

## **JOB DESCRIPTION**

**POST:** Outreach Support Officer (South)

**GRADE:** 3a

**DEPARTMENT:** External Affairs: Regional and Devolved Nations

**RESPONSIBLE FOR:** None

**RESPONSIBLE TO:** Outreach Manager (South)

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## **JOB SUMMARY**

The purpose of this role is to promote and represent the RCS locally. To support and deliver engagement activities with members, potential members and provide support for the RCS's local governance including local boards.

This role involves travel throughout the UK, overnight stays and out of hours working. This role will include up to two days a month in the Northern hub.

## **SPECIFIC DUTIES AND RESPONSIBILITIES**

The Outreach Support Officer will provide support and deliver local activities to support the delivery of the RCS's engagement strategy and its strategic priorities. The Outreach Support Officer will work closely with the engagement team in supporting and influencing the RCS's wider engagement activities.

The role-holder will support the Outreach Manager (South) develop an overall regional engagement plan which feeds into the over RCS engagement strategy.

The role will involve the following specific areas:

### **1. Engagement, recruitment, retention of members**

- Deliver a programme of engagement activities across the southern area for members and potential members across all career stages
- Working with the Director of Engagement identify membership recruitment and engagement activities
- Support local surgical societies and their events and activities
- Represent the RCS at events and exhibitions, building networking opportunities and business partnerships
- Support the education account manager (geographical) and examinations manager to promote the RCS learning and assessment offer

## **2. Supporting local and national governance**

- Support RCS governance in the south including a programme of local boards and the regional committee
- Build relationships and networks locally
- Ensure excellent two-way communication between relevant departments within the RCS, the local Schools of Surgery, key local stakeholders/groups and existing and emerging local governance groups/teams/individuals.
- Support local structures and key local stakeholders and ensure that up-to-date intelligence is regularly fed back to the relevant RCS departments.
- With the Regional Directors' Forum, ensuring that Regional Directors are supported

## **3. Other duties**

- Promote the RCS brand locally
- Advise RCS departments on local opportunities
- Any other reasonable duties required by the Outreach Manager (South)
- Ensure a safe working environment for all team members – within the College, while travelling and at external venues.
- Ensure that the remotely based team members are appropriately supported and that their working environment is compliant with the health and safety policy

**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.**

**The Royal College of Surgeons of England is an Equal Opportunities Employer.**

**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.**

June 2017

## PERSON SPECIFICATION

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All of the following are essential unless otherwise stated.

### Qualifications

- Ideally a graduate
- Candidates without a degree or equivalent qualification, but with a proven successful and sustained track record as outlined in experience below may also be considered.

### Experience

- A minimum of 3 years proven and demonstrable achievement in an support or engagement role
- Working collaboratively with senior colleagues and dealing with internal and external stakeholders
- Project management (to time and budget); evidence of planning, developing, securing resource and evaluating a project.
- A track record in networking and relationship building.

### Skills

- Team player willing to share ideas and work collaboratively to devise strategy and business solutions
- Excellent organisational skills, methodical approach to planning and attention to detail
- Ability to use own initiative and prioritise workload and manage own and others conflicting priorities while meeting deadlines
- Excellent verbal and written skills
- Ability to communicate effectively with both internal and external stakeholders  
Excellent team player, with the confidence to contribute to projects and share experiences and expertise with colleagues
- Creative and adaptable approach to problem solving and change management
- Ability to negotiate and influence, and to solve problems individually and within teams

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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June 2017