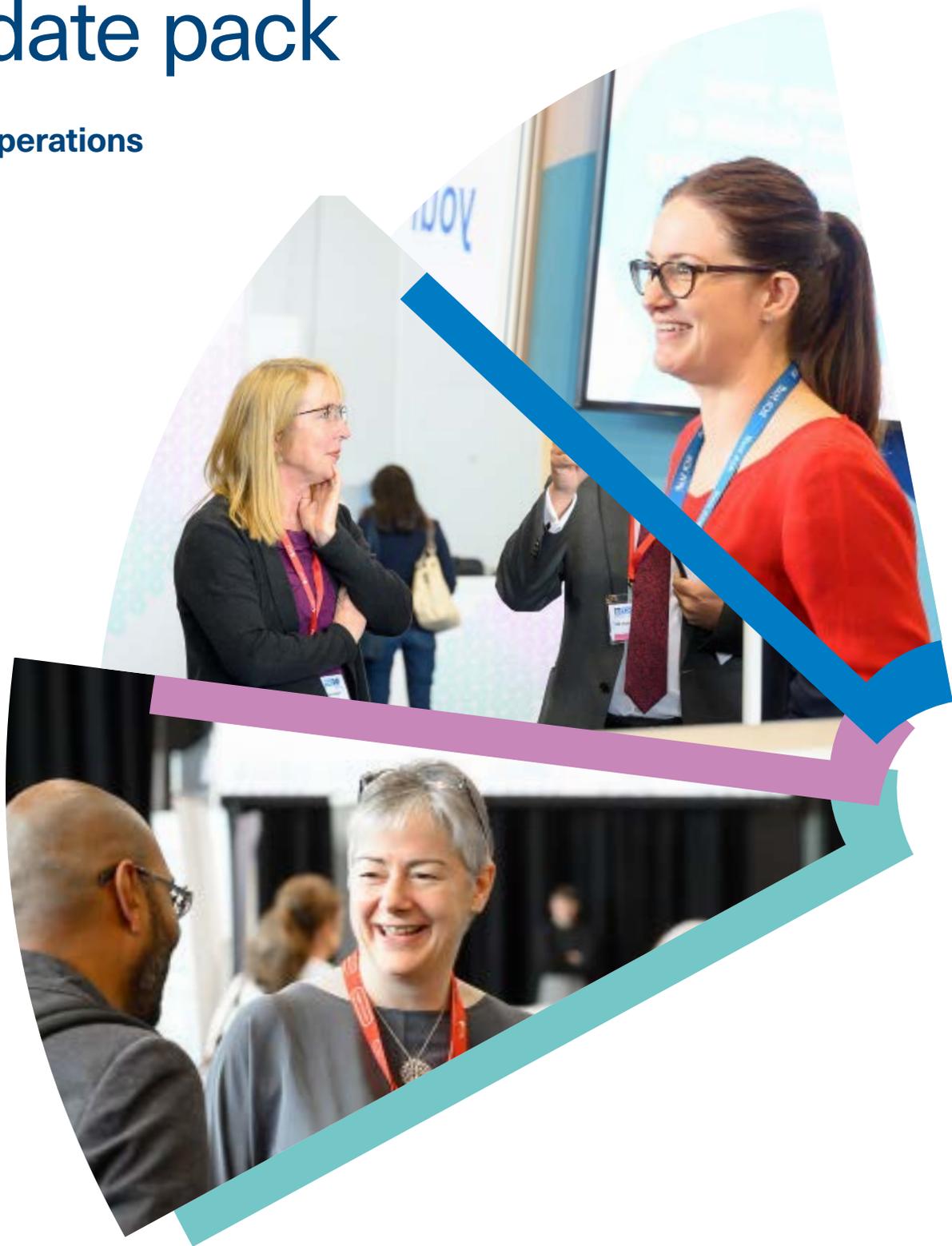


The Royal College of Radiologists

Candidate pack

Membership Operations
Assistant



Membership Operations Assistant

Salary: £11,062

Location: Central London, with flexible working

Hours: Part-time/17.5 hours per week across 5 days

Contractual status: Six-month fixed term contract

Closing date for applications: We recommend applying to this vacancy as soon as possible as we will be reviewing applications as they are received.

Interview date: Applications will be reviewed as they are received and candidates will be contacted as they apply.

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.

“
**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, Professional Practice and Finance and Resources) supported by about 70 other employees.

The Communications Directorate

The Membership Operations Assistant will be the first point of contact for members and potential members. They will bring their strong administration skills, excellent customer experience, an eye for detail and a can-do approach, to make a positive impact to our stakeholders.

