



Job description

Job title:	Medical Education Delivery and Data Assistant
Grade:	2b
Department:	Education
Responsible for:	N/A
Accountable to:	Education Operations Manager

Job summary

Medical Education Delivery & Data (MEDD) assistants play a vital role across our surgical and dental training portfolio. From active, hands-on support for our in-person and virtual course delivery, led by experienced clinicians, to the essential record keeping in order to validate this life saving training, your interpersonal, planning and digital skills will be essential. With the potential to undertake a data/ digital apprenticeship as part of the role you will also be responsible for the reporting of key business KPIs and insights as well as the development of digital tools to support collaboration, engagement and performance across the department. The role requires excellent communication skills, a customer-first mindset, and the ability to work flexibly in both digital and physical learning environments. This role is ideal for someone who has worked in a previous administrative role but perhaps missed the face to face contact with stakeholders and/ or the professional development needed for a modern, digital workplace.

This role has an exciting opportunity to be part of a pilot programme using Apprenticeship Levy funds to gain development and qualifications in data and digital engagement. Once the postholder passes their 6-month probation, they will be enrolled on a 12-month digital transformation programme in which they will learn the necessary skills to work with data and our systems to produce business insights and system tools to enhance our work. These skills will include MS products such as PowerBI and Power Automate but may also extend to MS Fabric, other Power Apps and the wider MS Office Suite. As such, this post is an exciting opportunity for someone to train in modern digital skills that will allow them to progress within the College to a number of other areas as their career and personal/ professional interests develop.

Specific duties and responsibilities

Digital Transformation (with additional training and development)

- Develop trouble-shooting data 'views' within MS Dynamics for use across the department
- Develop PowerBI reports and dashboards to share metrics on department performance
- Provide analytics and business insights from the above to enhance business growth



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- Develop automations using tools such as MS Power Automate to enhance department processes and engagement with stakeholders

General customer service & departmental support

- Responsible for enquiries to education phone line, education@/BSCcourses@ inboxes and departmental logistics including:
- Producing efficient, detailed and timely replies to all correspondence, making full use of support materials and systems, referring on to managers only when other avenues of assistance have been exhausted.
- Trouble shooting issues related to online post course evaluations, certification and the eLearning platform.
- Maintaining an effective knowledge of all College activity (and Department contacts) to assist with misdirected enquiries.
- Collecting, opening, date stamping and distributing post with the Learning Directorate and preparing directorate outgoing post for collection.
- Processing any refunds agreed in line with our cancellation policy, liaising with directorate staff, the finance department and participants as necessary.
- Acting as an originator and contact for the POP invoicing system, managing purchase orders for catering, accommodation and other services such as professional fees.
- Processing expense claims for course faculty, working group members and any other external learning department stakeholders entitled to reimbursement of out-of-pocket expenditure.
- Booking rooms, catering and furniture set up as required for department events such as face-to-face staff meetings.

Course & event support

- Responsible for assisting as required with administrative and logistical tasks related to our face-to-face and synchronous virtual educational activities including:
- Dispatch of hard copy advance materials, such as participant handbooks.
- Preparing and printing course paperwork.
- Basic room set up, including light cleaning of surfaces, tidying and rearrangement of furniture, replenishment of stationary, food and beverage supplies.
- Reception desk cover and logistical assistance during course delivery e.g. supervising registration, orientating participants/faculty, giving session timings and assisting with rotation of participant groups between teaching rooms.
- Basic AV support including switching room systems on and off at start and end of day, assisting external facilitators with use of presentation equipment, logging any malfunctions or breakages with IT support.
- Administration of synchronous virtual courses, assisting facilitators by sharing slides and managing breakout rooms.
- Booking, invigilating and processing results for Multiple Choice Question (MCQ) resits.



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Sales development

- Responsible for capitalising on all opportunities for enhancing Business to Customer (B2C) and Business to Business (B2B) sales including:
- Maximising opportunities to upsell membership benefits and products to prospective course participants.
- Recording and processing purchase orders, cheques and credit card payments for learning products such as course places, e-learning, late and luxury certificates in accordance with agreed procedures.
- Logging all potential B2B leads and progressing these through our sales pathway.
- Organising new course set up visits in conjunction with technical/programme management teams.
- Reviewing sales monthly data and delivering on priorities agreed with LOM.

Account administration

- Responsible for supporting performance of our franchised business by:
- Monitoring and actioning issues flagged by business management reports as specified by departmental SOPs
- Processing course materials orders; liaising with external suppliers and sending materials to customers within agreed time frames.
- Issuing invoices and following up debtors who have not paid within 30 days.
- Managing cancelled invoiced orders, either arranging for refunds of credit notes or allocation against future invoices.
- Providing training and support on use of online self-service tools for new and existing course providers
- Sending faculty assistance requests for high volume courses
- Organising online meetups for regional course coordinators content as requested by programme managers/LOM
- Updating database records and managing documents in line with the College retention policy and GDPR

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 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.

January 2026



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Person specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> A-level/NVQ and a minimum grade C English and Maths GCSE, or proven experience in a similar role 	<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.
Experience and skills	<ul style="list-style-type: none"> Excellent written and spoken English Experience of face-to-face customer service roles such as event support, receptionist, sales assistant Delivering a high-quality customer focused service Proven organisational skills, able to manage competing priorities and work to tight deadlines Ability to work independently and take ownership of tasks 	<ul style="list-style-type: none"> Working in a health or education environment Analytical skills, with experience of manipulating data and preparing reports Preparation of training materials Working with volunteers Sales administration Experience of following and improving administrative processes
Technical competencies	<ul style="list-style-type: none"> A good working knowledge of common Microsoft Office applications including file sharing systems. Data input and use of databases 	<ul style="list-style-type: none"> Familiarity with virtual learning environments (eg Moodle) Understanding of content management systems for updating websites Experience of using MS Dynamics, MS PowerBi, MS Power Query and MS Power Automate
People and interpersonal skills	<ul style="list-style-type: none"> Understanding and acceptance of principles of Equity, Diversity and Inclusion Conscientious and empathic team worker, able to engage appropriately with people at all levels Able to staff in person early (0730-1500) and late shift (1130-1900) and weekend work at our Lincolns Inn Fields site 	<ul style="list-style-type: none"> Availability for some UK travel with overnight stays



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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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