

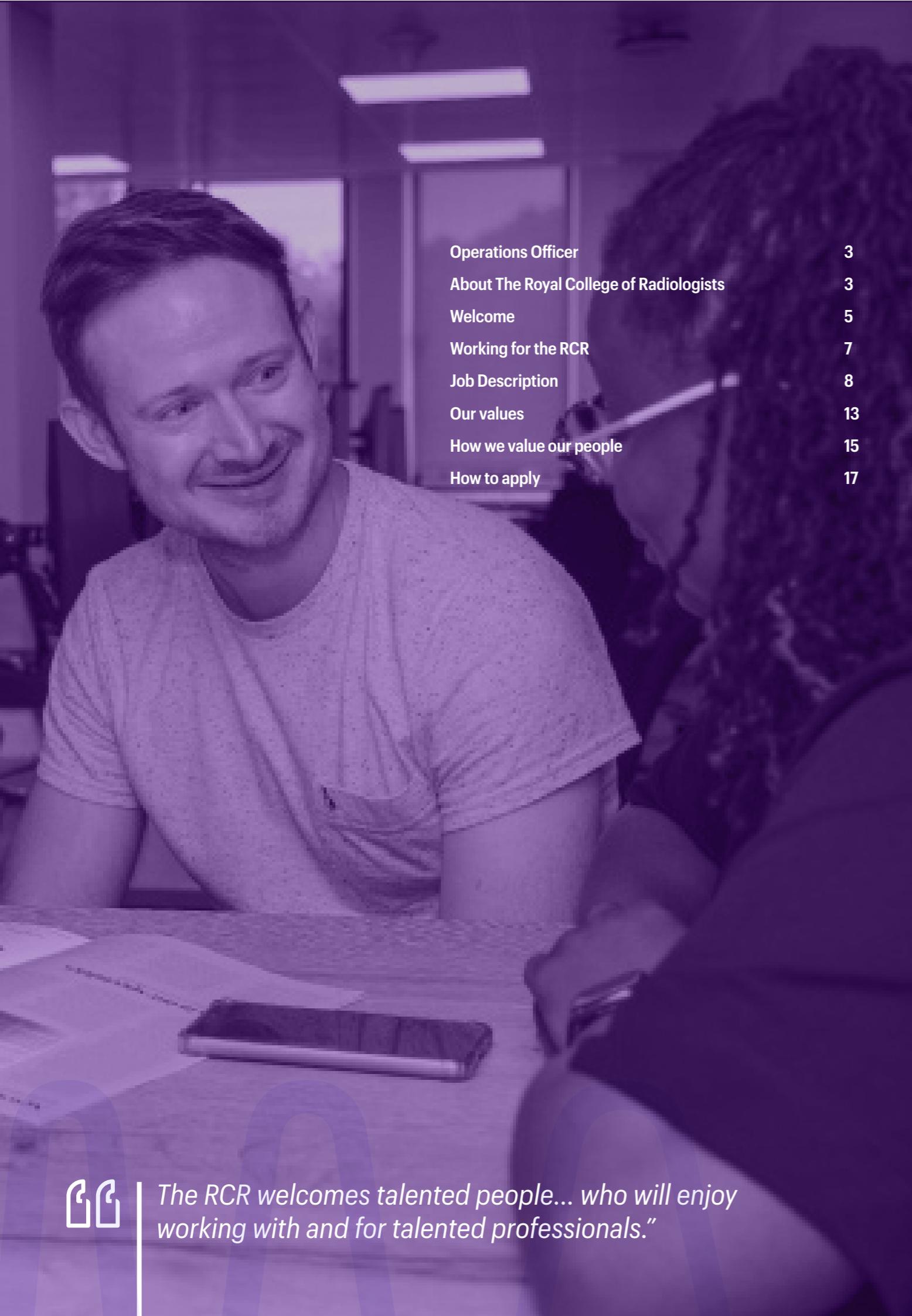


The Royal College of Radiologists

Operations Officer 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."

Operations Officer

Salary:	£45,904 per annum FTE (£27,542 - 0.6 PTE) to £50,735 per annum FTE (£30,441 - 0.6 PTE) dependent on experience, plus excellent benefits
Location:	Central London, with flexible working
Hours:	Part-time (flexible 3x7hr days or 4 x shorter days, including Wednesdays on site)
Contractual status:	12-months Fixed-term
Closing date for applications:	23:59 11 January 2026
Interview date:	Shortlist interviews are scheduled for 15 January 2026 and selection interviews are scheduled for 21 January 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

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 specialties 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 RCR Learning Team

Join the RCR Learning Team as our Operations Officer and take center stage in shaping the future of learning. This is your chance to lead with purpose, champion innovation, and ensure our operations run seamlessly every single day.

