

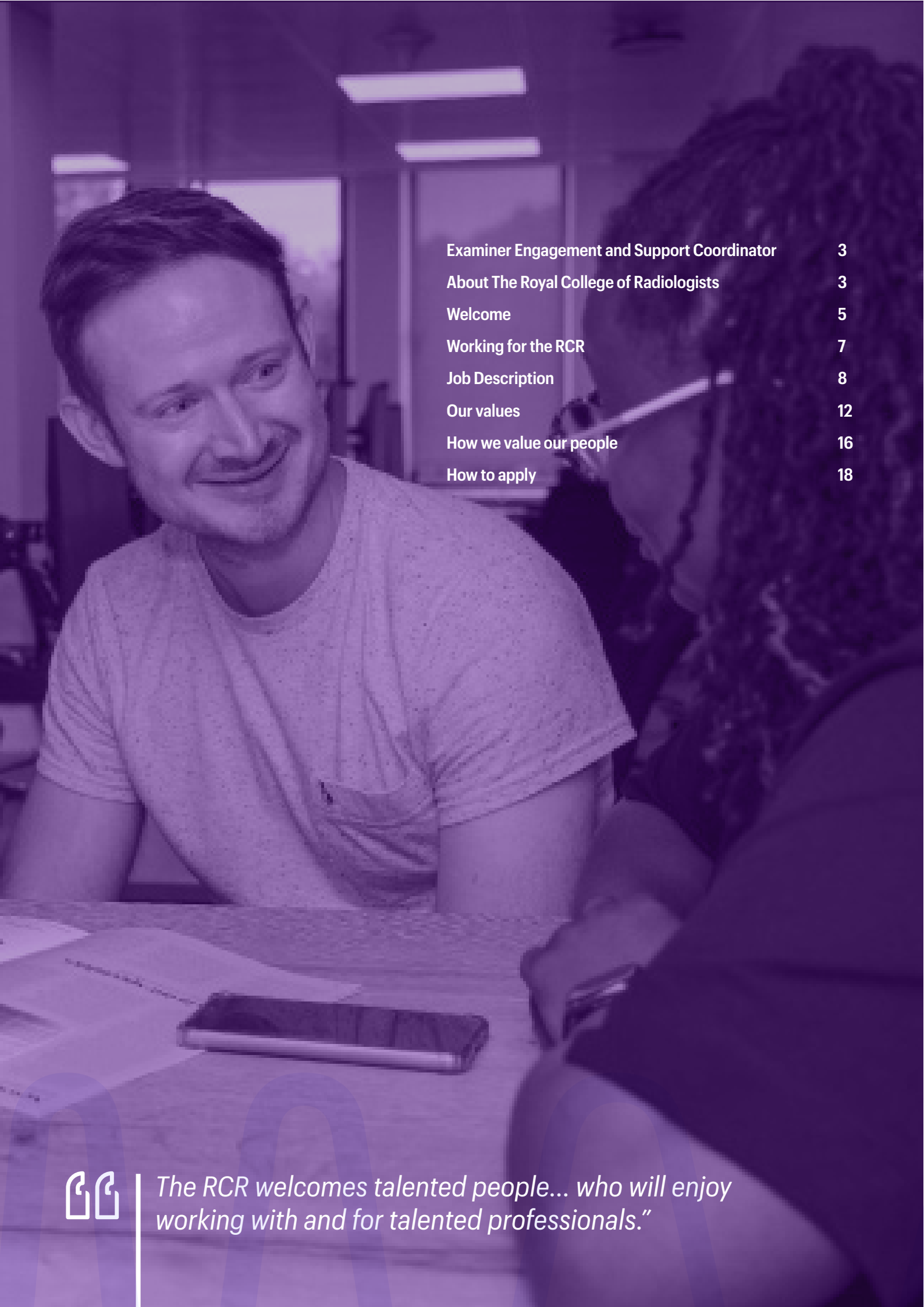


The Royal College of Radiologists

Examiner Engagement and Support Coordinator



The Royal College of Radiologists



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Examiner Engagement and Support Coordinator

Salary:	£37,298 per annum, with pay progression up to £41,225 per annum within two years employment, plus excellent benefits
Location:	Central London, with flexible working
Hours:	Full-time/35 hours per week
Contractual status:	Permanent
Closing date for applications:	23:59 8 December 2024
Interview date:	Shortlist interviews are scheduled for 11 December 2024 and selection interviews are scheduled for 19 December 2024.

