

The Royal College of Radiologists

Candidate pack

**Professional Services
Administrator**



Professional Services Administrator

Salary: £34,144 per annum, rising to £37,751 following 2 years 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 26 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.

What our employees say about working at the RCR

To help us understand what we are doing well as an employer and what we could do better, we run a regular employee feedback survey. The latest survey showed a satisfaction that exceeded external benchmarks on 25 out of 26 questions, and staff satisfaction was highest in relation to people management and job satisfaction.

- 96% of employees would recommend the RCR as a good place to work.
- 89% of employees enjoy their job.
- More than 90% feel well supported and trusted by their line manager.
- 94% are clear about their role and how it contributes to the RCR.
- Over 87% of employees feel they are encouraged to develop in the role.
- 84% of employees feel diversity is valued.



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 Directorate of Education and Professional Practice

The Professional Services team are a key function of the Royal College of Radiologists. The team sits within Professional Practice Operations team which in turn is within the Directorate of Education and Professional Practice (EPP). The Education and Professional Practice Directorate delivers a wide range of activities to support clinical oncologists and clinical radiologists in their busy clinical roles. These include examinations, training and education, support for international doctors, support for wellbeing, meeting GMC expectations and developing professional guidance to improve patient care.

The Professional Services Administrator team liaise daily with fellows, members, NHS trusts and health boards, the officer team and internal colleagues, as such the new post holder should be excellent at providing a responsive, helpful service. The role provides administrative support for a range of significant services including: the Appointment Advisory Committees (AACs), job description reviews, the Continuing Professional Development (CPD) scheme, committee servicing, the mentoring schemes, RadReach, the Radiology Events and Learning (REAL) panel, and responds to enquiries from RCR fellows and members, as well as the general public. Working as part of a close-knit team, the role is varied and interesting, with distinct areas of responsibility, as well as tasks that require teamwork. The role holder will be expected to: build effective working relationships with a range of clinical and non-clinical colleagues; ensure the team responds appropriately to all customers and meet service level agreements.

Where the job fits





I am participating
in the leadership
for improvement
programme

Job description

Job title:	Professional Services Administrator
Responsible to:	Head of Professional Practice
Responsible for:	N/A
Contract terms and hours:	Permanent/Full-time
Location:	63 Lincoln's Inn Fields, London WC2A 3JW

The role

Overall purpose

The Professional Services Administrator delivers a range of customer facing information and administration services for the Education and Professional Practice Directorate (EPP). The post holder will support the activities of the Directorate, including College review of job plans, Service Reviews, RCR representation on consultant recruitment panels, access to mentor support and the RCR's Continuing Professional Development (CPD) scheme.

Main areas of responsibility

- a. Job Plan evaluation and Advisory Appointment Committees
- b. Continuing Professional Development
- c. Service Reviews
- d. Radiology Events and Learning
- e. Enquiries
- f. General

Responsibilities

- a. Job Plan evaluation and Advisory Appointment Committees
 1. Respond promptly and effectively to enquiries from RCR representatives and Hospital /Trust HR personnel relating to all aspects of job plan evaluation and AACs, providing advice as required.
 2. Provide a timely and responsive service within agreed service level agreements for provision of RCR representatives, tailored to specific clinical specialities, to serve at consultant AACs. Provide AAC Representatives with appropriate briefing documents to prepare for AACs. Liaise with medical personnel departments to ensure appropriate representation is secured.
 3. Follow up with representatives and trusts on the outcome of recruitment activity, logging these centrally.
 4. Adhere to the regulations set out by the Department of Health in respect of co-ordinating AACs.
- b. Continuing Professional Development (CPD) and Revalidation

5. Assess eligibility to enrol on the College CPD Scheme through various checks, and if appropriate enrolling them on the Scheme. Providing information and advice to newly enrolled members.
6. Contribute to the completion of annual end of year processes of self-certification, audit and certification, production of statistics for rates of satisfactory participation, including collation of data, analysis of information, and production of computer generated reports.
7. Contribute to the review, development and modification to the CPD scheme and its processes to ensure these are relevant, effective and fit for purpose, including review of participant feedback and refining processes for greater efficiencies.
8. Provide support to the CPD Leads. Deal with enquiries from CPD participants (i.e. RCR Fellows). Provide a secretariat service to any related working parties or groups.
9. Respond to queries on revalidation, seeking advice when unsure.

