



Job description

Job title:	Dental Portfolio Manager (12 months fixed term)
Grade:	4a
Department:	Learning
Responsible for:	0 Direct reports
Accountable to:	Learning Content Manager

Job summary

The College is undertaking an exciting piece of work to bring together the Surgical and Dental Learning Offer and to establish and develop a learning portfolio that best meets the needs of all members and to project and deliver healthy revenue to reinvest in the future of product development, including in digital and technology-enhanced learning.

This role will be responsible for managing the transition stages of the work which includes; working with stakeholders and experts to review and revise the existing surgical and dental portfolios to make them fit for purpose, identifying and prioritising future opportunities including funding streams and beginning the development of high priority new offers.

The post holder will be working on projects across the learning innovation and operations teams and the Faculty of Dental Surgeons. They will work with a variety of contributors, colleagues and specialists such as clinical leads, programme managers, educators, learning technologist, instructional designers, publication department, medical artists and others as required to deliver project outcomes in line with the College's strategic aims.

The role is responsible for establishing, managing and completing this phase of the work to agreed time, budget and quality criteria. They will work closely with sponsors to ensure scope, deliverables and benefits remain achievable and fit for purpose, including regular reporting against milestones and producing information and documentation to support governance decisions around resourcing and return on investment.

Specific duties and responsibilities

Portfolio Planning

Responsible for:

- Establishing and documenting deliverables, plans, resources and benefits, facilitating the development of this phase of the work from high level concept to achievable deliverables within the specified timeframes
- Establishing, recruiting, onboarding and managing the appropriate stakeholder and subject matter expert input needed to progress the work, including clinical, technological and educational expertise



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- Sourcing and managing the resources required for successful delivery, including drafting requirements and seeking quotations, managing tenders, negotiating contracts where relevant and agreeing cross team resourcing
- Working with stakeholders to build our internal understanding of the different career pathways open to dental surgeons. Working with individuals across the department (and across the College) to ensure opportunities to increase our collective internal curriculum intelligence exist.
- Audience research and development
 - Working across stakeholders to gather market intelligence and customer feedback to identify opportunities, prioritise development and set us up for future success
 - Developing communication and marketing content and plans to maximise the value of products in line with the product cycle
 - Identify strategic partners and decision makers in relation to dental training such that we can engage with those groups in the same way that we do for surgical training

Portfolio Development:

Responsible for:

- Working with development and delivery teams to draw upon existing best practice and integrate dental development and delivery into established processes
- Framework development:
 - Working with the Learning Content Manager to take the background information and develop a clear framework for the future offer
 - Draw upon established practices to maximise efficiencies in processes and content development to create opportunities for Business to Customer (B2C) and Business to Business (B2B) delivery.

Faculty engagement and development

- Planning and supporting faculty requirements for the future portfolio, including identifying any risks and proposing solutions, working with stakeholders to develop enthusiasm and engagement and planning any training needs and development resources required for the new portfolio
- Organising faculty training and development days working with subject matter experts
- Establishing and maintaining regular communication with faculty; building a community of faculty
- Building faculty capacity in line with business plans, faculty profiles, launch of new products and new versions of existing products
- Support the outcomes of the Kennedy review to increase diversity within the relevant cohorts of faculty

Stakeholder Management and Communication

Responsible for:

- Undertaking stakeholder mapping and developing full communication plans
- Informing and engaging colleagues in the work; acting as the key point of contact



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- Ensuring communication about the work is clear and involves those for whom it will have an impact; managing interdependencies and contributing to programme management, setting the next phase of the work up for success
- Working across the learning department and FDS to establish future development cycles, aligning with business plans (including growth targets)
- Managing multidisciplinary and mixed staff/clinician/SME teams to achieve programme objectives

Implementation

Responsible for:

- Managing and motivating the stakeholder team, including clinical leads, external experts and colleagues across the organisation, to deliver outputs to time, budget and quality requirements
- Managing the operational aspects of the work; which may include managing external contractors, managing, collating and editing contributions from working groups, identifying and managing system changes and working with internal and external stakeholders to effect these
- Identifying, analysing, recording, managing, resolving and reporting on project risks and issues, presenting options and solutions to governance groups
- Adhering to relevant guidelines, policies and procedures such as the College style guide and Standard Operating Procedures

Reporting

Responsible for:

