

Job description

Job title:	Clinical Skills and Simulation Manager
Grade:	4a
Department:	Learning
Responsible for:	<i>Clinical Skills and Simulation Coordinator x 3, Clinical Skills and Simulation Technician x 2</i>
Accountable to:	<i>Learning Operations Manager</i>

Job summary

The Clinical Skills and Simulation Manager has responsibility for the planning and delivery of all RCS England internally-managed courses. This currently includes 15 different types of course (technical skills, simulation, professional development) predominantly delivered in the Bjorn Saven Centre (BSC), with a small proportion taking place at selected external venues or via online platforms such as Zoom. In accordance with the Learning Department's 5-year plan, a minimum of 150 RCS-internally managed courses will be delivered in the 2023/ 2024 financial year with further growth expected.

In addition to managing the operational delivery of courses, this role will provide a range of technical services and subject matter expertise to support the development/ redevelopment of new/ existing educational products and their delivery in the BSC and external centres as required. There will be a particular focus on the development of an Immersive Suite within the BSC in 2024 and integration of upgrades to our existing simulation equipment into existing courses as we move from the use of low fidelity nursing manikins to higher fidelity, programmable manikins.

Specific duties and responsibilities

1. Course Scheduling

Responsible for:

- Working with the Learning Operations Manager to produce an internal course schedule which meets customer demand, financial targets and supports the wider aims of the department. This includes maximising the commercial value of the BSC and integrating the Immersive Suite into 'business as usual'.
- Creating and maintaining course records in CRM to feature on the website.
- Providing all relevant stakeholders with up to date course schedules and information that is accurate, timely and meets their requirements to support marketing, customer queries, course applications and data management purposes.
- Actively reviewing the course schedule in an on-going basis and adjusting where needed.



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2. Technical Expertise and Support

Responsible for:

- Acting as a subject matter expert in high-fidelity and Technology Enhanced Learning equipment and facilities, including manikins, moulage, mixed reality equipment, audio-visual systems and simulation environments. Advising the learning innovation team on integration into new and existing educational products.
- Overseeing the organisation, maintenance and preparation of teaching spaces and equipment, including the use of video recording and computerised/technical equipment, as well as ensuring assistance is provided to participants and faculty before, during and after sessions.
- Training and assisting staff, participants and faculty in the use of the simulation teaching equipment and models, including video recording and editing, before, during and after the sessions as required. Supporting the delivery of feedback to stakeholders through best practice.
- Ensuring animal tissue models are prepared to a high standard and that all tissue is stored and disposed of appropriately. Participating in the improvement of existing tissue models or development of new tissue models as required. Ensuring specialised surgical equipment/instruments are maintained to a high standard and providing advice on their usage.
- Ensuring technical requests, problems and queries during the delivery of a course are promptly and effectively dealt with.
- Providing technical advice, guidance and an example of best practice to regional and international centres who are providing College courses, programmes and other learning activities. This may involve managing training visits for regional centre staff to the BSC or providing in situ support at a regional centre.
- Ensure all RCS managed courses are delivered using accurate and up to date technical information. Inform Programme Managers of any amendments suggested by faculty and add to course change log if required.

3. Planning and logistics

Responsible for:

- Planning resources (including staff) to support the delivery of courses.
- Ensuring all RCS-managed courses are set up and delivered to time, College quality standards (faculty, ratios, equipment, materials, and facilities), budget, comply with health and safety legislation and HTA requirements (where applicable).
- Working collaboratively with external venues, course directors and colleagues to meet resource requirements for individual courses, in line with the relevant contract.
- Liaising with external venues over specific equipment/ resource needs. Taking action where problems are identified and seeking solutions to minimise disruption to courses.
- Working with the fundraising team to identify opportunities for sponsorship.



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- Promoting through example, the highest standards of customer service and ensuring RCS England and external centre staff deliver a customer focussed service at all times.
- Monitoring the uptake of courses and taking appropriate action to increase promotion and minimise course cancellations.
- Providing the marketing team with information to promote courses with sufficient notice.

4. Stakeholder management

Responsible for:

- Ensuring the external venues and the BSC provide the highest standard of customer service and technical support on all courses.
- Developing effective professional working relationships with course directors/ faculty. Becoming their recognised first point of contact for all matters relating to the BSC.
- Creating an enjoyable, personalised teaching experience for every faculty member so that they feel their contribution is valued and long-term relationships are established.
- Using existing recruitment channels to secure course directors, faculty and Instructor Candidates who meet the criteria for the course, in advance to enable the full range of RCS-managed courses to occur.
- Ensuring contingencies are in place to limit the impact of course director/ faculty cancellations or postponement.
- Suggesting strategies for the generation of new, diverse faculty to Programme Managers and the Learning Operations Manager and supporting their delivery of these.
- Identifying potential course directors from existing faculty in conjunction with Programme Managers.
- Maintaining an awareness of workforce issues in the surgical environment and being aware of developments that may impact upon the delivery of courses.
- Ensuring administrative staff supply participants and faculty with required pre-course information in a timely manner, including access to VLE resources.
- Engaging in the faculty development process by supplying relevant information to Instructor Candidates teaching on RCS-managed courses and forwarding faculty recommendations to the Education Programme Assistants.

