

JOB DESCRIPTION

POST: Candidate Support Officer

GRADE: 2a

DEPARTMENT: Engagement (External Affairs)

RESPONSIBLE FOR: None

RESPONSIBLE TO: Support Manager

JOB SUMMARY

To be responsible for dealing with candidate enquiries and applications.

To update the candidate-facing examinations pages of the College website

To contribute to the development of candidate relations initiatives, including the marketing of examinations as appropriate

To contribute to departmental-wide daily administration

SPECIFIC DUTIES AND RESPONSIBILITIES

1. Candidate Support

- Deal professionally with examiner and candidate enquiries either in person, by telephone or correspondence
- Approve and process candidates' examination/completion applications and associated fees, applying knowledge of relevant eligibility criteria
- Check and despatch candidate admission notices, result letters and certificates
- Maintain candidate records in the SIMS database

2. Candidate Relations

- Contribute to the design and production of candidate newsletters
- Contribute to exams-specific marketing material
- Provide data for trend analyses and other management reporting activity
- Provide data and information to College-wide membership communications forum
- Contribute to a candidate relations strategy to ensure that optimal service is provided in identified areas
- Collate candidate feedback data and present as required, in liaison with the relevant Exams team

3. Website

- Update the candidate-facing examinations pages of the College website, ensuring that information is current and comprehensive
- Work with the SIMS team and Systems Coordinator identify and address issues with the online applications module as required
- Contribute to website-based marketing of examinations, in conjunction with the relevant Exams team

4. Daily administration

- Collect, open, date stamp and distribute post to relevant Examinations Department staff and other College departments where necessary
- Prepare departmental outgoing post for collection
- Record and process cheques and credit card payments of candidate fees in accordance with agreed procedures
- Act as an originator and departmental contact for the POP invoicing system
- Maintain departmental record of invoices received and processed
- Order and maintain office supplies, equipment and examination support material

5. General

- Maintain the office filing system
- Monitor assigned budgets
- Maintain the integrity of examinations and related data
- Supervise examinations at the College and elsewhere in the UK and overseas, coordinating temporary or local staff and acting as College representative as required
- Support the work of all members of Department as required undertake such other duties, appropriate to the grade, as required.

The incumbent will be expected to provide his/her own secretarial and clerical assistance and assist other colleagues within the Department, as and when necessary.

The post holder may be required to extend normal working hours during the running of examinations for which flexi-leave may be claimed.

The post holder may also need to undertake some UK and overseas travel.

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.

The Royal College of Surgeons of England is an Equal Opportunities Employer.

All College employees are responsible for records held, created or used as part of their work for the College including patient/client, corporate and administrative records whether paper-based or electronic, which also includes emails. Records should be managed and stored appropriately and should in all cases comply with the requirements of the Data Protection Act 2018 and the General Data Protection Regulation. Employees should have read and understood the College's Data Protection Policy and Records Management Policy and should follow all agreed records management and data protection procedures, seeking advice where necessary.

PERSON SPECIFICATION

Attribute	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Good all-round education (including GCSE/O Level English Language and Mathematics Grade C or above) 	<ul style="list-style-type: none"> • A levels or above
Experience	<ul style="list-style-type: none"> • 1-2 years in an office environment • some customer service experience • previous experience in an administration role • Maintaining and using databases 	<ul style="list-style-type: none"> • Maintaining and using the SIMs database used by the College
Skills and Abilities	<ul style="list-style-type: none"> • Good written and communication skills • Good numeracy skills • Strict adherence to deadlines • Eager to learn new skills • Microsoft Office • Ability to work in a complex and fast moving environment 	
Personal Qualities	<ul style="list-style-type: none"> • Ability to work as part of a team • Good organisational skills • Good interpersonal skills • Well presented • Good time-keeping • Able to work on own initiative • Attention to detail • Able to work to tight deadlines 	

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

Diversity - we value **diversity** and treat each other with respect.

- I lead my team well; they know they are valued, respected and trusted
- I motivate, inspire and encourage each person in my team
- I empower my team and trust them to deliver great results
- I create an inclusive environment where everyone can deliver their best
- I build teams whose diverse strengths complement one another
- I listen effectively and treat each person as an individual

Improvement - we seek continuous **improvement**, and improvement requires change.

- I deliver strategic change and evaluate the impact of it
- I challenge established views and processes to improve our service
- I anticipate trends in the sector and adapt my strategy accordingly
- I encourage my team to innovate and present ideas to improve our service.
- I present a clear case for change which people understand
- I help people adapt to change and to continuously improve

Responsibility – we take personal **responsibility** for all we do.

- I develop a clear, long term strategy to deliver the college priorities
- I deliver what I say I will deliver and ensure my team do the same
- I take strategic decisions and hold myself accountable for them
- I set stretching performance and behaviour standards for myself and my team
- I build a culture of trust for the benefit of staff, the college and decision making bodies
- I anticipate internal and external customer needs and deliver solutions to address them

Collaborative – we are **collaborative**, both across the College and with our stakeholders across the world.

- I communicate a compelling vision, strategy and direction for the college and our department
- I build positive relationships with all my stakeholders
- I encourage participative decision making and delegate decision making to the appropriate level
- I inspire staff to work together to deliver exceptional performance
- I challenge behaviours which are inconsistent with college values
- I always work for the greater good of the college

Prudent - we are **prudent** in our use of resources.

- I lead my team to deliver excellent customer service with the resources available
- I use my influence to overcome barriers to delivery
- I anticipate complex risk and legislative changes and ensure there is no negative impact on the college
- I take tough decisions and prioritise the key projects effectively
- I tackle underperformance in my team quickly
- I improve efficiency by regularly reviewing the use of resources

Professional development - *we are committed to personal **professional development** that benefits the individual and the College.*

- I identify opportunities for my personal and professional development
- I coach and develop others to build their knowledge and expertise
- I provide regular and balanced feedback to improve performance
- I identify and develop talent within the College
- I lead with confidence and integrity
- I ask for regular and honest feedback from my manager, peers and team and learn from what is said

The appointment is subject to proof of the attainment of any qualifications deemed essential to the post and used as a basis for shortlisting and selection. Failure to provide evidence of the required qualifications will result in the offer of employment being withdrawn.

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