



Royal College  
of Surgeons  
of England

ADVANCING SURGICAL CARE

## **Job Title Candidate Support Officer**

**Salary £27,250**

**Contract Type – fixed-term contact until 30 April 2027, Full-time (9-5pm, 35 hours)**

**Location** - We fully support flexible working, from our superb offices in Holborn and from home. We do require staff to spend 20% of their time in the office. This is subject to role requirements.

### **About us**

The Royal College of Surgeons of England is the professional body for surgery. Our mission is to build the future of the surgical profession and improve the delivery of surgical care. We do this through education, training, examination, supporting surgical research and providing support and advice for surgeons at all stages of their careers.

### **About the role**

The Royal College of Surgeons of England (RCS England) is looking for someone with experience of providing excellent customer service in a professional context, who is able to communicate effectively with a range of stakeholders both verbally and in writing.

Renowned for our educational excellence and state-of-the art teaching facilities, we have been committed to enabling surgeons to achieve and maintain the highest standards of surgical practice and patient care since 1800. Our team plays a vital role in helping us do just that - and it is here that we need an organised and efficient Candidate Support Officer.

### **Responsibilities**

#### **Candidate Support Activity**

- Deal professionally with examiner and candidate enquiries either in person, by telephone or correspondence
- Approve and process candidates' examination/completion applications and associated fees, applying knowledge of relevant eligibility criteria
- Check and despatch candidate admission notices, result letters and certificates
- Maintain candidate records in the SIMS database

#### **Candidate Information Provision**

- Contribute to the design and production of candidate newsletters
- Contribute to exams-specific marketing material
- Provide data for trend analyses and other management reporting activity
- Provide data and information to College-wide membership communications forum
- Contribute to a candidate relations strategy to ensure that optimal service is provided in identified areas
- Collate candidate feedback data and present as required, in liaison with the relevant Exams team

#### **Website**

- Update the candidate-facing examinations pages of the College website, ensuring that information is current and comprehensive
- Work with the SIMS team and Systems Coordinator identify and address issues with the online applications module as required
- Contribute to website-based marketing of examinations, in conjunction with the relevant Exams team
- Ensure that comparative analyses between diets are carried out for each examination to ensure that the minimum standard identified remains consistent over time.

#### **Daily administration**

- Process incoming postal items for the Candidate Support Team
- Record and process cheques and credit card payments of candidate fees in accordance with agreed procedures
- Act as an originator and departmental contact for the POP invoicing system
- Maintain departmental record of invoices received and processed
- Contribute to departmental admin

#### **General**

- Maintain the integrity of examinations and related data
- Supervise examinations at the College and elsewhere in the UK and overseas, coordinating temporary or local staff and acting as College representative as required
- Support the work of all members of Department as required undertake such other duties, appropriate to the grade, as required.
- 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 Director.

## About you

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Good all-round education (including GCSE/O Level English Language and Mathematics Grade C or equivalent)</li> </ul>	<ul style="list-style-type: none"> <li>• A levels or above (Desirable)</li> </ul>
<b>Experience and Knowledge</b>	<ul style="list-style-type: none"> <li>• Preferably 1+ years' experience in an office environment</li> <li>• Experience in some form of customer service</li> </ul>	<ul style="list-style-type: none"> <li>• Experience maintaining and using databases</li> <li>• Maintaining and using a CRM platform</li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• Good written and oral communication skills</li> <li>• Proven ability with Microsoft Office</li> <li>• The ability to work to set and dynamic deadlines</li> <li>• The ability to work in a complex and fast moving environment</li> <li>• Ability to work on your own or as part of a team</li> <li>• Good organisational skills</li> <li>• Good interpersonal skills</li> <li>• Well presented</li> <li>• Good time-keeping</li> <li>• Able to work on own initiative</li> <li>• Attention to detail</li> </ul>	

## What we can offer you

- 27 days paid holiday + bank holidays and up to 4 college closure days
- Flexible working
- Enhanced contributory pension scheme & other leave entitlements
- Variety of learning and development opportunities
- Wellbeing programme & Employee Assistance Scheme

## Interested Candidates:

If you wish to apply or if you have any questions about this position please email your CV together with a cover letter to [RCSHR@rcseng.ac.uk](mailto:RCSHR@rcseng.ac.uk).

Any personal data collected from you, or that you provide to us, will be processed by us in accordance with our recruitment processes. If unsuccessful in your application, your information will be held by us on our database for a period of 6 months before deletion. If you would like your information removed sooner, please contact [RCSHR@rceng.ac.uk](mailto:RCSHR@rceng.ac.uk)

**Closing date: 22 March 2026**

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.

The Royal College of Surgeons of England is committed to protecting your privacy. We are registered as a data controller with the Information Commissioner's Office (ICO). All College employees are responsible for records held, created and used as part of their work for the College including patient/client, corporate and administrative records. Records are managed according to the requirements of the Data Protection Act 2018 and ensure confidentiality. The College ensures that staff are trained to handle the information you submit to us with care and discretion, seeking advice where necessary.