About The Royal College of Radiologists

Are you interested in making a real difference in the healthcare sector to improve imaging and cancer care for all?

At The Royal College of Radiologists (RCR), we're the leading professional membership body for clinical radiologists and clinical oncologists and a registered charity who educate and support doctors throughout their career. With over 14,000 members in the UK and internationally, together we're contributing to the advancement of each new generation of doctors and helping to improve patients' lives.

We require a broad range of skills and experience to deliver our strategic goal of increasing the clinical radiology and clinical oncology workforce, which will ultimately lead to improving imaging and cancer care services for all.

If you're inspired by our **strategy** and **values**, and are passionate about helping us meet our ambitious goals in an environment that celebrates differences, values diversity and recognises that everyone here plays a role in the success of the College, then we encourage you to consider a career at the RCR.



The RCR welcomes talented people... who will enjoy working with and for talented professionals."



Welcome

Thank you for your interest in working with the RCR. I hope that you will find the information in this Candidate Pack useful, in addition to the content on our website: www.rcr.ac.uk

The last few years at the RCR have seen much growth and development. We have improved the range and quality of the services and support offered to our membership. We have grown the external profile of the RCR's work and increased awareness of the value of our medical specialities to patients and the public. We have created life-saving guidance and expanded our work globally to many different countries. We've revised how we train and examine our doctors to ensure they continue to be the best in the world, plus much, much more. We are ambitious to continue this success and build into the future.

Our Strategic Priorities from 2019 are:

Workforce

Support excellent, safe patient care by working collaboratively on team-wide standards across imaging and oncology. Define our doctors' professional needs for the future and shape sustainable workforce models for our patients and our specialties to realise them.

Be the experts

Highlight to the public and stakeholders the contribution our specialties make to safe, evidence-based and cost-effective patient care. Contribute meaningfully to the debate on the future of healthcare both in the UK and overseas.

Professional learning

Develop our educational offer to support our doctors to meet the challenges of practice, working with others where appropriate, sharing ideas where possible. Adopt new educational models rapidly to ensure continuing equity of access to high-quality products.

Membership value

Support all members and Fellows to deliver the best care for patients, for their entire career regardless of where or how they practice.

Our College

Shape a College that is demonstrably agile and responsive, accountable and open, supporting our specialties and the patients we treat.

The RCR is growing – in what we achieve, our income and our staff. We are a great team that focuses on improving the lives of patients through our doctors. Our culture is friendly and ambitious, underpinned by a continuing commitment to develop and support all our employees.

We are a *London Living Wage Employer* (www.livingwage.org.uk) not only for our employees, but also in respect of our contractors.

The RCR welcomes talented people who share our ambition, commitment who will enjoy working with and for talented professionals.

I look forward to hearing from you.

Yours sincerely



Working for the RCR

The RCR is a membership body and a registered charity. The trustee board is mainly made up of practising clinical oncologists and clinical radiologists and is accountable to the membership at large. Each specialty has its own Faculty which agrees policy and the range of support, advice and guidance offered to doctors in the specialty. The executives of the RCR are the eight Officers (doctors) who work closely with the senior management team (the Chief Executive and Executive Directors for Communications, Education, Professional Practice and Business and Resources) supported by about 100 other employees.

