

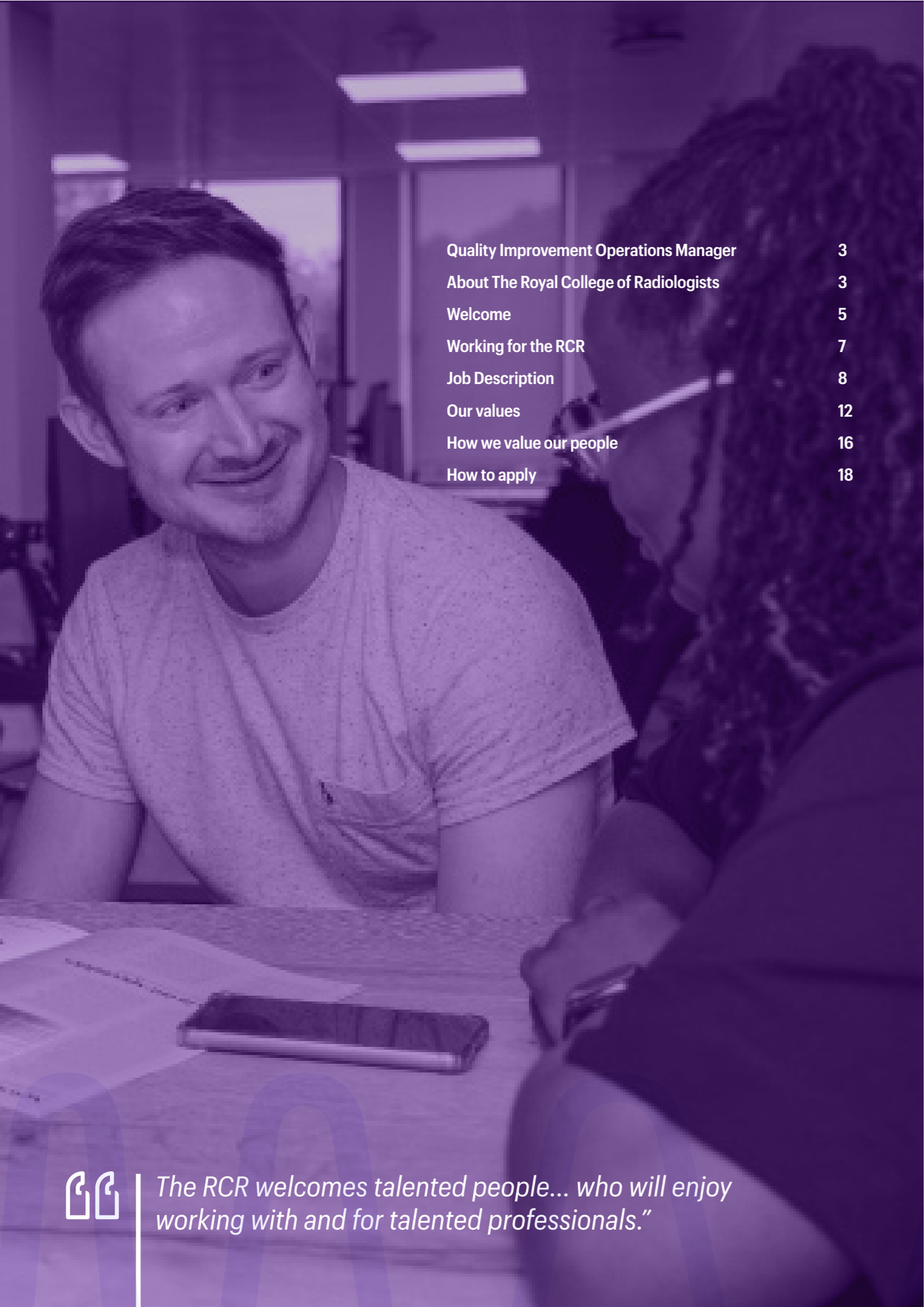


# The Royal College of Radiologists

Quality Improvement  
Operations Manager  
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."*

## Quality Improvement Operations Manager

Salary:	£54,869 - £60,644 per annum dependent on experience, plus excellent benefits
Location:	Hybrid: attendance at our London office is required 1-2 times per month
Hours:	Full-time/35 hours per week
Contractual status:	Permanent
Closing date for applications:	23:59 20 April 2026
Interview date:	Shortlist interviews are scheduled for 30 April 2026 and selection interviews are scheduled for 8 May 2026.

