

## **JOB DESCRIPTION**

**POST: Education Programme Assistant**

**GRADE: 2a**

**DEPARTMENT: Learning**

**RESPONSIBLE FOR: n/a**

**RESPONSIBLE TO: Education Programme Managers**

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## **JOB SUMMARY**

The Learning Department develops educational courses for surgeons, which are run at 150 centres across the UK and internationally. Over 8000 participants take RCS courses each year, and the department maintains a register of over 3000 volunteer faculty.

The Education Programme Assistant is responsible for the day to day administration and organisation of tasks to support three Education Programme Managers and the wider Learning Team. They have an independent workload with a focus on bursaries, faculty liaison and stock management, as well as taking on delegated tasks as required.

## **SPECIFIC DUTIES AND RESPONSIBILITIES**

### **1. Education Programme Organisation**

Responsible for:

- Acting as a first point of contact for internal and external enquiries about education programmes, bursaries and faculty enquiries, including fielding and responding to enquiries via email and phone
- Maintaining faculty information in line with data protection guidance and ensuring faculty status and faculty requirements for each course is accurately recorded
- Collating data and producing reports to provide insight into course quality
- Developing and managing web-based content on the College website, including stakeholder communications (eg preparing comms and short articles, newsletters, FAQs)
- Preparing publicity and marketing information in liaison with the marketing team
- Managing programme documents and records in line with the College retention policy
- Preparing and organising course materials, including eLearning and handbooks; securing copyright for text usage where necessary.
- Ordering stock from suppliers, raising purchase orders and receipting goods.
- Monitoring stock levels held by suppliers, and ensuring sufficient stock is available for planned courses.
- Carrying out the annual stock take at supplier warehouse, identifying and resolving discrepancies.

### **2. Updating learning materials and products**

Responsible for:

- Supporting the updating of materials (including electronic materials) securing copyright and permissions
- Drafting and collating faculty guidance and support materials in collaboration with other stakeholders
- Developing productive relationships with external contacts, including coordinators, faculty and suppliers.
- Reviewing and proof reading content, including digital content, for usability, compatibility/accessibility, brand adherence, spelling and grammar

### **3. Event administration**

Responsible for:

- Managing 'events' such as product launches and updates, faculty training/development days; acting as first point of contact and providing administrative support
- Producing invitations and coordinating attendance, providing guidance and support on relevant policy and procedures such as expenses and CPD points
- Booking resources (AV, catering, faculty, rooms for course and accommodation for faculty and others if specified, technical equipment and technical resources where relevant) using agreed procedures and processes
- Preparing and organising materials for events in collaboration with Programme Managers
- Managing routine issues in the planning and on the day, working with colleagues to resolve complex risks and issues
- Managing expense claim forms/invoices and ensuring all supporting documents are included before passing on for final approval
- Arranging for letters of thanks or certificates of attendance, following agreed processes
- Maintaining attendee information in line with data protection guidance

### **4. Meeting support**

Responsible for:

- Providing meeting support for education programmes including organising meetings, venues and attendees, collating papers, taking and producing accurate minutes, working with the Education Programme Managers and Clinical Leads on the agenda and coordinating and taking forward actions
- Preparing briefings and reports to support meetings

### **5. Bursaries**

Responsible for:

- Coordinating the administration of bursaries and awards including annual scheduling, preparing marketing materials, liaising with applicants and administering the judging process and statistical reporting.
- Meeting the award time frames

### **General**

- Represent the College in a professional manner in relation to his or her responsibilities and in ensuring their own continuing professional development.

- Undertake such duties appropriate to the grade, as required by the Director including providing cross-team support to trouble-shoot issues arising that may adversely affect quality or customer service

**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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**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**

**POST: Education Programme Assistant**

**GRADE: 2a**

**DEPARTMENT: Learning**

**RESPONSIBLE FOR: n/a**

**RESPONSIBLE TO: Education Programme Managers**

### **Qualifications**

Essential:

- A-levels and a minimum grade C English and Maths GCSE, or proven experience in a similar role

### **Experience and Knowledge**

Essential:

- Administrative experience, including following and improving processes
- Delivering a customer focused service
- Liaising with people at all levels
- Data input and use of databases
- A good working knowledge of Microsoft Office applications
- Use of content management systems for updating websites

Desirable:

- Working in a health or education environment, especially with Continuing Professional Development
- Committee servicing
- Use of virtual learning environments (eg Moodle) and file sharing systems
- Working with volunteers

### **Skills**

Essential:

- Ability to work flexibly
- Ability to work accurately and pay attention to detail
- Excellent organisational skills, with ability to manage competing priorities and work to tight deadlines
- Ability to work cooperatively within a team
- Ability to work independently and take ownership of tasks
- Excellent interpersonal skills, including the ability to build relationships with external stakeholders.
- Excellent written communication skills

Desirable:

- Analytical skills, with experience of manipulating data

### **Other**

Desirable:

- Ability to undertake occasional work out of hours
- Ability to undertake occasional travel within the UK

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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*17 January 2019*