In this pivotal role, you'll lead on operational improvement projects that boost efficiency and deliver real results. You'll oversee governance structures and keep our committees running smoothly, while managing data, reporting, and compliance with the highest standards. You'll play a key role in welcoming new team members and voluntary contributors, ensuring they feel supported from day one. And you'll collaborate with colleagues and external partners to create learning experiences that inspire and empower.

We're looking for someone who can hit the ground running in February 2026 — a proactive problem-solver with strong project management skills, a sharp eye for detail, and a passion for operational excellence.

This is more than just a role. It's an opportunity to shape the future of learning, drive innovation, and be part of a team that makes a difference for continuous improvement. If you thrive in a dynamic environment and want to make a measurable difference in medical education, we'd love to hear from you!

Where the job fits





Job description

Salary:	£45,904 per annum FTE (£27,542 - 0.6 PTE) to £50,735 per annum FTE (£30,441 - 0.6 PTE) dependent on experience, plus excellent benefits
Job title:	Operations Officer
Responsible to:	Events & Operations Manager
Responsible for:	N/A
Contract terms and hours:	12-months Fixed-term, part-time (flexible 3x7hr days or 4 x shorter days, including Wednesdays on site)

The role

Overall purpose

The Operations Officer is a key position that supports the success of the RCR Learning Team, serving as a central figure to ensure seamless day-to-day operations. This role is essential in:

- creating an exceptional experience for voluntary contributors,
- embedding robust, effective standard operating processes that support the team's strategic objectives and governance activities, and
- delivering outstanding customer support.

The Operations Officer provides high-level oversight and leadership in the delivery of key operational activities including the management of governance structures, reporting and data management. The post-holder will be responsible for ensuring our internal ways of working are effective and efficient. Working in collaboration with the Senior Events & Operations Manager and the Head of RCR Learning, the post holder will lead and deliver targeted short-term projects designed to drive operational improvements across the team. These initiatives will enhance efficiency, promote best practices, and ensure greater consistency resulting in measurable time savings and a more streamlined, effective working environment. They will take a proactive, solution-focused approach to drive continuous improvement, supporting innovation, and enabling the RCR Learning Team to achieve its mission.

Additionally, the Operations Officer leads secretariat responsibilities for three RCR Learning committees, ensuring annual meetings are delivered in line with governance requirements and that committee chairs receive a high level of support.

Main areas of responsibility

- a. Business operations
- b. Project Management
- c. Governance
- d. Subject Matter Expert Recruitment
- e. General

Responsibilities

a. Business operations

1. Oversee Enable the smooth running of day-to-day operational activities within the team, working closely with the Head of Team and the Senior Managers.
2. Scope and lead operational improvement projects: assess which operational processes across the team have the highest potential for efficiency gains, analyse requirements, devise and manage projects to redesign and improve these processes.
3. Research, identify, test and onboard new tools (for example, Copilot AI, event badging solutions, project management tools), leading scoping and set-up activity and training colleagues across the team.
4. Continuously improve operations across the team to improve standardisation and efficiency, including creating standard operating procedures (SOPs) and templates, working in collaboration to effectively test and embed new ways of working.
5. Set up and manage processes and reports from various databases, including the CRM, to inform decision-making and the annual financial budget round.
6. Take a lead on managing our operational systems and platforms including being a superuser for our CRM and website, to ensure compliance with the data strategy and our interactions with these systems support effective and efficient reporting and data collection.
7. Develop and implement a documentation management approach for RCR Learning. Manage records in accordance with data protection policies and guidance and ensure compliance with relevant legislation and RCR policies in all operational activities.
8. Produce accurate evaluation reports to monitor the performance of our learning programmes and e-learning resources for internal and external stakeholders.
9. Manage Support staff recruitment operations and administration: creating an efficient and effective process to manage recruitment, completing pre onboarding activities and providing relevant access and training to enable new starters to undertake their roles.
10. Support and train the Operations Administrator to ensure financial and reporting activities are completed such as raising invoices, approving expenses and providing reports to funders.
11. Maintain up-to-date knowledge of team information, upcoming events and projects to provide high quality customer service to external and internal stakeholders.

b. Project Management

1. Provide oversight and leadership in the delivery of key projects as developed by the Head of Team and Senior Events and Operations manager, ensuring alignment with strategic objectives.
2. Develop and write strategic planning (including SWOT and competitor analyses) documents, business cases and funding proposals.
3. Manage the scoping, initiation, delivery and closure of RCR Learning team projects, as well as contributing to wider RCR initiatives (e.g., new system implementations, customer insight projects)
4. Manage project timelines, milestones, and deliverables to ensure successful and timely completion, updating project management tools such as Asana and ensuring key stakeholders are up to date and engaged