c. Service Reviews

10. Be the first point of contact for enquiries relating to the College mentoring scheme, or a request for a service review by a service.
11. Co-ordinate responses to such requests, using existing guidance and procedures to do so, and where matters arise which fall outside existing guidance and procedures, escalating to the Head of Professional Practice (HoPP) PPOM to agree an appropriate customer-focussed way forward.
12. Ensure that customers are updated with progress, and proactively contact parties where information is outstanding, in order to prevent avoidable delays in service provision.
13. Provide committee secretariat for the following committees: REAL Panel, Heads of Service.

d. Radiology Events and Learning (REAL)

14. Develop and maintain a system for collating learning cases from members and Fellows; co-ordinating their development into REAL cases with the REAL panel.
15. Acknowledge contributions for the purposes of CPD recording and update contributors as to when their cases will be published.
16. Co-ordinate with the Professional Learning and Development Team and Membership Engagement Team on the development and publication of cases.

e. Enquiries

17. Provide customer service between the hours of 9.00am and 5.00pm daily across the team.
18. Respond to enquiries within agreed College service level agreements, seeking advice from colleagues across the organisation and/or clinical leads when necessary.
19. Escalating serious concerns in accordance with College policies and procedures.
20. Liaising with relevant special interest groups as appropriate on queries directly related to their expertise.

f. General

21. Maintain and manage records in accordance with the RCR's records and information policies.
22. Maintain documentation on all activities carried out.
23. 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 directorate – working collaboratively, sharing information.
- Membership engagement team- recognising the value of services to the membership
- External engagement team- recognising that much interface may come from outside the College and require a college-wide response.
- The elected Officers – providing information, guidance and support.
- Clinical leads - to provide support and guidance on their area of expertise

External working relationships

- Members and Fellows - providing support and guidance on CPD scheme requirements and general enquiries, including those from AAC representatives and members either wanting, or wanting to be a mentor.
- Individual trusts and health boards- to advance their job plans and arrange their AAC's
- Special Interest Groups - for assistance with specific queries and to act as the interface between them and the College
- Members of the public - who may have queries relating to either of our specialities

Scope and limits of authority

Decision making level	<ul style="list-style-type: none"> ■ Responsible for providing support and guidance within the context of College documentation, policies and procedures. ■ Anything falling outside this to be referred for consideration by HoPP.
Financial resources	<ul style="list-style-type: none"> ■ N/A
Other resources	<ul style="list-style-type: none"> ■ Responsibility for website updates of relevance to professional services ■ Shared responsibility for maintaining information resources ■ Shared responsibility for updates to process guidance for stakeholders
People management	<ul style="list-style-type: none"> ■ N/A
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none"> ■ Ensure services are delivered in compliance with the General Data Protection Regulation (GDPR)

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
Knowledge of administration systems and processes and experience of providing a variety of administrative support	E
Experience of working in a customer facing environment	E
Good level of knowledge of the workings of committees	D
May have a relevant vocational qualification (eg business administration)	D
Some experience of working with doctors or other high-profile professionals would be advantageous, as would an understanding of the NHS and the provision of healthcare services.	D
Good working knowledge of Microsoft packages such as Outlook, Word and Excel.	E
Skills and abilities	
Ability to work collaboratively and 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 solutions to problems	E
Ability to prioritise work to competing demands and meet deadlines	E
Ability to take minutes on complex subjects	D
Effective interpersonal skills.	E
Ability to work effectively within the team, working collaboratively with colleagues to deliver tasks and projects	E

Other 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.



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.

“
**The RCR welcomes
talented people
... who will enjoy
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and for talented
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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 the Professional Services Administrator role is midnight Sunday 23 January 2022.

By way of application 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.

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

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