

JOB DESCRIPTION

POST: Support Officer (Membership Subscriptions)

GRADE: 2a

DEPARTMENT: External Affairs: Engagement

RESPONSIBLE FOR: None

RESPONSIBLE TO: Head of Support

JOB SUMMARY

This role leads on membership income and subscription management within the Support team and assists with the Advisory Appointment Committee (AAC) process. AACs are interview panels for the recruitment of consultant surgeons in NHS non-Foundation Trusts. The College is required to facilitate the approval of consultant surgeon job descriptions and to arrange for an impartial College representative from the same surgical specialty to sit on the interview panel.

This position will help the team to reach service level agreements for our members and fellows, invite all successful examination candidates to join the College as members and lead on reaching the team's KPIs to increase UK direct debit payees and membership recruitment. The post-holder will have the opportunity to make changes to increase the efficiency and income of the membership team and to work with the Head of Support to establish and amend processes.

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 payment processes for new joiners and renewals including:
 - Planning and sending subscription reminder notices
 - Leading on moving all UK payers over to direct debit payments
 - Managing the direct debit payment process and ensuring those whose payments bounce are contacted immediately
 - Processing retirements and membership resignations
 - Contacting unpaid members to encourage them to renew their subscriptions
- To promptly respond to queries from members, customers and the public, both via email and over the telephone.
- To assist with the quick conversion of exam candidates into members of the College – particularly with MRCS and FRCS examinations.
- To manage all transfer applications to join the College.
- 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 membership database alerts, particularly those which lead to a change in subscription fee.

- To review all membership fee adjustments in a timely manner.
- 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 members resulting in enhanced engagement levels, retention and income.
- To analyse membership information and make recommendations as to how the RCS could develop its service to members.
- To prepare papers for Council committees and other regular reporting requirements including the monthly KPI and reports.
- To lead the membership function to achieve our KPIs of new member acquisition and customer service each year.
- To respond to complex and escalated membership queries.
- To assist with production and dissemination of member certificates.

2. Advisory Appointments Committee and Regional Representatives (AACs)

The Support Officer also assists with the AAC function of the team. This involves being a point of contact for Trusts, Regional Speciality Professional Advisers 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 the AAC Council lead.
- Responding to complex and escalated AAC queries.
- Managing a portfolio of job descriptions and AAC assessor requests.

3. Other activities

- Supporting the Outreach team with up to date information on their regional infrastructure and roles and identifying gaps in data.
- Any other reasonable duties as 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.

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 General Data Protection Regulation 2018. Employees should have read and understood the College's Records Management Policy and should follow all agreed records management procedures, seeking advice where necessary.

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

August 2018

PERSON SPECIFICATION

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DEPARTMENT: External Affairs: Engagement

RESPONSIBLE FOR: None

RESPONSIBLE TO: Head of Support

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 1 year proven and demonstrable achievement in an membership or administration function
- Experience of direct debit and payment processing
- 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

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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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