5. Engage with the team's risk registers and ensure project risks are identified, monitored, and escalated when required ensuring proactive action is taken in a timely manner to avoid reputational or financial risks
6. Facilitate collaboration across teams and with external stakeholders to drive project success, consulting where appropriate with the relevant representatives and organisations to ensure project outcomes and objectives are clear
7. Support the continuous improvement of project management processes, embedding best practices and innovative approaches

c. Governance

1. Manage the recruitment, onboarding, recognition/volunteer management and offboarding for contributors (voluntary SMEs) in line with RCR's procedures.
2. Develop, establish and maintain an effective onboarding and induction process in conjunction with the College-wide approach, ensuring we provide a consistently excellent experience for our volunteers and contributors.
3. Ensure that the work of the RCR Learning governance committees and their members is embedded into the RCR Learning team's work, facilitating clinical input into our programme, encouraging productive cross-faculty working relationships, and building relationships between key staff and clinical leads.
4. Lead secretariat responsibilities for the RCR Learning governance groups, providing an excellent service to committee chairs and RCR Learning colleagues.
5. Schedule, manage invitations and coordinate an annual programme of governance and Faculty planning meetings, co-ordinating very senior stakeholders. Work closely with the Operations Administrator to ensure we meet quorum and have effective representation from both internal and external members.
6. Work closely with the Head of Team and Senior managers to draft, collate and proofread agendas and papers; circulating final papers and taking actions and notes during meetings, with prompt turnaround and circulation.
7. Maintain accurate contact records of all contributors ensuring these records track contributions, fulfil governance obligations and document outcomes and input.

d.) Subject Matter Expert recruitment

1. Co-ordinate, with the Operations Administrator, materials for recruitment campaigns such as terms of reference, job descriptions/role descriptions, candidate packs, scoring criteria making use of centralised templates to ensure a consistent approach.
2. Actively promote vacancies to UK and global audiences, collaborating with colleagues to create promotional campaigns and write high quality recruitment materials.
3. For senior roles, 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.
4. Work with the Operations Administration to coordinate recruitment panels, including diary planning and room booking, where relevant.
5. Ensure the process for managing receipt of expressions of interests and the dissemination of anonymised applications and scoring criteria to relevant panels is robust, transparent and consistent, taking responsibility for effect communication of the outcome of applications to candidates, including feedback

e. General

1. Maintain and manage records in accordance with the RCR's data protection policy and guidance.
2. Maintain documentation on all activities carried out.
3. Undertake such other duties appropriate to the level of the postholder's qualifications and experience as may be required by the RCR from time to time.

Key working relationships

Internal working relationships

- Colleagues across the RCR, working collaboratively and sharing information to support delivery of the RCR Learning offer.
- The elected Officers - providing information, guidance, and support.

External working relationships

- Subject Matter Experts engaged in development and delivery of our learning products
- Special interest groups and clinicians participating in our Travelling professor scheme
- Other medical royal colleges and professional bodies – exchanging experience and ideas
- Technical platform providers as and when required

Scope and limits of authority

Decision making level	<ul style="list-style-type: none"> • Independent decision making is needed to deal with any issues arising. • Decisions relating to project timelines, milestones, and actions to make progress on deliverables. • Organise and support specific projects and work streams • Priority setting for own workload
Financial resources	<ul style="list-style-type: none"> • Maintain and monitor records of expenditure
Other resources	<ul style="list-style-type: none"> • Support operational responsibility for communication tools and databases • Shares responsibility for college equipment such as laptops
People management	N/A
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none"> • Ensure activities are compliant with data protection, copyright and intellectual property rights. • Ensure that all activities are compliant with relevant legislation e.g., Health and Safety, Equality and Diversity, GDPR, as well as RCR policies. • Ensure agreements are in place with faculty and suppliers. • Ensure accurate acknowledgement during activities and in related materials is clear for contributors. • Maintain confidential records where required



The person

Knowledge, qualifications and experience		Essential (E) or Desirable (D)
Proven experience using data and insights to drive decision-making and business improvement		E
Significant experience of designing and delivering an excellent customer service to stakeholders		E
Proven experience managing operations / central services for a busy department		E
Significant experience of leading successful process improvement projects end-to-end		E
Significant experience of managing multi-workstream projects to successful delivery and closure		E
Knowledge of financial management principles		E
Understanding of and experience working within different cultures		E
Proven experience of servicing a formal committee / Board		D
Skills and abilities		
Proven organisational and administrative skills, with excellent attention to detail and a proactive working style.		E
Excellent project and time management skills, with an ability to manage competing priorities, adapt where needed, and work successfully both independently and as part of a collaborative team		E
Excellent written and verbal communication and interpersonal skills, and the ability to build and sustain effective working relationships with a diverse range of colleagues, partners and stakeholders at all levels		E
Ability to use initiative, identify improvements to ways of working and suggest and implement solutions to problems, knowing when to consult or involve colleagues and stakeholders.		E
Ability to think creatively, making suggestions and implementing solutions to enhance customer experience while maintaining commercial accountability		E
Ability to occasionally travel, work evenings and weekends as and when required.		E
Accurate use and understanding of English.		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 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, 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 11 January 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.