The role will work with the Membership Operations Administrator to complete membership administration activities and respond to queries, throughout the membership lifecycle with a key emphasis to ensure exceptional service is provided at each step.

The role will require collaboration across the RCR and will work with other members of the Membership Operations Team, to meet objectives and tasks.

Where the job fits





I am participating
in the leadership
for improvement
programme

Job description

Job title:	Membership Operations Assistant
Responsible to:	Membership Operations Manager
Responsible for:	N/A
Contract terms and hours:	Six-month fixed term, part time
Location:	63 Lincoln's Inn Fields, London WC2A 3JW

The role

Overall purpose

The Membership Operations Assistant will be the first point of contact for members and potential members through multiple communication channels. The role will work with the Membership Operations Administrator to complete membership administration activities and respond to queries, throughout the membership lifecycle with a key emphasis to ensure exceptional service is provided at each step.

The role will require collaboration across the RCR and will work with other members of the Membership Operations Team to manage queries and to continue to deliver exceptional customer service.

Main areas of responsibility

- a. Membership administration
- b. Membership data integrity and CRM
- c. General

Responsibilities

- a. Membership administration
 - 1. Deliver exceptional customer service with every interaction, to ensure every member or potential member receives a memorable experience.
 - 2. Respond to member or potential member queries, in an efficient and timely manner per agreed Service Level Agreements and escalating as required. This will include but is not limited to; membership applications, verifications, processing change of details, dashboard reviews, direct debits, data integrity, change of membership band, login queries and member preferences.
 - 3. Complete key membership administration processes within current guidelines, throughout the membership lifecycle.
 - 4. Ensure all communications with stakeholders are clear, helpful and accurate.
 - 5. Provide support to ensure relevant documentation on membership processes are current and user friendly, to allow for continuity and consistency of service.
- b. Membership data integrity and CRM
 - 6. Complete data quality checks to deliver reliable and current data on our members.

7. Support the Membership Operations Team with implementation of CRM developments and testing as required, to improve the way we work and to offer a seamless experience to our stakeholders.
8. Maintain and manage records in accordance with the RCR's data protection policy and guidance.

c. General

9. Working with Membership Events Co-ordinator to deliver outstanding membership engagement events and assistance with administration as required. This includes, RCR Admission Ceremonies, Regional Meetings and other events as required.
10. Provide continuity in membership services on a consistent basis, with a focus on peak periods of events and leave.
11. 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

- Membership Operation Manager - reporting to.
- Membership Operations Team - to support member queries and complete key membership processes, while delivering a high level of customer experience.
- Working closely with the Examinations, RCR Learning and Finance Team to assist with member queries.
- *Directorate colleagues – collaborate, share information in support of delivering key priorities.*



Scope and limits of authority

Decision making level	<ul style="list-style-type: none">▪ Responding to member queries and escalating when required.▪ Working within defined workload▪ Requesting refunds within defined guidance
Financial resources	<ul style="list-style-type: none">▪ Processing and allocating membership subscription fees
Other resources	<ul style="list-style-type: none">▪ Accurate updating and maintaining of membership records
People management	<ul style="list-style-type: none">▪ N/A
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none">▪ Compliance with GDPR regulations▪ Compliance with the Direct Debit Guarantee Scheme▪ Compliance with Payment Card Industry Data Security Standard regulations.▪ Compliance with the Scheme of Financial, Contractual and HR delegation

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
Demonstrable experience of providing exceptional customer service	E
Experience of communicating effectively with external stakeholders	E
Experience of managing administration processes efficiently	E
Knowledge and experience of membership processes	D
Skills and abilities	
Accurate use and understanding of English.	E
A quick learner, able to adapt existing knowledge and experience, to tackle new queries as they arise.	E
Ability to work collaboratively in the team to achieve targets.	E
Self-starter, independently using judgement, initiative and discretion.	E
Able to present solutions and ideas for new challenges or queries	E

Other Requirements

- A strong commitment to equality and valuing diversity.
- Commitment to the aims and charitable objectives of the RCR and the RCR values.
- The ability to maintain confidentiality and information security.
- Commitment to equality and valuing diversity and understanding of how this applies to delivery of own area of work.
- Self awareness.
- Enthusiasm for learning and development and taking on new tasks.
- Committed to own continuing professional development.
- 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.

**“
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

We recommend applying to this vacancy as soon as possible as we will be reviewing applications as they are received.

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 an ongoing basis.

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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www.rcr.ac.uk

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

A Charity registered with the Charity Commission No. 211540

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