## 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 18,000 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/Quality Standards for Imaging (QSI) Team

The Royal College of Radiologists (RCR) and the College of Radiographers (CoR) jointly set the national benchmark for safe, effective and patient-centred imaging services through the Quality Standard for Imaging (QSI). To support imaging services on their improvement journey, the Colleges have established a dedicated

Quality Improvement (QI) Unit, hosted by the RCR.

As Quality Improvement Operations Manager, you will play a central role in leading and coordinating the operational delivery of the QSI scheme. You will manage and support the teams responsible for assessment activity, ensuring consistency, quality, and excellent experience for services engaging with QSI.

You will also lead a significant business process improvement programme, identifying opportunities to streamline workflows, improve efficiency, and embed sustainable ways of working using data, automation and practical system improvements.

### Where the job fits





# Job description

Job title:	Quality Improvement Operations Manager
Responsible to:	Quality Improvement Manager
Responsible for:	Quality Review Partners x 4 Quality Improvement Administrative Assistant
Contract terms and hours:	12 month fixed-term, full time
Location:	Hybrid: attendance at our London office is required 1-2 times per month

## The role

### Overall purpose

The Royal College of Radiologists (RCR) and the College of Radiographers (CoR) jointly set the national benchmark for safe, effective and patient-centred imaging services through the Quality Standard for Imaging (QSI). To support services on their improvement journey, the Colleges have created a dedicated Quality Improvement (QI) Unit, hosted by the RCR. The Unit guides imaging providers through the QSI Hub, offering expert support and awarding the prestigious QSI Quality Mark to services that meet the standard.

As Quality Improvement Operations Manager, you will play a central role in leading and coordinating this work. You will manage and develop our team who deliver assessments against the standard, and the administrative team that supports their work. You will ensure consistency, quality and alignment across both assessment and administrative support functions.

You will lead a business process improvement project over the duration of your tenure, during which you will work with your team to identify, prioritise, and – with the support of other relevant colleagues – significantly streamline key business processes through the intelligent deployment of workflows, automation and other relevant tools.

You will also act as a key point of contact for some of our larger and more complex member organisations, guiding them through their QSI Hub journey and helping them prepare for successful review. This is a role for someone who enjoys leading people as much as they enjoy improving systems, working collaboratively, who thrives on variety, and is motivated by improving the quality and safety of imaging services across the UK.

## Main areas of responsibility

- a. Operational management and team leadership
- b. Business process improvement
- c. Stakeholder management
- d. General

### Responsibilities

#### a. Operational management and team leadership

1. Manage and support team members, ensuring consistency of approach, and fostering a positive, high-performing team culture.
2. Set clear priorities and expectations and manage workload pressures, ensuring work is planned realistically and transparently.
3. Oversee day-to-day operational delivery, ensuring systems, processes and resources are aligned to meet the whole team's objectives and customer needs.
4. Ensure standard operating procedures (SOPs), handbooks and guidance are clear and kept up to date.
5. Manage records (attendance and absence) of direct reports using the RCR's HR system.
6. Ensure activities within the team are delivered in a sustainable, cost-effective way.
7. Lead, motivate, performance manage and develop the QSI team in accordance with RCR policies and the Scheme of Financial, Contractual and HR Delegation.
8. Promote effective communication between members of the QSI team of the wider Education and Professional Practice and other relevant members of RCR staff and stakeholders.

#### b. Business process improvement

9. Plan and project manage a defined programme of business process improvements focused on improving efficiency, consistency, user experience and sustainability across the team's core activities.
10. Work with colleagues to prioritise known pain points and agree solutions that will deliver the greatest benefit, balancing pace with sensitivity to other operational pressures whilst maintaining momentum.
11. Work with colleagues to design and implement workflows and automation, making effective use of existing RCR platforms (SharePoint, Salesforce), and reducing reliance on manual processes. Work closely with internal stakeholders to align improvements with organisational standards and priorities.
12. Explore and implement the intelligent use of digital tools, including AI-enabled solutions, where these can safely and appropriately support productivity and quality.
13. Embed agreed improvements into business-as-usual and continuously evaluate their efficacy.
14. Support continuous improvement of the QSI scheme, using feedback, data, and insights to refine processes and help the team evolve and adapt to changing priorities.
15. Develop clear documentation, guidance and (where needed) straightforward training materials so that new ways of working are understood and sustained.