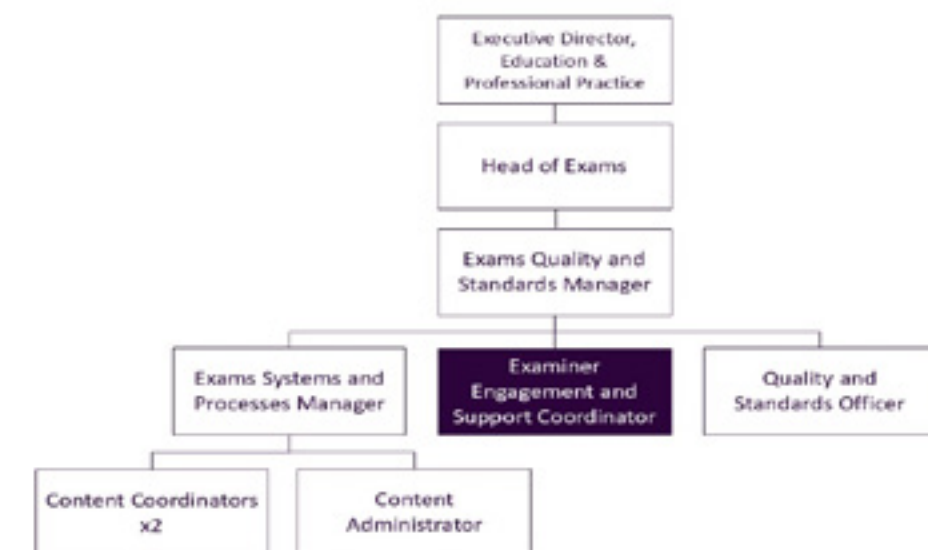
The Education & Professional Practice Directorate/ Exams Team

The RCR is a professional membership body for Doctors who work in cancer care and medical imaging. We are seeking a proactive Examiner Engagement and Support Coordinator to work within the quality arm of the exams team. Our examiners are clinical oncologists, clinical radiologists and other specialists, who work voluntarily as contributors developing exam questions, delivering assessments to candidates and shaping the future of FRCR exams. This role plays a vital part in ensuring that the clinical

expertise needed to run the RCR's exams is available via both UK and global examiners. We envisage the post holder delivering real value to those doctors who give up their valuable time to work with us.

The role is fundamentally about people and building good relationships, with excellent communication and organisational skills key to its success. The post holder will be the first point of contact for potential new, and existing, examiners and will work closely with exam chairs and across all exam boards and committees, ensuring that examiners have the tools they need to deliver as an examiner alongside their clinical commitments, including alleviating any pain points. Examiner recruitment, and coordinating induction and training - plus the set-up of meetings, events and panels - will form part of the workload. There is also the opportunity to feed into designing and developing new processes and activities to support examiner engagement and engender a sense of community. If you're keen to take a leading role in clinician contributor coordination, support and recognition then we would love to hear from you!

Where the job fits





Job description

Job title:	Examiner Engagement and Support Coordinator
Responsible to:	Exams Quality and Standards Manager
Responsible for:	N/A
Contract terms and hours:	Permanent, full time
Location:	63 Lincoln's Inn Fields, London WC2A 3JW with flexible working

The role

Overall purpose

We work with over 200 examiners to successfully deliver a range of exams across our specialties. Our examiners are clinical oncologists and clinical radiologists – most of whom volunteer alongside busy clinical commitments – and we want to ensure they feel valued, supported, empowered and able to fully participate towards delivering quality exams, and, where we can, reduce the burden on them. This role is pivotal in making this happen.

The role has many facets, from recruiting and onboarding new examiners to supporting them through their examining commitments, whether by way of supporting events (including training, networking and committee meetings), the logistics of their examining commitments and making sure they feel appreciated - and are recognised for - the immense contribution they make.

This role is about people and building firm relationships, with excellent communication and organisational skills key to its success. The postholder will work across all our exam boards and committees, competently supporting them in achieving their goals, whilst in parallel bringing a sense of community and belonging to the wider examiner team.

Main areas of responsibility

- Examiner recruitment, induction and training
- Examiner engagement and support
- Supporting committees
- Appreciation and recognition
- General

Responsibilities

a. Examiner recruitment, induction and training

1. Write and update engaging examiner recruitment materials such as terms of reference, job descriptions, scoring criteria and advertising communication, making use of centralised templates to ensure a consistent approach.
2. Ensure exam committees are well resourced, identifying capacity issues with Chairs and following a predefined process to fill vacancies.
3. Actively promote examiner recruitment to UK and global audiences, including drafting text and ensuring that promotional recruitment materials are relevant and engaging.
4. Be the main point of contact for applicants ensuring they receive useful, welcoming and timely information.
5. Manage the receipt of applications and the dissemination of anonymised applications and scoring criteria to relevant panels, and communicate the outcome of applications to candidates, including feedback where relevant.
6. Coordinate and oversee all examiner specific training, including the annual examiner induction session and other ad-hoc induction and training activity as needed on a group or individual basis.

