Royal College of Surgeons of England
ADVANCING SURGICAL CARE

Job description

Job title:	Quality Assurance and Accreditation Team Administrator
Grade:	2a
Department:	Education
Responsible for:	*n/a*
Accountable to:	*QA and Accreditation Lead*

Job summary

The Team Administrator plays a key role in the Quality Assurance and Accreditation Team, by providing core business support, including: managing the process of accreditation of Continuing Professional Development (CPD) activities for surgeons; reviewing applications and supporting the review panel visits and drafting visit reports. The role is also responsible for ensuring the effective business administration of the team's work and supporting the committee that governs it.

Specific duties and responsibilities

Supporting the quality assurance and accreditation development

- Co-ordinate the CPD accreditation process; conducting the initial assessment and assisting clinical reviewers with the awarding of recognition for Continuing Medical Education purposes.
- Co-ordinating the quality assurance activities for the range of accreditations offered by the team, including working with senior colleagues and clinicians to: identify subject matter experts, coordinate with applicants, prepare visit agendas and review documentation, prepare reports and confirm action plans.
- Co-ordinate the QA visits; including assisting with travel arrangements for onsite visits
- Co-ordinate the administrative activities of the team with the ongoing quality assurance requirements of the College cross departmental departments including specialist associations.
- Provide business administration support to the wider team and the committee.

Business Operations Support

- Maintaining published RCS information on Quality Assurance and Accreditation. Including maintaining webpages, updating content, coordinating regular reviews of published Standards and Guidance and ensuring all content is relevant and accurate.
- Assisting with the development and implementation of the operational procedures for the accreditations in line with the College's quality frameworks and benchmarked to relevant external models of good practice.
- Co-ordinate the responses to prospective applications and queries identifying andlogging details requiring responses, coordinating senior team members' input on draft responses, formatting and submitting final responses.
- Co-ordinate post-accreditation documentation reviews and work with the QA and Accreditation Lead to review key performance data relating to the accredited centres. Highlighting areas of underperformance that may require further insight and support.

Operational activity

- Co-ordinate the invoice management system and liaise with the Management Accountant to monitor variances. Produce and issue invoices following accreditations, and assist the finance department with the chasing of debtors.
- Support the team with the maintenance of progress trackers, including invoices, debtors and the accreditation renewals.
- Lead on the purchase orders for any required departmental needs including medals and awards

Digital Transformation (with additional training and development)

- Develop data 'views' within MS Dynamics for use across the department
- Provide analytics and business insights from the above to enhance business growth
- Develop automations using tools such as MS Power Automate to enhance department processes and engagement with stakeholders

Supporting Committees

- Co-ordinating the documentation for the committee, and any other relevant committees or working groups, as required.
- Using standard College processes, including the College CRM, provide administrative support to the above committees including:
    - Maintaining committee membership details
    - Organising meetings (e.g. Booking rooms, arranging catering etc.)
    - Collating and disseminating agenda and papers prior to the meeting
    - Act as secretary for the committee drafting the minutes post-meeting
    - Processing expense forms
    - Providing administrative support

General

- Provide support and cover in the absence of colleagues
- Undertake any other such duties, appropriate to the post and grade, which support the needs of the Department, as and when required and within reasonable limits

Royal College of Surgeons of England
ADVANCING SURGICAL CARE

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.

Person specification

	Essential	Desirable
Qualifications	• Graduate level education or equivalent experience	
Experience and skills	• Appropriate administrative experience • IT literate – Microsoft Office • Excellent written and oral communication skills • Able to prioritise and work on different tasks • Ability to work flexibly • Ability to work independently and take initiative • Good time management skills • Ability to work under pressure	• Some understanding of theNHS and healthcare environment and of Performance Management in medicine. • Experience of working in the healthcare sector • Experience of systems of quality assurance & accreditation in an educational environment. • Experience of opinion survey analysis and reporting • Experience of servicing committees • Experience of minute taking • Knowledge of Confirmit software • Problem solving skills
Financial management and business planning		• Experience of budget management

People and interpersonal skills	• Good team player • Positive attitude • Ability to form good working relationships with colleagues at all levels.	

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.