

Job description

Job title:	Quality Manager
Grade:	4a
Department:	Joint Committee on Surgical Training (JCST)
Responsible for:	n/a
Accountable to:	Head of JCST

Job summary

The Quality Manager plays a critical role in developing, coordinating and implementing the JCST's quality framework, ensuring that its quality management and quality improvement processes are effective, fit for purpose and aligned with the organisation's strategic aims across the UK and Ireland. The postholder will support the delivery and continuous enhancement of these processes, helping to ensure that JCST maintains a robust and impactful approach to quality management and improvement.

This role demands meticulous attention to detail, strong analytical capabilities, and effective collaboration with internal and external stakeholders, including the surgical Colleges, the Statutory Education Bodies and the General Medical Council (GMC).

The post sits in the [Joint Committee on Surgical Training](#) (JCST). Although based at the Royal College of Surgeons of England (RCS England), the JCST is an intercollegiate body that works on behalf of the four Surgical Royal Colleges of the UK and Ireland. Its mission is to develop, promote and ensure the highest standards of surgical training for the benefit of patients and contribute to the future of surgery by shaping the future of surgical training.

Specific duties and responsibilities

Quality Management and Improvement

Responsible for:

- Supporting the JCST QA Lead in developing and implementing the JCST QA Strategy and Framework.
- Developing and implementing QA-related policies and processes and ensuring effective communication of any changes to internal and external stakeholders.
- Ensuring the JCST Trainee Survey remains fit for purpose by working with the QA Lead and others to ensure that remains the case – administering the survey and its associated reporting system to ensure it is sustainable.
- Designing and administering the biennial JCST Trainer Survey and its associated reporting system.



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- Analysing data from the various data sources to triangulate data relating to training posts and programmes. To include data sources from the JCST Trainee Survey, the GMC National Training Survey (NTS), the JCST Trainer Survey data, and others.
- Producing the annual Trainee Survey report and the biennial Trainer Survey report, identifying key themes, trends and areas for quality improvement.
- Working closely with Specialty Advisory Committees (SACs) QA Leads to support the development of annual regional reports, providing templates, advice and feedback to facilitate high-quality and consistent reporting.
- Liaising with and supporting the JCST, the SACs and the Training Interface Groups with quality related issues:
 - Influencing and leading on the development of QA activity at all levels of the JCST governance structure.
 - Providing regular written and verbal updates on QA-related developments.
 - Providing formal presentations on QA-related issues.
 - Ensuring that any follow-up actions are completed in a timely manner.
 - Co-ordinating the provision of external advice within the UK and the Republic of Ireland training programmes.
- Liaising and developing effective links with Statutory Education Bodies, Deaneries, the GMC and others.
- Providing administrative support to the JCST QA Group.

Surgical Selection

Responsible for:

- Supporting the work of the JCST Selection Group and acting as departmental staff lead for national surgical selection.
- Functioning as the administrative link between the JCST and the Medical and Dental Recruitment and Selection (MDRS) team, co-ordinating the contribution to and completion of joint work, if required.
- Supporting the JCST Chair and network of SAC Selection Leads in the development of the surgical selection processes.
- Responsible for the maintenance of surgical selection content on the JCST website, if required.

Wider JCST Governance

- Active membership of the JCST Strategy and Operational Groups with specific responsibility for providing administrative support for these groups.
- Develop and maintain links with external bodies including Deaneries, Schools of Surgery, Royal Colleges and the GMC, as required.
- Providing confirmation of Basic Surgical Training (BST) posts, as required.

General

- Support and deputise for the Head of JCST and other team members as required
- Participate in induction and development of staff within the wider JCST team.
- The postholder is expected to represent the JCST in a professional manner in relation to their responsibilities and in ensuring their own continuing professional development.
- The postholder is expected to undertake any other such duties, appropriate to the post and grade, as agreed with the Head of JCST.



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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.

July 2026



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Person specification

	Essential	Desirable
Qualifications	Degree or equivalent level of professional experience in a similar role.	
Experience and skills	- Proven experience in quality management or assurance roles, preferably in a healthcare or educational setting - Working constructively and collaboratively with a range of different stakeholders - Strong communication and negotiating skills with a range of internal and external stakeholders - High level of accuracy and attention to detail - Using analytical skills to interpret data and metrics, identify trends and patterns, and drive data-driven decision making - Good time management skills - Report writing - Presentation skills - Problem solving skills	- Managing a Quality Assurance function in an educational setting - Knowledge of medical terminology - Leadership/management experience - Project Management - Experience of survey design - Experience of proof-reading or editing for publication
Technical competencies	- Working with bespoke IT/database systems - Excellent Microsoft skills - Highly organised and able to respond quickly to change - High level of numeracy - Excellent written and oral communication skills	- Excellent IT and digital skills - Strong analytical skills with experience of using data and evidence to solve problems - SQL knowledge



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People and interpersonal skills	• Excellent interpersonal skills • Ability to form good working relationships at all levels • Ability to guide and motivate people in more senior roles • Ability to work as a team as well as independently and take initiative • Ability to work under pressure	• Experience of line management
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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. • 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. • 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. • 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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