7. Maintain accurate records of examiner terms of office, training, mentorship and progression.
 8. Continuously review examiner recruitment, induction and training processes, making recommendations and implementing improvements in line with best practice, ensuring processes support the achievement of the wider aims of the team.
 9. Work closely with the central Contributor Officer to share the challenges and opportunities you are faced with to ensure resolutions are applied consistently across the College.
- b. Examiner engagement and support
10. Build and develop mechanisms to communicate with examiners, ensuring they feel included in the work of both the exams team and the wider college, using the Network Toolkit as a frame of reference for doing this.
 11. Proactively seek out relevant information, identifying the appropriate mechanism for its dissemination.
 12. Actively seek feedback from examiners on what is important to them, sharing these insights with the wider exams team and organisation as appropriate.
 13. Support examiners with travel and accommodation bookings where necessary, in collaboration with the RCR's appointed travel agent and the RCR's Facilities function.
 14. Organise examiner dinners (40+ attendees) both on and off-site, including deposit payments, agreeing menus and facilitating dietary requirements.
 15. Check examiner expenses against pre-agreed budget and submit for authorisation in line with the Scheme of Financial, Contractual and HR delegation.
 16. With sensitivity and tact, challenge any examiners that are not complying with the RCR's policies, escalating particularly difficult situations to the Contributor Officer and Exams Quality and Standards Manager for support and advice.
 17. Be the main point of contact for examiners at the RCR, supporting them to resolve queries and obtain information where required, unblocking pain points in collaboration with colleagues if necessary.

c. Supporting committees

18. Working closely with each Committee Chair:
 - I. Manage the logistical support for meetings, including the scheduling of meetings for the year, inviting attendees, sharing joining links to remote meetings and preparing rooms for in-person meetings.
 - II. Prepare quality agendas, gaining sign off from the committee Chair before circulating in good time for the meeting, sourcing and distributing supporting papers and drafting cover sheets for papers where required
19. Ensure that Chairs are appropriately briefed ahead of meetings, providing advice on agenda items and issues arising.
19. Take accurate notes of the sometimes complex discussion, turning these into high quality action log to be signed off by the Chair and circulated to the committee shortly after the meeting.
19. Support the Chair in ensuring actions are accurately recorded and delivered within agreed timescales, following up in a timely manner where necessary.
19. Attend examiner events and meetings – online, in person or a hybrid - to ensure their smooth running and to optimise the examiner experience by troubleshooting issues and recommending improvements where appropriate.
19. Ensure accurate record keeping, including updating the CRM and the website with committee membership and terms of office.



d. Appreciation and recognition

20. Evaluate and grow our examiner appreciation work, implementing gratitude activity that encompasses both small gestures and inputting to more significant volunteer activities with the wider organisation ensuring consistency in approach.
21. Provide examiners with documentation regarding their involvement with exams, e.g. Continuing Professional Development and professional leave letters, or for NHS service leaders to promote and encourage doctors becoming examiners.
22. Collate and analyse feedback from examiners, to better understand their views, using this information to suggest and implement ways to improve both our support of contributors and our service.

e. General

23. Develop and maintain a good understanding of the RCR's exams, policies and projects.
24. Maintain and manage records in accordance with the RCR's data protection policy and guidance.
25. Write and update standard operating procedures (SOPs) for all activities undertaken to ensure clarity and adherence.
26. Contribute to evolving processes, proactively identifying opportunities for improvements to the examiner experience as well as internal efficiencies.
27. Share feedback and information gained from the examiner group with the RCR's Contributor Officer, who is responsible for evolving and coordinating our overall approach to volunteer attraction, management and recognition.
28. Monitor and respond to queries regarding examiner and committee related activities.
29. Undertake such other duties appropriate to the level of the postholder's qualifications and experience as may be required by the RCR from time to time.

Key working relationships

Internal working relationships

- Exams Team
- Exam Committee chairs
- Examiners
- Contributor Officer
- Elected Officers
- The wider Education and Professional Practice Directorate
- Areas of the RCR including Marketing and Digital, Information Services (IS), Governance, Membership, Finance and Facilities.

