contributor Officer.
- 20. Work closely with the central Contributor Officer to share the challenges and opportunities you are faced with to ensure resolutions are applied consistently across the College.

d. Subject Matter Expert engagement and recognition

- 21. Support SMEs with travel and accommodation bookings where necessary, in collaboration with the RCR’s appointed travel agent and the RCR’s Facilities function.
- 22. Provide administrative support to ensure the smooth running of annual faculty days and other occasional recognition events both on and off-site, including deposit payments, agreeing menus and facilitating dietary requirements.
- 23. Proactively seek out relevant information that could be shared with SMEs to improve their understanding of the RCR’s strategic direction and ways of working, identifying the appropriate mechanism for its dissemination.
- 24. Actively seek feedback from SMEs on what is important to them, sharing these insights with the wider Learning team, Contributor Officer and organisation as appropriate.
- 25. Evaluate and grow our SME appreciation work, implementing activity that encompasses small gestures and inputting into more significant activities within the wider RCR, ensuring consistency in approach.
- 26. Provide SMEs with documentation regarding their involvement with RCR Learning e.g. Continuing Professional Development and professional leave letters.
- 27. Support centralised engagement, recognition and thank you processes by working with the Contributor Officer to provide relevant information about the work of Contributors involved with RCR Learning.

e. General

- 28. Maintain and manage records in accordance with the RCR’s data protection policy and guidance.
- 29. 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

- RCR Learning Team
- Learning Faculty Leadership Group chairs
- RCR Learning Faculty members
- Contributor Officer
- Elected Officers
- The wider Education and Professional Practice Directorate
- Areas of the RCR including Marketing and Digital, Information Services (IS), Governance, Membership, Finance and Facilities.

External working relationships

- Points of contact at the radiology Special Interest Groups
- Delegates for the National Subspecialty Webinar Series, other Fellows and members of the RCR
- Suppliers, for example, travel agents, event venues and restaurants.

Scope and limits of authority

Decision making level	<ul style="list-style-type: none"><li>• Independent decision making needed at webinar series events to ensure smooth-running</li><li>• Complex, legal or policy issues to be referred on to the Events &amp; Operations Manager.</li></ul>
Financial resources	<ul style="list-style-type: none"><li>• Monitor, maintain and report on the subject matter expert expenses, flagging any issues to the Events and Operations Manager</li><li>• Maintain records of expenditure for the national subspecialty webinar series and any administrative work allocated</li></ul>
Other resources	<ul style="list-style-type: none"><li>• CRM</li><li>• MS Teams</li><li>• SharePoint</li><li>• Shared responsibility for accuracy of data</li><li>• Shared responsibility for setting up and checking technical kit for meetings</li></ul>
People management	<ul style="list-style-type: none"><li>• N/A</li></ul>
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none"><li>• Ensure that all activities are compliant with relevant legislation e.g. Health and Safety, Equality and Diversity, GDPR, as well as RCR policies, notably the Scheme of Financial, Contractual and Human Resources</li></ul>



The person

	Essential (E) or Desirable (D)
Knowledge, qualifications and experience	
Experienced in providing administrative support and managing administrative processes, systems and procedures	E
Experience delivering online events using Microsoft packages and Zoom	E
Experience of committee procedures and processes, including preparing agendas and recording accurate actions	E
Experience using and maintaining a database or equivalent to store and retrieve information so that information is kept up to date and available	E
Experience of volunteer attraction and management	D
Experienced in financial administration, including the compiling of financial spreadsheets and monitoring budgets	D
Skills and abilities	
Accurate use and understanding of English.	E
Effective problem solver, with the ability to exercise sound initiative and judgement and think through issues to offer practical solutions	E
Highly organised, able to multi-task and work under pressure whilst maintaining a high level of accuracy and attention to detail	E
Excellent interpersonal skills with the ability to build and maintain relationships with internal and external stakeholders, including senior clinical consultants	E
Ability to work collaboratively with colleagues to coordinate activities and deliver tasks	E
Ability to work on one's own initiative with limited supervision and take independent decisions within area of competence	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 6 July 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.

