

Job description

Job title:	Committee and Trainee Services Manager
Grade:	3a
Department:	Joint Committee on Surgical Training (JCST)
Responsible for:	<i>Variable, dependent on role. May be responsible for 1 or more Trainee Services Coordinator</i>
Accountable to:	<i>Head of Trainee Services</i>

Job summary

The JCST is based at the Royal College of Surgeons of England but works on behalf of the four Surgical Royal Colleges of the UK and Ireland. Our mission is to develop, promote and ensure the highest standards of surgical training for the benefit of patients; we are also the parent body for the Intercollegiate Surgical Curriculum Programme (ISCP), which provides the approved UK framework for surgical training. Our four main responsibilities are surgical training, curriculum development, quality improvement, and non-CCT specialist registration.

Committee and Trainee Services Managers are responsible for the effective delivery of all aspects of the trainee surgeon certification pathway, and play a key role in monitoring, guiding and making decisions on trainee progress. They also manage the Specialty Advisory Committees (SACs) and the Training Interface Groups (TIGs), expertly advising and supporting their Chairs and members. The Committee and Trainee Services Managers liaise with key stakeholders regarding training/trainee related matters, processes, and procedures in accordance with the JCST's and other regulatory requirements. They manage the enrolment process for appointing trainees to highly competitive surgical training programmes, analyse trainee surgeons' progress throughout training, review and agree to certification date changes, and supervise and verify the process of making recommendations to the relevant regulator on completion of specialty training.

Specific duties and responsibilities

1. Training Management

- Manage the JCST enrolment, assessment and certification processes for trainee surgeons entering surgical training programmes and TIG fellowships.
- Review trainee surgeon records and set expected certification dates based on external and internal information and postgraduate medical training regulations; and monitor and advise on assessment issues including poor performance.
- Actively set, monitor, review and implement JCST/ISCP procedures and guidance on trainee/training matters.
- Maintain highly specialised knowledge of all regulations, principles and guidance underpinning surgical training in the UK and Ireland, and advise colleagues and



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stakeholders, both internal and external, on current training regulations, guidance and policies.

- Ensure that surgical training meets regulatory requirements as determined by the GMC or the Royal College of Surgeons in Ireland.
- Work closely with and advise Health Education England's (HEE) local offices / Deaneries in the UK in confirming certification routes, following GMC published guidance.
- Guide and participate in discussions between the JCST and colleagues in HEE's local offices, Deaneries, Schools of Surgery and the regulators to support the resolution of training issues
- Keep accurate trainee surgeon records, monitor and improve data integrity within the in-house database (SIMS), maintain and update the JCST website, and support the development of new business processes.
- Deliver the highest standard of customer service in accordance with regulatory and JCST timeframes.

2. Committees

Provision of support to a number of committees, including SACs, TIGs and joint SAC and Training Programme Directors' meetings. Committee work will be balanced with other responsibilities according to business needs.

- Build and maintain working relationships with senior consultant surgeons on the varied committees, including committee Chairs.
- Provide comprehensive committee management, including drafting agendas, supporting papers and correspondence, providing accurate statistical information, minuting meetings, initiating and drafting related documents and correspondence, participating at meetings and handling follow-up action.
- Advise and influence committees on postgraduate medical training legislation and JCST regulations as these apply to individual trainees, and guide their decision-making and discussions.
- Review new legislation and regulatory processes to identify implications for surgical training and adapt JCST guidance accordingly.
- Manage committee membership and work with the Head of Trainee Services to support the appointment of new members. Monitor member attendance and contribution to committee work.
- Work with the committees to ensure co-operation and integration with other intercollegiate bodies (including the two professional examination boards).
- Provide guidance and information to the Chairs to support annual workforce planning negotiations, including drafting reports and statistics.

3. Intercollegiate Surgical Curriculum Programme (ISCP)

Develop high-end user skills and work closely with technical staff to translate postgraduate medical training requirements into the appropriate systems and tools.

- Hold high-level knowledge of the ISCP website and its processes.
- Manage and resolve complex and multi-facing ISCP queries.



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- Test and evaluate website tools from the perspective of a wide range of different level users and review updates including providing structured feedback.
- Train and guide the Trainee Services Coordinator team on how to respond to ISCP-related queries.
- Work closely with the JCST's Data Governance & Research Manager to influence new developments within the ISCP website and report on issues and / or feedback received by users.
- Monitor ISCP Helpdesk activity to ensure there is cover at all times and ensure responses to user queries are dealt with within the agreed Service Level Agreement (SLA) i.e. within 24 hrs of receipt.

4. Quality Assurance

- Develop subject matter expertise on a number of Quality Assurance areas.
- Work in partnership with the JCST's Quality Manager to deliver defined areas of Quality Assurance work, including the Annual Specialty Report (ASR), post/location approvals processes, and the JCST Trainee and Trainer surveys, amongst others.
- Work in partnership with the JCST's Quality Manager to analyse / interpret and communicate complex external data sources to JCST stakeholders.
- With the JCST's Quality Manager, identify issues and advise the SACs and TIGs of any complaints about training programmes or individual hospitals.

5. Line Management

- Line manage one or more Trainee Services Coordinators.
- Manage and review the workload of the Trainee Services Coordinators to ensure a good balance and the provision of high quality customer service.
- Select and recruit Trainee Services Coordinators (and other as agreed with the Head of Trainee Services).
- Draft and participate in induction programmes for new starters.

Responsibilities will be distributed across the roles to ensure a fair and balanced workload.

6. General

- The post holder will be required to support the effective running of the ISCP helpdesk service and, where necessary in time of peak activity, assist with cross cover of this function.
- The post holder is expected to represent the JCST in a professional manner in relation to his or her responsibilities and in ensuring their own continuing professional development.
- The post holder is expected to undertake such duties appropriate to the grade, as required by the Head of JCST or Head of Trainee Services.



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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">Educated to degree level or equivalent or proven track record in a similar role	
Experience and skills	<ul style="list-style-type: none">Significant experience in post(s) in a busy customer-facing environmentExperience of committee workExperience of managing an area of work independentlyExperience of report/minute writingExperience of project and policy workUse of IT systems – including experience of using databases	<ul style="list-style-type: none">Experience of working in a healthcare or training-related organisationQuality assurance/improving processesExperience of line management
Financial management and business planning		
People and interpersonal skills	<ul style="list-style-type: none">Excellent communication skills, written and spokenProven ability to take initiativeAbility to work under pressureAbility to work as part of a team but also independentlyAbility to work flexibly in a rapidly changing environmentAbility to influence stakeholdersAbility to assimilate and interpret complex information and explain it to othersKeen eye for detail	



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	<ul style="list-style-type: none">• Ability to take ownership for own workload but also that of the department• Proactive approach• Ability to adapt to a constantly changing environment• Ability to “think outside the box”	
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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.
	<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, nationality, religion, pregnancy, marital status, sexual orientation, gender identity/expression, age and disability.



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