External working relationships

- Examiner candidates and their referees, and other Fellows and members of the RCR
- Suppliers, for example, travel agents and restaurants.



Scope and limits of authority

Decision making level	<ul style="list-style-type: none"> • Independent decision making needed at examiner events and meetings to ensure smooth running. • Complex, legal or policy issues to be referred on to the Exams Quality and Integrity Manager.
Financial resources	<ul style="list-style-type: none"> • Monitor, maintain and report on the examiner expense budget to the value of £350,000, flagging any issues to the Exams Quality and Standards Manager • Maintain records of expenditure for each event and committee
Other resources	<ul style="list-style-type: none"> • CRM • MS Teams • SharePoint • Shared responsibility for accuracy of data • Shared responsibility for setting up and checking technical kit for committee meetings
People management	<ul style="list-style-type: none"> • N/A
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none"> • Ensure that all activities are compliant with relevant legislation e.g. Health and Safety, Equality and Diversity, GDPR, as well as RCR policies, notably the Scheme of Financial, Contractual and Human Resources



The person

Essential (E) or
Desirable (D)

Knowledge, qualifications and experience	
Experienced in providing administrative support and managing administrative processes, systems and procedures	E
Experienced in financial administration, including the compiling of financial spreadsheets and monitoring budgets	E
Experience of working in an exam, assessment or educational setting	D
Experience of volunteer attraction and management	D
Experience of committee procedures and processes, including preparing agendas and recording accurate actions	E
Experience using and maintaining a database or equivalent to store and retrieve information so that information is kept up to date and available	E
Skills and abilities	
Accurate use and understanding of English.	E
Effective problem solver, with the ability to exercise sound initiative and judgement and think through issues to offer practical solutions	E
Highly organised, able to multi-task and work under pressure whilst maintaining a high level of accuracy and attention to detail	E
Excellent interpersonal skills with the ability to build and maintain relationships with internal and external stakeholders, including senior clinical consultants	E
Ability to work effectively within the team, working collaboratively with colleagues to coordinate activities and deliver tasks	E
Ability to work on one's own initiative with limited supervision and take independent decisions within area of competence	E
Excellent working knowledge of Microsoft packages including Outlook, Word, Excel, Teams and PowerPoint.	E

Other Requirements

To be able to apply candidates must be able to also fulfil the following requirements:

- Candidates must have the right to work in the UK to be able to apply for positions at the RCR
- Commitment to equality and valuing diversity and understanding of how this applies to delivery of own area of work.
- Commitment to the aims and charitable objectives of the RCR.
- Self awareness.
- Enthusiasm for learning and development and taking on new tasks.
- Committed to own continuing professional development.
- Demonstrable commitment to providing a professional customer service to colleagues, members and stakeholders.
- Ability to maintain confidentiality and information security in line with our data protection policy and guidance.



Our values



People focus

We treat everyone fairly and with respect, actively listening and responding appropriately, while recognising individual differences.



Integrity

We are open, honest and transparent. We strive to reflect and learn from experience in every area of our work to deliver the right outcome.



Making a difference

We strive for excellence. We make a difference by setting standards and empowering our membership and our staff through personal development and lifelong learning.

We recognise that patients' best interests underpin everything we do.



Behavioural competencies

The RCR's Competency Framework defines the behavioural competencies required from all staff to contribute effectively in their role and within the wider organisational team.

Communicating effectively

The success of the College depends on how it communicates with its membership and other stakeholders. Employees need to know their audience(s) and communicate with them in a way which meets stakeholder needs and expectations as far as possible.

Working together

The College's effectiveness and reputation depends on efficient and collaborative working, both within and beyond the team. This includes all employee colleagues, Officers, other Fellows and members and often others outside the College.

Personal effectiveness

The College is most effective when employees take ownership of their work, understand the context of that work, deliver effectively to achieve required results and demonstrate a positive attitude to taking on additional responsibilities or learning new skills.

Customer focus

We should all provide excellent services to all customers but notably to the membership and staff colleagues. Focusing on those and other customers, and understanding and responding appropriately to their needs, is key to the success and sustainability of the College.

