



Royal College
of Surgeons
of England

ADVANCING SURGICAL CARE

Job Title: Education Programme Assistant

Salary: £29,250 per annum

Contract Type – Permanent, Full-time 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 is looking for someone hands on to manage the day-to-day administration and organisation of tasks to support three Education Programme Managers and the wider Learning Team. They would have an independent workload with a focus on bursaries, faculty liaison and stock management, as well as taking on delegated tasks as required.

Responsibilities

1. Education Programme Organisation

Responsible for:

- Acting as a first point of contact for internal and external enquiries about education programmes, bursaries and faculty enquiries, including fielding and responding to enquiries via email and phone
- Maintaining faculty information in line with data protection guidance and ensuring faculty status and faculty requirements for each course is accurately recorded
- Developing and managing web-based content on the College website, including stakeholder communications (eg preparing comms and short articles, newsletters, FAQs)
- Preparing publicity and marketing information in liaison with the marketing team
- Managing programme documents and records in line with the College retention policy
- Preparing and organising course materials, including e-learning and handbooks; securing copyright for text usage where necessary
- Ordering stock from suppliers, raising purchase orders and receipting goods
- Monitoring stock levels held by suppliers, and ensuring sufficient stock is available for planned courses
- Carrying out the annual stock take at supplier warehouse, identifying and resolving discrepancies
- Recording minutes of Steering/ Working group meetings
- Supporting recruitment of new members to Steering/ Working groups as required



2. Quality improvement

Responsible for:

- Collating evaluation data on a weekly basis and coordinating the operational review of course quality
- Coordinating the delivery of certificates of excellence.
- Collating the quarterly Quality Assurance Operational Group review data and coordinating the submission timelines supporting Programme Managers to produce annual quality reports for each programme
- Supporting the updating of materials (including electronic materials), securing copyright and permissions
- Drafting and collating faculty guidance and support materials in collaboration with other stakeholders
- Developing productive relationships with external contacts, including coordinators, faculty and suppliers
- Reviewing and proof-reading content, including digital content, for usability, compatibility/accessibility, brand adherence, spelling and grammar

3. Event administration

Responsible for:

- Managing 'events' such as product launches and updates, faculty training/ development days, national days; acting as first point of contact and providing administrative support
- Producing invitations and coordinating attendance, providing guidance and support on relevant policy and procedures such as expenses and CPD points
- Booking resources (AV, catering, faculty, rooms for course and accommodation for faculty and others if specified, technical equipment and technical resources where relevant) using agreed procedures and processes
- Preparing and organising materials for events in collaboration with Programme Managers
- Managing routine issues in the planning and on the day, working with colleagues to resolve complex risks and issues
- Managing expense claim forms/invoices and ensuring all supporting documents are included before passing on for final approval
- Arranging for letters of thanks or certificates of attendance, following agreed processes
- Maintaining attendee information in line with data protection guidance

Supporting the delivering of virtual and pilot courses as required

4. Bursaries and Kennedy projects (Emerging Leaders and Parents in Surgery)

Responsible for:

- Coordinating the administration of bursaries and awards including annual scheduling, preparing marketing materials, liaising with applicants and delivering the application process. Administering the bursary judging process, liaising with judges to agree questions and criteria, provide support and ensure timeframes are met including undertaking the initial sift of applicants to ensure eligibility criteria are met
- Support the delivery of the Emerging Leaders programme including: coordinating workshops and the "Ready for Leadership" event, assign mentors and peer mentors, communicate



alumnae network, facilitate the application processes and oversee the review and interview stages as well as onboarding candidates on to the programme, orchestrate governance meetings and answer any queries from previous or current cohort members

- Support the Parents in Surgery (PinS) project, contribute to the development of resources and upkeep of the microsite page, ensuring all links are accurate and functional. Manage the organisation and preparation of materials for focus and working groups to facilitate productive sessions
- Statistical reporting including equal opportunities data

About you

- Liaising with people at all levels
- Ability to work cooperatively within a team
- Excellent interpersonal skills, including the ability to build relationships with external stakeholders.
- Excellent written communication skills
- Experience of working with volunteers
- Administrative experience, including following and improving processes
- Delivering a customer focused service
- Data input and use of databases
- A good working knowledge of Microsoft Office applications
- Use of content management systems for updating websites
- Ability to work flexibly
- Ability to work accurately and pay attention to detail
- Excellent organisational skills, with ability to manage competing priorities and work to tight deadlines
- Ability to work independently and take ownership of tasks

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.

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

Closing date: 7th May 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.

