

POST:	FDS Courses Manager [3 Days a Week]
DEPARTMENT:	Faculty of Dental Surgery
BAND:	3b
RESPONSIBLE TO:	FDS Head of Education

MAIN FUNCTION

To have overall responsibility for the management and delivery of the Faculty's Educational Courses portfolio. The post holder will ensure that efficient and effective arrangements are in place for the delivery of all training programme ensuring a high quality service to both participants and teaching staff.

The post holder will possess strong operational management skills and be proactive in the quality assurance of existing programmes and implementation change where necessary in consultation with the FDS Head of Education.

SPECIFIC DUTIES AND RESPONSIBILITIES

1 Principally responsible for overseeing the organisation and administration of Faculty courses

To include:

- Development, timetabling, co-ordination and delivery of all FDS postgraduate courses
- Delivery of FDS webinars including on the day support
- Responsible for regular monitoring and updating of FDS website for all courses and webinars; ensuring information is up to date, links uploaded and in working order
- Responsible for managing and processing of various Education related inboxes
- Responsible for putting together materials associated with courses, including course hand-outs, handbooks and packs
- Responsible for coordinating FDS presence and participation at major dental conferences in consultation with the Education Head.
- Planning and arranging promotion of courses via website, social media and newsletters
- Responsible for acquiring dental supplies, equipment material through sponsorship and direct sales
- Organisation of commercial support for educational courses with key individuals of sponsoring companies
- Responsible for generating course evaluation summary reports for the Education Head
- Responsible for management and maintenance of all FDS Educational financial processes
- Responsible for servicing Faculty Education Committees as and when required

2 Management and administration of the Yorkshire Orthodontic Programme

To include:

- Liaising with Course Director(s), working groups and provider institutions on the administration and delivery of YOTC year-long programme.
- Co-ordinating practice visits with approved assessors for the Orthodontic Therapy Course and ensuring they meet with the set criteria.
- Ensuring candidate applications meet criteria for entry
- Responsible for management of the online portfolio for trainees

- Co-ordination of the selection process for applicants including arrangement of the interview panel regionally.
- Management of annual CRB checks

3 Management of SIMS / CRM processes for FDS Education

- Responsible for all SIMS/CRM related processes including smooth transition of application processing
- Responsible for representing FDS Education at various CRM working groups including training and migration
- Responsible for training FDS staff on related processes

4 Development Work

Responsible for:

- Providing project management support for the development of existing and specified postgraduate diplomas in collaboration with appointed Course Leads, working groups and provider institutions, as advised by the Head of Education
- Taking responsibility for the promotion of educational projects to Faculty members and non-members via Faculty publications and the dental press
- Responsibility for quality assurance of all courses and devising summary reports for the Postgraduate Education Committee

5 General

Responsible for:

- Being familiar with and work towards the key deliverables as set out within the Faculty's strategic plan and identify potential opportunities for the Faculty.
- Undertaking such other duties, appropriate to the grade as required by the Head of Education.
- The post-holder is expected to represent the College in a professional manner in relation to his or her responsibilities and in ensuring their own continuing professional development.

Hours of work 9.00 am – 5.00 pm 3 days a week. It may be necessary for the post holder to extend these hours during the running of course or other Faculty events for which a flexi time scheme is in operation. This post involves working some Saturdays for which time off in lieu/overtime may be granted. The post holder may also need to undertake some travel including overnight stays on occasion.

This job description will be subject to review in the light of changing circumstances and may include other duties and responsibilities appropriate to the grade 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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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 1998. Employees should have read and understood the College's Records Management Policy and should follow all agreed records management procedures, seeking advice where necessary.

PERSON SPECIFICATION

POST: FDS Courses Manager

ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education/Qualifications <ul style="list-style-type: none"> ▪ Educated to degree level or equivalent experience 	Education/Qualifications <ul style="list-style-type: none"> ▪ Project management
Experience/Knowledge <ul style="list-style-type: none"> ▪ Experience of working within an educational / event managing environment ▪ An ability to work effectively in a team, supporting and encouraging other team members. ▪ Highly organised with an ability to work effectively under pressure and to strict deadlines. ▪ Experience of setting and monitoring budgets. ▪ A track record in networking and relation building ▪ Experience of quality assurance processes ▪ Ability to handle challenging situations with tact, diplomacy and empathy, coupled with resilience to meet the sensitivities of individual situations, including challenging behaviour. ▪ Able to demonstrate a results-driven, customer-focused approach, recognising and adapting to the needs of service users. ▪ Experience of dealing effectively with a broad range of stakeholders ▪ Experience in posting to web pages at various levels of permission (web management) ▪ Experience of minute taking ▪ Ability to work flexibly on various tasks simultaneously and able to cope with change 	Experience/Knowledge <ul style="list-style-type: none"> ▪ Experience of working in a medical or education field in the not-for-profit/public sector • Experience in administering complex projects involving multiple parties.
Skills <ul style="list-style-type: none"> ▪ Excellent working knowledge of Microsoft Office, to include Word, Excel and Outlook, and a high standard of keyboard and word processing skills. ▪ Ability to work independently with limited supervision ▪ Ability to work effectively in a team, supporting and encouraging other team members. ▪ Ability to provide concise directions to colleagues on performance related tasks. ▪ Ability to maintain confidentiality at work. ▪ Ability to prioritise and meet agreed deadlines ▪ Ability to analyse and understand complex information with keen attention to accuracy and detail. ▪ An understanding and commitment to equality and diversity at work ▪ A commitment to continuing professional development, taking advantage of opportunities with the current role to undertake training and demonstrate learning ▪ Excellent verbal, written, networking and interpersonal skills 	Skills <ul style="list-style-type: none"> ▪ An interest in working in the not-for-profit sector ▪ Experience of proof reading complex minutes and other documents

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

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

- I listen effectively and treat each person as an individual
- I value people with different skills, expertise and knowledge to myself
- I ensure that everyone I meet feels welcomed at the college
- I trust the people I work with and know they will work to their best ability
- I am inclusive and build good relationships with everyone I work with
- I take time to understand different views to myself for the sake of the college

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

- I use my expertise to question, challenge and improve the way we carry out our tasks
- I identify opportunities to innovate and present ideas to improve our products and service
- I am open and positive to new ideas and ways of working which help the college
- I adapt to change positively
- I help my manager communicate change to others
- I learn from my mistakes and do things differently as a result

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

- I set challenging goals for myself
- I deliver what I say I will deliver
- I take informed decisions which are within my control and hold myself accountable for them
- I take initiative and am proactive in all I do
- I constantly work to the best of my ability
- I work with integrity in the best interests of the College and its priorities

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

- I build positive relationships with the people I work with
- I work collaboratively with others to deliver exceptional performance
- I always work for the greater good of the College
- I highlight behaviours which are inconsistent with the College standards
- I consistently live the College values
- I involve others in key decisions I take at work

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

- I deliver excellent work and customer service with the resources available to me
- I am efficient with the resources I use
- I find effective solutions to problems
- I escalate issues quickly when resources are stretched
- I prioritise my work effectively
- I follow the rules at work so that I minimise risks to the College

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

- I seek learning opportunities for my personal and professional development
- I support, encourage and help my colleagues to develop
- I put my learning into practice in my role
- I ask for regular and honest feedback on my performance and learn from what is said
- I create opportunities to share my knowledge within and across teams
- I know my areas of expertise and convey this with confidence to my colleagues

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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