

## **JOB DESCRIPTION**

**POST: Support Officer**

**GRADE: 2a**

**DEPARTMENT: External Affairs: Engagement**

**RESPONSIBLE FOR: None**

**RESPONSIBLE TO: Head of Support**

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## **JOB SUMMARY**

This role leads the AAC function of the College and supports the Membership function of the Support team.

## **SPECIFIC DUTIES AND RESPONSIBILITIES**

### **1. Membership Support and Administration**

- To carry out the membership subscriptions process for RCS and the Faculty of Dental Surgeons (FDS) and Faculty of General Dental Practice (FGDP) including all payments processes for new joiners and renewals including:
  - preparing the subscription reminder notices
  - approve refunds
  - processing retirements, resignations and deaths
- To promptly respond to queries from members, customers and the public, both via email and over the telephone.
- To assist the Head of Support in managing the biannual renewals process.
- To assist in the maintenance of the membership database, including managing and acting on all database alerts.
- To ensure the performance of the membership administration function is monitored, adjusted and developed so that it continually provides a high standard of service to all relevant members resulting in enhanced engagement levels, retention and income.
- To oversee the analysis of membership information and making recommendations as to how the RCS could develop its service to members.
- Preparing papers for Council committees and other regular reporting requirements including the monthly KPI and reports.
- Responding to complex and escalated membership queries.

### **2. Advisory Appointments Committee and Regional Representatives**

The Support Officer manages the AAC function with assistance from the Head of Support. This involves being the first point of contact for Trusts, RSPAs and Assessors, and ensuring all information held is up to date and accurate.

AAC duties include, but are not limited to:

- Keeping up to date on developments within specialties and regions which impact on the AAC process.
- Providing support to AAC Council lead.
- Responding to complex and escalated AAC queries.
- Coordinating the maintenance and updating of Trusts and Hospitals information the database.

### **3. Other activities**

- Supporting the regional team with up to date information on their regional infrastructure and roles and identifying gaps in data.
- Any other reasonable duties required by the Head of Support

**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 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.**

**March 2019**

## **PERSON SPECIFICATION**

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**GRADE:** 2a

**DEPARTMENT:** External Affairs: Engagement

**RESPONSIBLE FOR:** None

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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 membership or administration function
- Providing high quality membership or customer service
- Working collaboratively with senior colleagues and dealing with internal and external stakeholders
- Use of systems for administration of complex processes
- A track record in networking and relationship building

### **Skills**

- 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
- Flexible approach to working
- 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
- IT Literate: Intermediate Microsoft Word, Powerpoint, Excel and Outlook skills

The post holder will also need to demonstrate the following **values and behaviours**:

**Diversity** - we value **diversity** and treat each other with respect.

- I lead my team well; they know they are valued, respected and trusted
- I motivate, inspire and encourage each person in my team
- I empower my team and trust them to deliver great results
- I create an inclusive environment where everyone can deliver their best
- I build teams whose diverse strengths complement one another
- I listen effectively and treat each person as an individual

**Improvement** - we seek continuous **improvement**, and improvement requires change.

- I deliver strategic change and evaluate the impact of it
- I challenge established views and processes to improve our service
- I anticipate trends in the sector and adapt my strategy accordingly
- I encourage my team to innovate and present ideas to improve our service.
- I present a clear case for change which people understand
- I help people adapt to change and to continuously improve

**Responsibility** – we take personal **responsibility** for all we do.

- I develop a clear, long term strategy to deliver the college priorities
- I deliver what I say I will deliver and ensure my team do the same
- I take strategic decisions and hold myself accountable for them
- I set stretching performance and behaviour standards for myself and my team
- I build a culture of trust for the benefit of staff, the college and decision making bodies
- I anticipate internal and external customer needs and deliver solutions to address them

**Collaborative** – we are **collaborative**, both across the College and with our stakeholders across the world.

- I communicate a compelling vision, strategy and direction for the college and our department
- I build positive relationships with all my stakeholders
- I encourage participative decision making and delegate decision making to the appropriate level
- I inspire staff to work together to deliver exceptional performance
- I challenge behaviours which are inconsistent with college values
- I always work for the greater good of the college

**Prudent** - we are **prudent** in our use of resources.

- I lead my team to deliver excellent customer service with the resources available
- I use my influence to overcome barriers to delivery
- I anticipate complex risk and legislative changes and ensure there is no negative impact on the college
- I take tough decisions and prioritise the key projects effectively
- I tackle underperformance in my team quickly
- I improve efficiency by regularly reviewing the use of resources

**Professional development** - *we are committed to personal **professional development** that benefits the individual and the College.*

- I identify opportunities for my personal and professional development
- I coach and develop others to build their knowledge and expertise
- I provide regular and balanced feedback to improve performance
- I identify and develop talent within the College
- I lead with confidence and integrity
- I ask for regular and honest feedback from my manager, peers and team and learn from what is said

**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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**March 2019**