



Job description

Job title:	Business Support Manager President's Office
Grade:	3b
Department:	Chief Executive/Governance
Responsible for:	EA to the President & Chief Executive
Accountable to:	Head of Governance Compliance and Risk

Job summary

The Office of the President and of the Chief Executive is a key component of the College's operations. The Business Support Manager will ensure the smooth running of the day to day affairs of the President and the Chief Executive.

Key elements of this role are high level support for the President, drafting and providing briefings for events, communication with external and internal stakeholders, and ensuring smooth management of the President's diary/calendar. The post holder will manage the EA to the President and Chief Executive. The post is managed by the Head of Governance, Compliance and Risk and the post holder will have day to day autonomy in managing the President's Office.

The main purpose of the role is to:

- provide pro-active, high level, professional support to the President, ensuring smooth and professional management of the President's Office including correspondence and diary, and ensuring briefings and support are provided for meetings
- support the Head of Governance in the effective operation of President's Groups and Projects and Chief Executive's Groups, leading on a number of projects.
- manage and maintain office services operations and procedures

The role is the public and internal face of the President and the President's Office and the post holder will be responsible for ensuring a professional, effective and efficient service. The post holder will manage a wide range of relationships with senior external stakeholders as well as relationships across the College at all levels. Excellent interpersonal and communication skills are needed to ensure successful interaction with people and groups inside and outside the organisation. The ability to take day to day decisions to manage the President's activities is required, as well as strong planning, organising and management skills.

The post holder will have day to day autonomy and will be expected to contribute to continuous improvement of the team's processes and procedures whilst offering excellent customer focus and service.

Specific duties and responsibilities

1. Manage the President's Office

- Lead and manage all day to day Office functions of the President's Office
- Act as the main point of contact for the President's office.
- Ensure efficient management of the President's diary and correspondence, ensuring all relevant internal and external meetings are supported by high quality briefings and that relevant policy and staff support is provided.



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- Prepare information for President's meetings, working closely with the Public Affairs team, policy colleagues and others to write and co-ordinate briefings and ensure that policy support at relevant meetings is in place.
- Devise and maintain office records adhering to relevant policies.
- Manage and support presidential projects and working groups as appropriate.
- Manage the President's and Officers expenses to include the College credit card.

2. Executive Support to the Chief Executive

- Act as the conduit between the Chief Executive and senior management ensuring coordination of internal diaries and meetings, liaising effectively with colleagues, ensuring excellent customer service both internally and externally.
- Drafting a range of materials such as presentations, speeches and papers for meetings, including gathering data, researching material, creating presentations and ensuring appropriate input from colleagues/managers.
- Assist the Chief Executive in maintaining good internal communications as required.

3. Executive support to the FDS Dean

- Ensure professional executive support is provided to the Dean of the FDS (provided by the PA).

4. Governance and secretariat

Work with the Head of Governance, Compliance and Risk in supporting a number of functions and projects including:

- Manage and support the Honours Committee
- Day to day management of Officers meetings ensuring agendas are circulated, minutes prepared and actions are followed up.
- Manage and support the Executive Directors Team meetings.
- Support relevant Presidents Groups and Projects. Manage processes to ensure that agendas, papers, minutes and actions are prepared and issued within required timelines.

5. General

The post holder will be expected to:

- assist with projects and other duties commensurate with the status of the post, as required by the President or Chief Executive some of which may be of a complex, sensitive and confidential nature.
- compile and update the External Representatives records.
- Support the Head of Governance, Compliance and Risk with additional projects.
- represent the College in a professional manner in relation to their responsibilities and in ensuring their own continuing professional development.
- demonstrate a commitment to equality and inclusion and an understanding of their relevance to the work they do.
- work collaboratively
- undertake such duties appropriate to the grade, as required by 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.



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Person specification

	Essential	Desirable
Qualifications	An undergraduate degree or equivalent experience	
Experience and skills	<ul style="list-style-type: none">• Experience of managing a busy office at high level either in a similar role or with transferrable experience.• Ability to manage own projects, problem solve and develop solutions• Demonstrable people management skills• The ability to take day to day decisions to manage the President's activities• Strong planning, organising and management skills.• Proactive and flexible in managing workloads, dealing with tight deadlines and managing competing priorities.• Strong administrative and organisational skills, demonstrating ability to deliver work on time and to a high standard, consistently meeting targets, planning ahead and prioritising.• Excellent written communication• Attention to detail• Strong IT skills• High level of attention to detail• Used to working 'at pace' and with a high volume of work	
Financial management and business planning	<ul style="list-style-type: none">• Knowledge and understanding of financial elements of projects	



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People and interpersonal skills	<ul style="list-style-type: none">• Excellent interpersonal skills including the ability and gain support or actions from others• Demonstrable experience of working effectively as part of a team• Excellent communication skills• Ability to work autonomously• Demonstrable understanding of and commitment to customer service	
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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.
	<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
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.
	<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
Excellence	We aspire to excellence and success. We share learning from our experiences, apply feedback into practice, and commit to continual improvement.



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	<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
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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 race/ethnicity, national origin, religion, pregnancy, marital status, sexual orientation, gender identity/expression, age and disability.

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.



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