

The Royal College of Radiologists

Candidate pack

**RCR Learning Administration
Assistant**



RCR Learning Administration Assistant

Salary: £22,124 per annum raising to £24,454 following two years continuous service

Location: Central London with flexible working

Hours: Full-time, 35 hours per week

Contractual status: Permanent

Closing date for applications: Midnight Sunday 23 January 2022

Interview date: Shortlisting interviews are scheduled for 27 January 2022 , with selection interviews scheduled for 31 January 2022.

About The Royal College of Radiologists

The RCR leads, educates and supports doctors who are training and working in the medical specialities of clinical radiology and clinical oncology. The RCR is the UK professional, membership body responsible for clinical radiology and clinical oncology with a total membership of over 11,300 worldwide. Further information about the RCR's activities can be found at www.rcr.ac.uk. The RCR is a registered charity, registration no 211540.

We are committed to diversity and equality and we value the benefits a diverse workforce brings. So that we can assess our performance in this area we actively encourage you to complete and submit our diversity monitoring form with your application.

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



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 comprehensive website: www.rcr.ac.uk

The last few years at the RCR have seen much growth and development. We have improved the range and quality of the services and support offered to our membership. We have grown the external profile of the RCR's work and increased awareness of the value of our medical specialities to patients and the public. We 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 has a major change programme over the next year and beyond. Our Transform programme will change the way we work with and for our membership, will focus on high standards of service, will offer even more flexible ways of working, will implement an environmental/green agenda and will exploit the opportunities offered by new technology systems. These will be 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 (Council) 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 Education and Professional Practice, Communications and Finance and Resources) supported by about 80 other employees.

The Directorate of Education and Professional Practice/RCR Learning Team

This is an exciting opportunity to join The Royal College of Radiologists RCR Learning Team.

The RCR Learning Team are a vibrant and creative team who are passionate about supporting the lifelong learning of radiologists, oncologists and other associated specialties, through the creation and delivery of our programme of innovative and world-leading educational resources, events and activities.

We are looking for an equally enthusiastic and passionate new member of the team to support the team in the preparation, delivery and evaluation of the events and activities which form a busy programme. This role will play a pivotal role in providing the exceptional customer service that the team is known for.

The successful candidate will be an exceptional administrator and thrive on the challenges of working collaboratively. They should have an eye for detail, outstanding administrative and customer service skills and an aptitude for using Word and Excel for data collection and resource production. The ability to plan and prioritise a varied workload is essential!

The RCR Learning Team are known for their cheery, helpful, 'can do' attitude, ability to grow and learn new skills as a project requires and are dedicated to doing everything they can to make our already great doctors even greater.

Where the job fits





I am participating
in the leadership
for improvement
programme

Job description

Job title:	RCR Learning Administration Assistant
Responsible to:	RCR Learning Operations Manager
Responsible for:	N/A
Contract terms and hours:	Permanent
Location:	63 Lincoln's Inn Fields, London WC2A 3JW

The role

Overall purpose

The RCR Learning Administrative Assistant is responsible for supporting the RCR Learning team in the planning, preparation and delivery of the activities and resources which make up the annual programme of Continuing Professional Development events and activities. The post holder is also responsible for responding to, or directing as appropriate, queries from delegates and contributors regarding all activities via telephone and email..

Main areas of responsibility

- a.** To provide administrative support for events and activities
- b.** To provide speaker and contributor administrative support
- c.** General

Responsibilities

- a.** To provide administrative support for the RCR Learning team to delivery events and activities both face to face and digital
 - 1.** Support delegate registrations using the CRM system and external registration platforms where required. Working with colleagues and external providers to ensure response times and processes are adhered to. Assisting delegates in accessing event platforms.
 - 2.** Producing invoices and receipts and debtor chasing.
 - 3.** Assist with the preparation of event collateral and resources and arranging couriers if required.
 - 4.** Preparation and distribution of CPD certificates, feedback survey analysis and contributor thank you emails.
 - 5.** Attend regular internal and external planning meetings.
- b.** Provide speaker and contributor administration
 - 6.** Updating speaker information on the CRM, in Excel and on the RCR website
 - 7.** Supporting speakers to pre-record presentations, collating and formatting submitted learning objectives and during live events and activities. Assisting delegates in submitting abstracts and proffered papers presentations.