- Providing regular, timely and accurate status updates and assessments of performance to internal and external stakeholders
- Monitoring and evaluating against agreed deliverables, highlighting variances to the original project plan and proposing resolutions
- Drafting, collating contributions and editing briefings, committee papers, reports, presentations and other documents in relation to the work
- Maintaining an overview of other work across the department and the College, and their dependencies on own areas of work; highlighting potential areas of conflict as early as possible and proposing resolutions

Budget and Financial Management

Responsible for:

- Monitoring income and spend against budgets, highlighting variances and proposing resolutions
- Developing clear and accurate budgets for redevelopments and New Product Developments (NPD) to support return on investment planning and to contribute to yearly budgeting cycles.
- Contributing to the business planning process and the development of the annual budget and forecast
- Understanding the existing business models and key profit drivers for the programmes and applying them to this work



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- Draw upon established practices and work with the learning Department Senior Leadership team to establish clear ROI plans for individual components of the FDS Learning offer and the fuller portfolio as a whole, ensuring that it is in line with the Department/ College approach to pricing, membership benefit strategies and full cost recovery.

Developing self and contributing to development of others

Responsible for:

- Taking responsibility for own continuous professional development in the context of project management and supporting team members' development through coaching and mentoring as required
- Actively seeking a good understanding of the learning and professional development requirements of surgeons throughout their careers including keeping up to date with any relevant policy changes

General

- The post-holder is expected to represent the College in a professional manner in relation to his or her responsibilities and in ensuring their own continuing professional development.
- Undertake such duties appropriate to the grade, as required by the Line Manager.

This job description will be subject to review in the light of changing circumstances and may include other duties and responsibilities as may be determined. It is not intended to be rigid or inflexible but should be regarded as providing guidelines within which the individual works.



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Person specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• Degree or equivalent qualification or a proven successful track record in a similar role	<ul style="list-style-type: none">• A recognised qualification in project management, e.g. APMP, PMP
Experience and skills	<ul style="list-style-type: none">• Experience of managing and delivering projects, engaging with stakeholders at all levels• Knowledge of formal project management methods• High level of attention to detail• The ability to multitask, prioritise and delegate in order to deliver to tight deadlines• Excellent written skills, including report writing• A confident computer user, including word processing, spreadsheets and use of project planning software• Knowledge and experience of digital learning including e-learning	<ul style="list-style-type: none">• Experience of working in the healthcare sector• Experience of publishing projects• Knowledge and experience of postgraduate education and training• Volunteer organisation and management
Financial management and business planning	<ul style="list-style-type: none">• A good standard of numeracy, including estimating, financial budgeting, using percentages and working with data• To work within a budget and manage costs• A confident computer user, including word processing, spreadsheets• Strong analytical skills, with experience of using data and evidence to solve problems	



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People and interpersonal skills	<ul style="list-style-type: none">• High level of attention to detail• Solution focused to drive results• Ability to work independently and as part of a team• The ability to multitask, prioritise and delegate in order to deliver to tight deadlines• Excellent interpersonal skills, including the ability to influence and persuade individuals at all levels• Excellent communication skills, including the ability to clearly articulate complex / technical concepts and to identify, summarise and convey the critical points of an argument	<ul style="list-style-type: none">• Ability to use different technologies to maintain stakeholder engagement



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The post holder will also need to demonstrate the following values:

Collaboration	We embrace our collective responsibilities working collaboratively and as one college.
	<ul style="list-style-type: none">• We work together, using our collective expertise and experience to effect positive change• We are open, honest and transparent, straightforward in our language and actions, acting with sincerity and delivering on our commitments• We take our responsibilities to each other, to patient care and to the environment seriously and we act with this in mind across our work
Respect	We value every person we come into contact with at the College as an individual, respect their aspirations and commitments in life, and seek to understand and meet their physical and wellbeing needs.
	<ul style="list-style-type: none">• We treat everyone we meet with kindness and integrity and we seek to promote these behaviours in others• We actively seek a range of views and experiences across our work, and we listen to, and make everyone feel, a valued part of the team
Excellence	We aspire to excellence and success. We share learning from our experiences, apply feedback into practice, and commit to continual improvement.
	<ul style="list-style-type: none">• We work hard to be the best at what we do, recognising and celebrating effort and achievement, and reflecting on our work, so we can learn and improve• We value and invest in research, education and training to drive excellence and put improvements in surgical practice, dentistry and patient care at the heart of our work• We always seek to learn and discover more, valuing knowledge and scientific evidence, basing our decisions on insights, fact and experience

The Royal College of Surgeons of England is an Equal Opportunities Employer. We are open to all talent and we actively ensure that all qualified applicants will receive equal consideration for employment without regards to age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.



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