Embracing change

We must all play a part in ensuring that the offer the College makes continues to be effective and relevant in meeting customer needs. This will involve changes to what we do and how we do it. We all need to play our part in embracing change.



How we value our people

Benefits

We offer all our employees a fantastic range of benefits to help you enjoy a great work-life balance, look after your wellbeing and plan for the future.

A modern and welcoming working environment

We've made sure our office in a prime central London location is a destination people want to come and work in – it's open-plan and spacious, with areas for meetings, collaborative working and concentrated workspaces. We also have kitchen facilities well-stocked with plethora of teas and two very fancy coffee machines for everyone to use

There are lots of things going on when you come in too, including learning and development sessions with doctors talking about their work, tea and cake get-togethers, free massages monthly and monthly town hall meetings where staff can share updates and ask questions. We even have our own social committee and organise regular fun events, which are a great way for you to get to know your co-workers.

Excellent pension scheme and life assurance

We like to help our staff save for the future and provide an excellent employer pension contribution. We also have a life assurance and personal accident policy which covers all employees up to four times their annual salary.

Hybrid working

At the RCR we only hire great people, and we value being able to bring everyone together to bond, build great working relationships and

generate amazing and innovative ideas.

We embrace remote working, and our staff are able to work remotely for up to 60% of their working time, with 40% in the office. All staff are provided with a laptop to allow them to work remotely, along with equipment such as desks and chairs to make sure they're comfortable when working from home. Our offices are open throughout the working week though, and staff are always welcome to come in as often as they wish.

Wellbeing support

We like to make sure everyone at the RCR is supported, both professionally and personally, so in addition to our excellent line managers and supportive HR team, we've invested in training a number of dedicated staff members passionate about mental Health as Mental Health First Aiders. We also provide an Employee Assistance Programme, that's has a 24/7 helpline so if you ever have any personal problems or concerns, there's always somewhere to turn for help and advice.

Generous annual leave allowance

Working hard is important, but taking a break matters just as much. Everyone starts with a 25-day annual leave allowance per year and that increases with service too.

Interest-free season ticket loan and cycle to work scheme

To make sure you're able to get into the office in the way that best suits you we offer all staff the option to take out an interest-free season ticket loan to help cover the cost of travelling, as well as a cycle to work scheme for those of us who like to be more active on their commute. If you



do choose to cycle in, we have somewhere safe to leave your bike and showers to use if you want to freshen up before work.

Festive spirit

We know taking a break at the end of the year is important to our team. To ensure everyone gets a well-deserved rest to spend time with loved ones, we usually close our office between the Christmas and New Year period – gifting the extra days off to all staff, in addition to their usual annual leave.

Equality and diversity

Every day, our colleagues are making a difference by helping to improve imaging and cancer care for all. This starts by having the best talent, and that is only possible with a diversity of thinking, diversity of background and experience, and diversity of skills.

Diversity means better ideas, better solutions and more innovation. It's why one of our key priorities is to ensure our workforce reflects the communities we serve.

Making a real difference

In addition to all the great benefits we've listed above, we believe the main reason people want to join the RCR is because you also get to go to work knowing your role has an impact on the lives of doctors and patients.

We're committed to creating an inclusive workforce and working environment for us all to enjoy – where everyone is able to bring their whole self to work to create change and reach new heights of creativity.

You can find our equality, diversity and inclusion commitment [here](#) as well as our equality and diversity policy [here](#).



Great purpose, great people, great working environment and clear direction of travel."

How to apply

The closing date for applications is 23:59 8 December 2024

Please submit a CV and a covering letter of no more than a page and half, together with a completed [Diversity Monitoring Form](#).

It is important that your covering letter includes a clear statement in support of your application, which demonstrates how you meet the essential (and, where applicable, desirable) criteria described in the table entitled 'the person'.

We expect you to meet the points listed under "other requirements" of the Person Specification as a pre-requisite for applying for this position. However, you are not required to address these points in your written statement. We will explore them further if your application is taken to the next stage(s) of the recruitment process.

