

Job description

Job title:	Engagement & Outreach Assistant (North)
Grade:	2a
Department:	Membership Marketing and Communications: Outreach Team
Responsible for:	None
Accountable to:	Head of Outreach

Job summary

The purpose of this role is to support The Royal College of Surgeons of England's (RCS England) engagement activities for members and potential members at every career stage. The Outreach Assistant (Membership Engagement) will provide effective administrative support to the Outreach (North) team and support the coordination of local activities in the North, Midlands and Scotland.

This role involves travel throughout the UK, overnight stays and out of hours working.

Specific duties and responsibilities

The role will involve the following specific areas:

- 1. Engagement, recruitment, retention of members**
 - Provide administrative support for the programme of engagement activities across the North, Midlands and Scotland for members and potential members
 - Provide administrative support for RCS England representation at regional and national conferences
 - Coordinate the programme of Presidential Visits in the North, Midlands and Scotland
 - Support the Head of Outreach, Outreach Programme Manager and Outreach Officers with the delivery of key careers activities including the national surgical skills competition, Future Surgeons Forum, school and college workshops, Interview Skills Workshops and other external facing events
 - Represent the College at events and exhibitions, building networks and relationships with key stakeholders locally
- 2. Supporting local and national governance**
 - Arrange and provide administrative support for Regional Board meetings
 - Ensure regional representatives receive regular communications about College standards and guidance, policy updates, and relevant local events and activities
 - Support the organisation of events, meetings, inductions and appraisals for the North hub and local representatives, e.g. Regional Directors



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- Support the recruitment of Surgical Tutors in collaboration with trusts and the Schools of Surgery
- Maintain accurate records of key contacts on the RCS England CRM database
- Support the Outreach Programme Manager in the successful organisation and administration of the external, bi-annual Confederation of Postgraduate Schools of Surgery (CoPSS) meetings (with associated travel and overnight stays), providing guidance to the group on governance where appropriate

3. Outreach strategic objectives

- Provide administrative support to the delivery of the Outreach team's strategic projects
- Support the Head of Outreach with the administration, planning and delivery of the diversity project streams as required.

4. Coordination of the North Hub

- Be a point of contact for internal and external stakeholders, dealing with phone, email and postal enquiries in the North Hub
- Manage team members' diaries, travel and accommodation, and timely processing of all stakeholder expenses
- Liaise with support services (e.g. IT, finance) and collaborating with the wider Membership, Marketing and Communications and Outreach (South) teams to ensure there is appropriate support for regional stakeholders

5. Other duties

- Maintain up to date knowledge of all RCS England activities
- Coordinate and manage information and promotional materials stock
- Comply with data protection requirements
- Provide project management and administrative support to the Head of Outreach
- Any other reasonable duties required by the Head of Outreach

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.

March 2024



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Person specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">GCSE English and maths or equivalent	
Experience and skills	<ul style="list-style-type: none">A demonstrable achievement in a support, outreach or engagement roleWorking collaboratively with senior colleagues and dealing with internal and external stakeholdersWorking collaboratively and flexibly across teamsThe discretion to handle confidential or sensitive information appropriately in line with high standards of information governanceExperience of establishing and maintaining administrative recordsExperience of arranging and managing events/meetings/committeesExperience of coordinating projects to agreed timescales and budgetUsing information systems to obtain and disseminate informationA good working knowledge of all Microsoft packages (Word, Excel, Teams)	<ul style="list-style-type: none">Content Management Systems (CMS) experienceCustomer Relationship Management (CRM)/database experience)Previous experience of supporting a Board/ high-level Committee(s)
People and interpersonal skills	<ul style="list-style-type: none">Excellent organisational skills, methodical approach to planning and attention to detailAbility to use own initiative and prioritise workload and manage own and others conflicting priorities while meeting deadlinesFlexible approach to workingExcellent verbal and written communication skillsAbility to communicate effectively with both internal and external stakeholdersExcellent team player, with the confidence to contribute to projects and share experiences and expertise with colleagues	



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

Collaboration	We embrace our collective responsibilities working collaboratively and as one college.
	<ul style="list-style-type: none">• We work together, using our collective expertise and experience to effect positive change• We are open, honest and transparent, straightforward in our language and actions, acting with sincerity and delivering on our commitments• We take our responsibilities to each other, to patient care and to the environment seriously and we act with this in mind across our work
Respect	We value every person we come into contact with at the College as an individual, respect their aspirations and commitments in life, and seek to understand and meet their physical and wellbeing needs.
	<ul style="list-style-type: none">• We treat everyone we meet with kindness and integrity and we seek to promote these behaviours in others• We actively seek a range of views and experiences across our work, and we listen to, and make everyone feel, a valued part of the team
Excellence	We aspire to excellence and success. We share learning from our experiences, apply feedback into practice, and commit to continual improvement.
	<ul style="list-style-type: none">• We work hard to be the best at what we do, recognising and celebrating effort and achievement, and reflecting on our work, so we can learn and improve• We value and invest in research, education and training to drive excellence and put improvements in surgical practice, dentistry and patient care at the heart of our work• We always seek to learn and discover more, valuing knowledge and scientific evidence, basing our decisions on insights, fact and experience

The Royal College of Surgeons of England is an Equal Opportunities Employer. We are open to all talent and we actively ensure that all qualified applicants will receive equal consideration for employment without regards to age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.



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