5. Quality Monitoring and Improvement

Responsible for:

- Reviewing evaluation data to ensure courses meet the College standards.
- Develop simulation standards for new and existing programmes.



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- If indicated, working with external centres/ CSSCs to put quality improvement measures in place and evaluating the impact of these.
- Ensure feedback from course evaluations is used to implement improvements to the administration and management of RCS-managed courses.
- Providing timely course feedback to all course directors and faculty.

6. Financial and Commercial

Responsible for:

- Contributing to the business planning process and the development of the annual budget for RCS managed courses (including virtual) offer, sales and growth targets; monitoring KPIs.
- Understanding the commercial/business model and key surplus drivers.
- Contributing to the account planning and execution, delivering sales activity reports and sales forecasts.
- Identifying potential opportunities to market RCS products.
- Effective management of relationships with private hire clients to maximise customer satisfaction and potential for repeat business/upselling.
- Assisting the Learning Operations Manager in securing new business partnerships with the NHS and commercial organisations. Monitoring all course delivery expenditure and income codes and provide sound and knowledgeable commentaries on a monthly basis for management accounts, highlighting variances as they occur. Contributing to forecasting process.

7. Leadership and Management

Responsible for:

- Providing inspirational leadership and acting as a role model/mentor to less experienced staff. Encouraging and guiding their development as clinical skills and simulation professionals.
- Setting SMART objectives and managing the performance of team members.
- Giving staff support and opportunities to meet their professional development objectives, e.g. achieving science council accreditation.
- Delegating authority to staff and monitoring them against agreed outcomes.
- Agreeing with staff appropriate courses of action to address any issues with their work.
- Recruit and select team members to meet organisational needs consistent with legislation, policies and procedures.
- Supporting staff to work flexibly across roles within the Learning Directorate.



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8. General

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

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"> FDSci/HND/BSc in a relevant subject or significant, relevant experience to demonstrate equivalent skills/knowledge at this level. 	<ul style="list-style-type: none"> Postgraduate qualification in education or management Qualification in clinical simulation Membership of clinical simulation organisations Science Council accreditation
Experience and skills	<ul style="list-style-type: none"> At least 4 years' experience of working in the higher education sector within a clinical simulation environment Experience of providing leadership and operational management or completion of a significant work based leadership/management project Familiar with Health & Safety within a healthcare setting and COSHH legislation. Experience of developing and delivering clinical simulation programmes. Delivering a customer focused service. Confident in Programming simulation manikins for use in simulation scenarios, changing parameters on request as well as in the use of video recording and associated computerised/technical equipment Managing and motivating self and others to deliver results. Strong IT skills including a working knowledge of Office 365. 	<ul style="list-style-type: none"> Experience of Microsoft Dynamics Experience of using Power Apps Experience of working with unembalmed cadaveric tissue Training in debriefing/feedback An understanding of the Human Tissue Act.



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	<ul style="list-style-type: none">• Experience of Contact Record Management systems/complex databases	
Financial management and business planning	<ul style="list-style-type: none">• Experience of working in an environment with challenging targets.• Experience of working to tight timeframes and achieving clear and measurable goals.• Experience of planning and monitoring annual budgets, meeting financial targets and longer-term planning of resources including equipment replacement programmes	
People and interpersonal skills	<ul style="list-style-type: none">• Ability to work across teams to deliver a quality service.• Ability to take charge of situations and gain support or actions from others.• Able to work as part of a multi-disciplinary team in a dynamic environment.• Experience of networking and relationship management across teams and organisations• Excellent communication and presentation skills, spoken and written.• A systematic approach to planning, managing and evaluating processes and activities.• Demonstrate ability to remain calm when working under pressure.• Ability to delivery training to staff and other stakeholders – clinical and non-clinical.	

- This role will involve out of hours and weekend working on a rota basis.
- This role may occasionally involve travel throughout the UK and internationally.



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- You should be prepared to handle human and non-human anatomical material.
- You should be physically fit and able to participate in moving heavy equipment (for which training and suitable equipment will be provided).
- You should expect to be present within the BSC (or externally hired venue) on all working days.



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

<p>Collaboration</p>	<p>We embrace our collective responsibilities working collaboratively and as one college.</p> <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
<p>Respect</p>	<p>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.</p> <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
<p>Excellence</p>	<p>We aspire to excellence and success. We share learning from our experiences, apply feedback into practice, and commit to continual improvement.</p> <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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