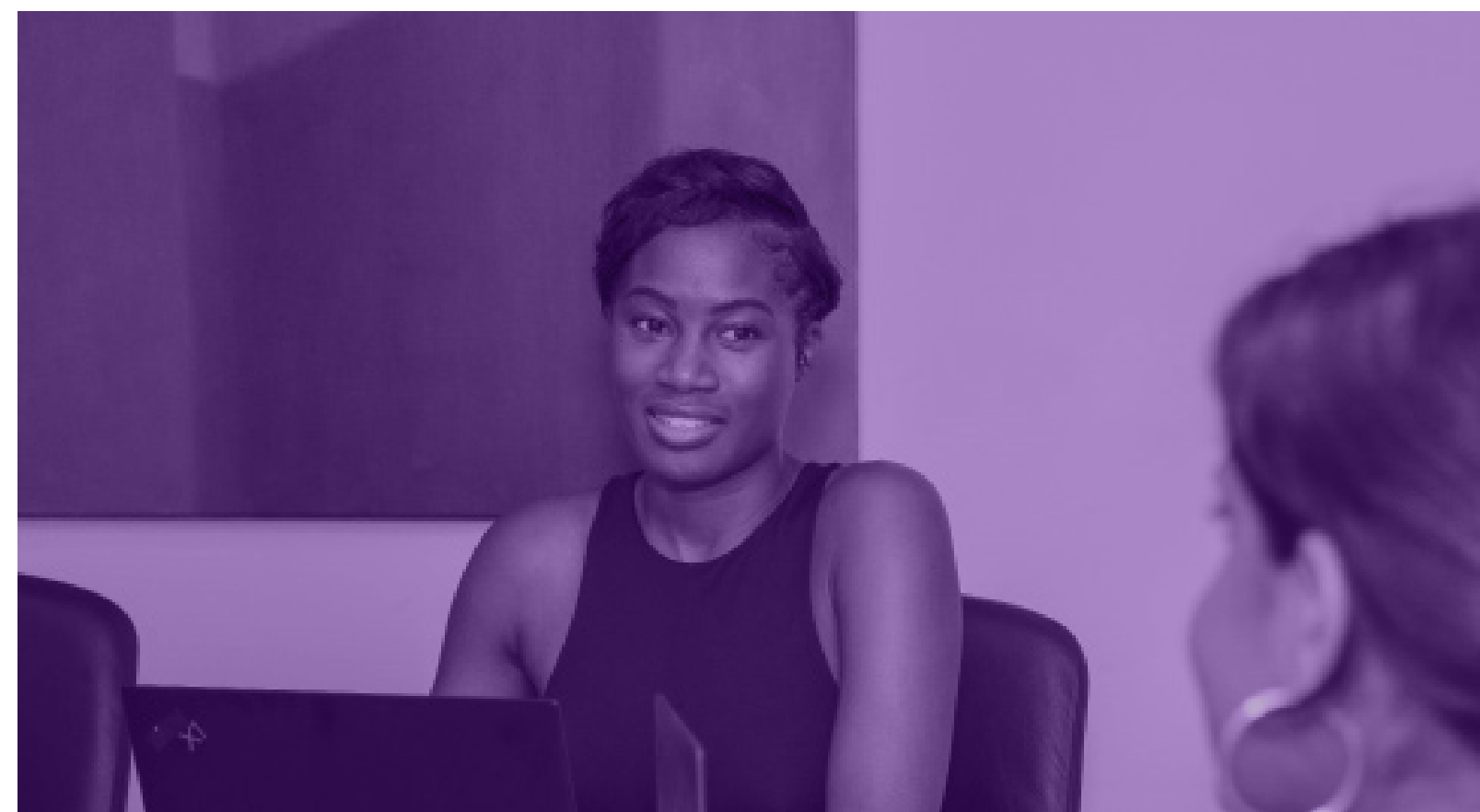
The application process is the first chance we have to assess your suitability for the role you're applying for, and as such, we ask that your application is written by you, and that you do not use AI tools such as ChatGPT to create your application. Where we suspect AI tools have been used to create 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](mailto: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 10 July 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](mailto:jobs@rcr.ac.uk)





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