8. Administration of the Travelling Professor Scheme. Liaising with the Special Interest Groups to confirm appointments, updating and circulating scheme agreements with new and existing clinicians.
9. Liaising with Training Programme Directors to arrange professor visits and presentations.

c. General

10. Updating speaker information on the CRM, in Excel and on the RCR website
11. Supporting speakers to pre-record presentations, collating and formatting submitted learning objectives and during live events and activities. Assisting delegates in submitting abstracts and proffered papers presentations.
12. Administration of the Travelling Professor Scheme. Liaising with the Special Interest Groups to confirm appointments, updating and circulating scheme agreements with new and existing clinicians.
13. Liaising with Training Programme Directors to arrange professor visits and presentations.
14. Contribute to the production and maintenance of accurate Standard Operating Procedures regarding RCR Learning administrative processes.
15. 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 RCR Learning delivery team, notably the Executives and Co-ordinator, supporting their workload and working collaboratively
- The wider RCR Learning team, including the RCR Learning Operations Manager and Education Projects Manager
- The broader College, including College Officers, Finance and Facilities Teams

External working relationships

- RCR Learning events and activities participants and contributors and other Fellows and members of the College – in a customer service capacity
- External suppliers such as venues and platform providers – liaison as necessary as directed by the RCR Learning Executives and Co-ordinator

Scope and limits of authority

Decision making level	<ul style="list-style-type: none">▪ N/A
Financial resources	<ul style="list-style-type: none">▪ RCR Learning related payments
Other resources	<ul style="list-style-type: none">▪ Shared responsibility for accuracy of data on the College database and RCR Learning process and policy documents
People management	<ul style="list-style-type: none">▪ N/A
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none">▪ Compliance with:<ul style="list-style-type: none">» RCR's Human Resources (HR) policies» The Scheme of Financial, Contractual and Human Resources» RCR's Health and Safety Policy» RCR policies and procedures for data protection

The person

	Essential (E) or desirable (D)
Knowledge, qualifications and experience	
Educated to A-Level or equivalent, with a good standard of literacy and numeracy	E
Experience of successful working within a team and the provision of a professional, friendly, and reactive service to colleagues and external contacts	E
Experience of working in an events or education environment	D
Skills and abilities	
Accurate use and understanding of English.	E
Sound oral and written communication skills	E
Effective interpersonal skills	E
Ability to work effectively within the team to manage tasks	E
Ability to handle competing demands, whilst maintaining accuracy and attention to detail	E
Ability to manage own time efficiently and prioritise own work across a range of activities	E
Good working knowledge of Microsoft packages such as Outlook, Word and Excel	E
Experience using and maintaining a database or equivalent to store and retrieve information so that information is kept up to date and readily available	D

Other Qualities and Requirements

- 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
- Occasional travel and 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.

**“
I find the work I’m
given interesting,
varied and
challenging. I’m given
lots of opportunities
to develop in my role.”**

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

We recognise that our people are central to our ability to deliver high-quality and professional services. We offer a welcoming working environment, and a commitment to good people management, including our performance and development review process.

Learning and development

We are committed to supporting all employees' learning and development. Ensuring every employee has a learning and development plan is part of our annual performance development process.

Working environment

We are a friendly team, located in a quiet and attractive square in central London, close to transport links, in a well-resourced, light and airy building.

Wellbeing support

We provide a range of benefits to support staff wellbeing: employee assistance programme, assistance with eye test costs and lenses if related to the role, and flexible working hours for staff after completion of their initial period, including the possibility of some working from home. We also provide staff with free tea, coffee and fruit juice while in the office.

Pension and life assurance provision

All employees are eligible for the statutory provision, and additionally we provide a good pension scheme with 15% employer contributions (employee contribution is 5%) no later than three months after the start of employment.

The RCR has a life assurance and personal accident policy covering all current employees.

Other benefits

- Generous holidays starting at 25 days per annum, and increasing with service.
- Closure days between Christmas and New Year.
- Interest-free season ticket loan.

How to apply

The closing date for applications is midnight Sunday 23 January 2022.

Please submit a CV and a covering letter, 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.

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 27 January 2022.

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

Equality and diversity statement

The RCR is committed to equality and diversity in its role as an employer, valuing the benefit a diverse workforce brings. It is our intention not to discriminate on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation (Equality and Diversity Policy: www.rcr.ac.uk/equality-diversity-policy).

“
My colleagues and peers are great fun to work with and I enjoy working alongside lots of different people to deliver my job.



The Royal College of Radiologists

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enquiries@rcr.ac.uk

www.rcr.ac.uk

[@RCRadiologists](https://twitter.com/RCRadiologists)

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