#### c. Stakeholder management

16. Provide corporate account management to larger or more complex partner organisations.
17. Establish and continue to nurture effective relationships with radiologists and radiographers, services, regulators, national bodies, and other relevant stakeholders to understand their needs.
18. Coordinate regular operational reporting to relevant groups within both RCR and CoR governance structures (joint QSI Quality Mark Committee, RCR Professional Practice Board, CoR Board of Trustees).

#### d. General

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

- Direct reports - lead, manage and motivate
- Colleagues in the wider Professional Practice & Quality Improvement team and Directorate
- Relevant internal teams, particularly Digital Products and IT.
- Quality Improvement Manager – escalate risks, keep apprised of operational and emerging strategic challenges and opportunities
- RCR leadership and management teams, including the Senior Management Team and Elected Officers – advise, update
- College of Radiographers leadership and management teams, including senior managers and the designated Professional Officer for Radiology Service Managers and QSI – advise, update
- Relevant governance boards and committees of both Colleges.

### External working relationships

- Radiology services and imaging networks, including Clinical Directors/Clinical Leads, QSI Leads, and Radiology Service Managers – promoting the benefits of the Colleges' scheme, routinely seeking and acting on feedback, supporting them in making business cases for investment in QSI
- Fellows and members of both Colleges – communicating the QSI scheme and its successes
- Other colleges and professional bodies in the UK and globally – networking, sharing information

## Scope and limits of authority

Decision making level	<ul style="list-style-type: none"> <li>• Responsible for delivery of programme of activities within agreed parameters.</li> <li>• Escalation of issues which will inhibit delivery to line manager and relevant medical director.</li> <li>• As specified within each programme/project.</li> <li>• Day to day staff management, including performance and attendance.</li> </ul>
Financial resources	<ul style="list-style-type: none"> <li>• Processing payments to the value of £40,000</li> </ul>
Other resources	<ul style="list-style-type: none"> <li>• Delegated responsibility for information resources related to area of responsibility, including web materials.</li> </ul>
People management	<ul style="list-style-type: none"> <li>• Direct management of 5 staff.</li> </ul>
Legal, regulatory and compliance responsibility	<p>Ensure compliance of self and team with:</p> <ul style="list-style-type: none"> <li>• The RCR's Human Resources (HR) policies and practices</li> <li>• The Scheme of Financial, Contractual and Human Resources</li> <li>• RCR Health and Safety Policy</li> </ul>



## The person

Essential (E) or Desirable (D)	
<b>Knowledge, qualifications and experience</b>	
Experience of leading operational delivery in a service-focused or programme-focused environment, ideally within healthcare, quality improvement, regulation or professional standards.	E
Significant experience of managing and developing staff, including setting objectives, monitoring performance and supporting wellbeing.	E
Demonstrable experience in process improvement, service development or quality assurance (e.g. using feedback, data and continuous improvement methodologies).	E
Experience of stakeholder engagement at multiple levels, ideally including clinicians, service managers, national bodies or regulators.	E
Experience in delivering or coordinating assessments, audits or reviews against standards.	D
Experience of managing key stakeholder relationships and/or customer accounts.	D
Knowledge of the UK health sector, professional bodies or national quality frameworks.	D
<b>Skills and abilities</b>	
Accurate use and understanding of English written and oral including an ability to explain complex issues clearly and the ability to adapt style to different audiences	E
<p>Effective interpersonal skills:</p> <ul style="list-style-type: none"> <li>• Skilled manager of people, able to bring together, motivate, co-ordinate and develop a team.</li> <li>• Ability to work collaboratively and build and sustain effective working relationships with a diverse range of colleagues, partners and stakeholders at all levels.</li> </ul>	E
Strong analytical skills, with the ability to interpret data, identify trends and use insight to drive improvements.	D
Ability to work independently, use initiative and make informed decisions within defined parameters.	E
Project management capability, including coordinating multiple streams of work.	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.



## 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, 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 gets 25-day annual leave allowance per year.

#### 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 20 April 2026.

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 RCR can only consider applicants who already have the independent right to work in the UK. We are unable to offer visa sponsorship for any role.**

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 30 April 2026.

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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