

Job description

Job title:	Simulation and Skills Coordinator (SSC)
Grade:	3a
Department:	Learning
Responsible for:	N/A
Accountable to:	Bjorn Saven Centre Manager (BSCM)

Job summary

In September 2021, the Royal College of Surgeons of England opened the doors of the Bjorn Saven Centre (BSC) for Surgical Education. In the 22/23 year, our aspiration is to deliver over 150 courses within the facility, generating income and surplus to be reinvested in enhancing and improving our learning offer. We also run a smaller number of courses at selected external venues (partner centres) and have a growing portfolio of virtual courses. As a Skills and Simulation Coordinator you will primarily be responsible for managing all the pre-course administration required for our face to face and virtual courses. You will also work collaboratively with colleagues to ensure everything runs smoothly on the day and manage any post course communications required.

The role holder will be mainly based within our Lincoln's Inn Fields building and will also need to work flexibly on occasion with some travel to external centres in the UK and abroad as required.

Specific duties and responsibilities

Customer experience

Responsible for:

- Providing the highest standards of remote and face-to-face customer service.
- Ensuring participants and faculty are supplied with accurate pre-course information within agreed deadlines. Answering queries promptly and troubleshooting problems such as issues with access to e-learning.
- Managing the dispatch of hard copy resources to faculty and participants as necessary.
- Checking room booking and catering contracts, identifying and amending errors.
- Ordering appropriate catering in a timely manner, ensuring dietary requirements are accommodated.



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- Liaising with our reception team to ensure they have an accurate list of all visitors to the building.
- Maintaining faculty and delegate records in line with data protection guidance.
- Creating course documents required for face-to-face days, ensuring these are accurate and well presented.
- Working with colleagues to ensure all events commence smoothly and are run in accordance with customer service and course delivery standards using accurate and up to date information.
- Dealing effectively with requests, problems and queries during the delivery of a course.
- Tracking attendance and ensuring appropriate post course processes are completed within agreed deadlines.
- Working with colleagues to manage participant resits.

Engagement and development of course faculty

Responsible for:

- Establishing and maintaining face to face relationships.
- Ensuring faculty feel valued and respected.
- Signposting teaching opportunities to existing faculty and participants.
- On boarding new faculty in accordance with our instructor candidate process.
- Ensuring faculty expense claims are processed in a timely manner.

Course logistics

Responsible for:

- Assisting the BSCM with staff training and supervision as required.
- Acting as a technical expert for our full range of surgical skills, simulation-based and virtual courses, which includes understanding requirements for set up, set down and the provision of in situ support to the course director/ faculty/ participants/ additional attendees for the duration of the course.
- Liaising with other departments (i.e. APRC, Facilities, Exams) to ensure that technical equipment is moved to other parts of the college or returned to the BSC safely and efficiently.
- Liaising with partner centres on equipment/instrument requirements and working with company reps to ensure loans of instrumentation/equipment are available for courses and that they are used appropriately.
- Assisting the BSCM with recruitment of course directors, educators, actors and faculty for all scheduled courses.
- Working with BSCM to ensure contingencies are in place to limit the impact of course director/ faculty cancellations or postponement.
- Working collaboratively with colleagues to meet resource requirements (rooms, equipment, consumables, animal/cadaveric tissue, course materials, staff rota) for BSC, partner centre and virtual courses and commercial hire events.
- Preparation, administration, and support of virtual courses including the coordination of breakout spaces and the outputs of these for shared sessions.



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Health & Safety

Responsible for:

- Ensuring Standard Operating Procedures and Protocols are adhered to and that health and safety and infection control risks are minimised.
- Alerting BSCM of any issues regarding SOP's in order to ensure they reflect current practices.
- Ensuring that all visitors to the BSC are aware of and adhere to the Health and Safety guidelines set out by the Directorate and the College.
- Adhering to any crisis management protocols to ensure the core business is sustained during adverse events, executing contingency plans as and when needed.

Quality Monitoring and Improvement

Responsible for:

- Reviewing evaluation data to ensure courses meet the College standards.
- If indicated, working with PSCM to put quality improvement measures in place and evaluating the impact.
- Ensure feedback from course evaluations is used to implement improvements to the administration and management of RCS-managed courses.
- Attending and contributing to quality meetings as required.

Supporting the wider team

Responsible for:

- Providing technical advice, guidance, and training to other external centres in the UK and abroad who are involved in providing College courses, programmes, and other learning activities. Including where relevant assurance that the necessary preparatory procedures that will enable the lawful, respectful use and disposal of human tissue are in place.
- Providing technical advice and guidance to the Learning Innovation team for introduction of new technology, new course development and redevelopment of existing products.

General

- The post-holder is expected to represent the College in a professional manner in relation to their responsibilities and in ensuring their own continuing professional development.
- Undertake such duties appropriate to the grade, as required by the Director.

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	<ul style="list-style-type: none">• <i>FDSci/HND/BSc in a Biomedical Science subject or significant, relevant experience to demonstrate equivalent skills/knowledge at this level.</i>	<ul style="list-style-type: none">• <i>Postgraduate qualification in education, medical simulation or management</i>• <i>Membership of the Institute of Anatomical Sciences (or other equivalent professional organisation).</i>
Experience and skills	<ul style="list-style-type: none">• <i>Excellent spoken and written English.</i>• <i>At least 2 years' experience of working in a primarily administrative post.</i>• <i>Proven track record of providing outstanding customer service.</i>• <i>Proficient in use of MS Teams, Word, Excel and Outlook.</i>• <i>Experience of working in an environment with challenging targets and deadlines.</i>	<ul style="list-style-type: none">• <i>Experience of working in a healthcare or educational environment.</i>• <i>Experience of working with animal tissue.</i>• <i>Experience working with cadaveric tissue</i>• <i>An understanding of the Human Tissue Act.</i>• <i>Working knowledge of medical/scientific terminology.</i>• <i>Familiar with Health & Safety and COSHH legislation.</i>• <i>Experience of Contact Record Management systems.</i>• <i>Working knowledge of Planner, One Note, Share Point and PowerPoint.</i>• <i>Supervisory experience.</i>
People and interpersonal skills	<ul style="list-style-type: none">• <i>Ability to work across teams to deliver a quality service</i>• <i>Ability to take charge of situations and gain support or actions from others</i>• <i>Able to work as part of a multi-disciplinary team in a dynamic environment.</i>• <i>Networking and relationship building internally and externally.</i>• <i>A systematic approach to planning, managing and</i>	



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	<p><i>evaluating processes and activities.</i></p> <ul style="list-style-type: none">• <i>Ability to remain calm when working under pressure.</i>	
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The post holder will also need to demonstrate the following values:

Collaboration	<p>We embrace our collective responsibilities working collaboratively and as one college.</p> <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	<p>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.</p> <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	<p>We aspire to excellence and success. We share learning from our experiences, apply feedback into practice, and commit to continual improvement.</p> <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

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.



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