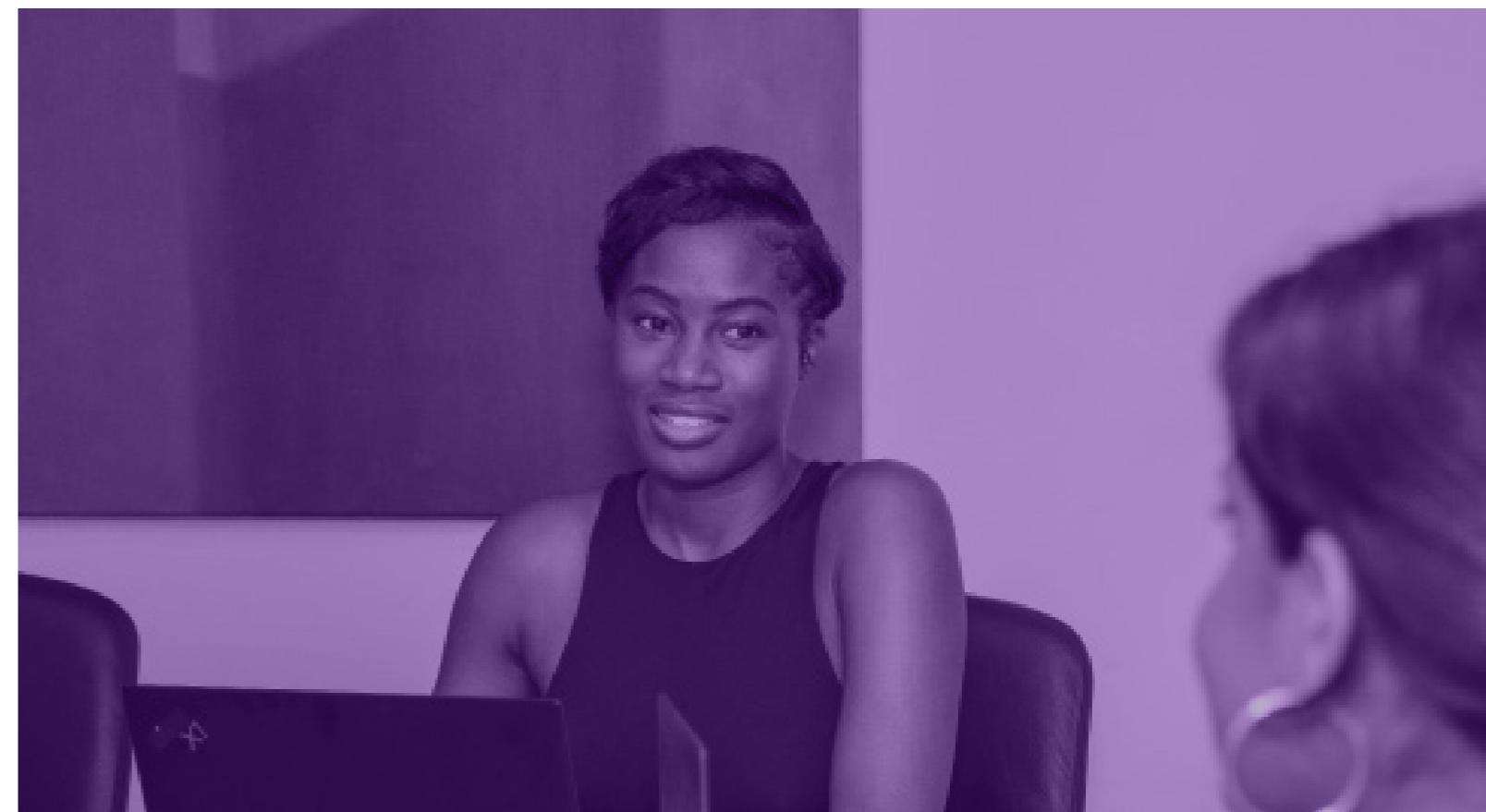
The application process is the first chance we have to assess your suitability for the role you're applying for, and as such, we ask that your application is written by you, and that you do not use AI tools such as ChatGPT to create your application. Where we suspect AI tools have been used to create 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 15 January 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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