

JOB DESCRIPTION

POST:	Trainee Services Coordinator
GRADE:	2a
DEPARTMENT:	Joint Committee on Surgical Training (JCST)
RESPONSIBLE FOR:	n/a
RESPONSIBLE TO:	Committee and Trainee Services Manager

JOB SUMMARY

The JCST is based at RCS 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.

Trainee Services Coordinators play a key role in supporting all aspects of the Trainee Services team's work, helping to provide a high level of customer service to trainees, trainers and others seeking advice from the JCST. They also support the Committee and Trainee Services Managers in dealing with trainee casework and committee support, and are responsible for providing an advice and guidance-based support service for users of the ISCP website.

SPECIFIC DUTIES AND RESPONSIBILITIES

1 Supporting Surgical Training – Processes and Advice

- Provide high quality and timely advice and guidance via email and phone to trainees, trainers and others seeking advice from the JCST, including users of the web-based curriculum management system (ISCP).
- Assist with devising and implementing systems for the effective handling of queries, taking personal responsibility for the successful resolution, using wider team knowledge and escalating where appropriate.
- Manage the effective enrolment of new surgical trainees into the programme – collecting and assessing information and data received from Deaneries/local offices, the ISCP website and in-house databases;
- Assist with the process of recommending trainees for certification; producing data reports, collecting and checking the relevant paperwork and liaising with Deanery/local office contacts and committee members to ensure that processes are completed in good time;
- Process out of programme training (OOPT) and other applications, including research, overseas surgical training and Locum Appointments for Training – taking the lead in handling applications requiring SAC support, managing paperwork and liaising with contacts to ensure timely completion;
- Advise trainees, trainers and those working with them on matters that may affect their end of training dates – for example, illness, maternity leave, move to less than full time training or unsatisfactory training review outcomes;
- Provide advice on other aspects of surgical training or JCST activity and/or signpost as appropriate to other bodies

- Collate and feedback ideas from ISCP users and staff to those responsible for the curriculum and help to implement the required changes.
- Collate and review department responses to queries on a regular basis to ensure consistency and accuracy.
- Maintain an awareness of current rules and guidance governing surgical training in the UK and Ireland and developments in the ISCP online training management system
- Build constructive relationships with staff in Deaneries/local offices and other relevant bodies.

2 Committee Administration

- Arrange committee meetings in the relevant specialties, including room bookings, catering, organisation of AV and circulation of agenda and documents;
- Prepare files and documents for meetings, with specific responsibility for tabled or late papers;
- Produce enrolment and certification data reports for meetings;
- Ad hoc duties on the day of meetings, as required by committee members or the Committee and Trainee Services Manager

3 Information and Data Management

- Accurately maintain the database and monitor and address discrepancies between data held on the database and data held on the ISCP
- Accurately maintain filing and archiving systems, both computerised and paper based – including the in-house database, ISCP and paper files as required;
- Update information held on the website and check its accuracy (as directed by the Committee and Trainee Services Manager)
- Ensure all data is handled in accordance with the Data Protection Act 2018 and General Data Protection Regulation.

4 Website development

- Assist with devising, employing and maintaining template and standard responses so that a consistent service is provided.
- Help to develop training materials, including frequently asked questions (FAQs), step guides and help aids.
- Help with major and minor developments of the web-based curriculum, including thoroughly testing new functions and helping to communicate with volunteer user groups/

5 General

- Check correspondence sent to specialties' generic inboxes and respond or forward to colleagues as appropriate;
- Provide cross cover for other members of the team, responding to telephone and e-mail enquiries for other team members when not available;
- Actively participate in the Trainee Services Coordinators' meetings and induction and training of new members of staff
- Represent the JCST 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 Committee and Trainee Services Manager, Head of Trainee Services, or Head of JCST.

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.

February 2019

PERSON SPECIFICATION

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All of the following are essential unless otherwise stated.

Qualifications

- 5 GCSEs grades A-C, or equivalent, including Maths and English;
- Educated to “A” level or equivalent/further education (**Desirable**)

Experience and Skills

- Experience in a customer-facing environment;
- Previous office experience (could be gained during further education depending on subject matter and type of course);
- Ability to prioritise tasks in a busy work environment;
- Ability to keep up with new processes in a changing environment;
- Proven ability to take initiative;
- Excellent Computer Skills (word processing, spreadsheets, database);
- Proactive approach and ability to work independently;
- Ability to work under pressure;
- Keen attention to detail;
- Experience of working in a healthcare or training-related organisation (**Desirable**);
- Advanced computer skills (**Desirable**).

People and interpersonal skills

- Excellent communication skills, written and spoken, and ability to provide clear and detailed information effectively;
- Ability to assimilate information and to deal with complex enquiries with confidence.

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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