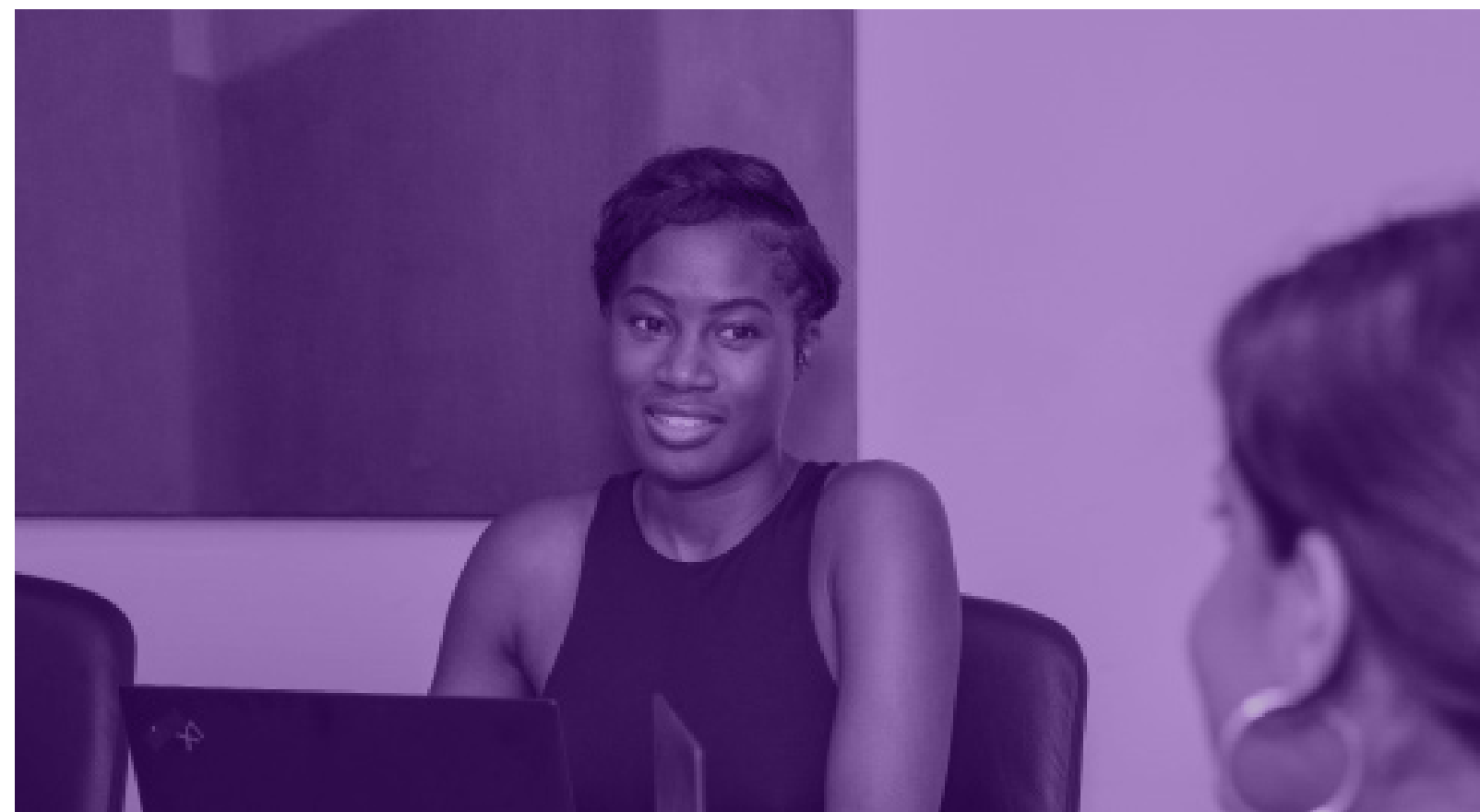
The application process is the first chance we have to assess your suitability for the role you're applying for, and as such, we ask that your application is written by you, and that you do not use AI tools such as ChatGPT to create your application. Where we suspect AI tools have been used to create your application you unfortunately won't be shortlisted for the next stage of the recruitment process. We hope that you respect this request in line with our value of integrity [Values & strategy | The Royal College of Radiologists \(rcr.ac.uk\)](#)

Applications should be emailed to jobs@rcr.ac.uk

If you have not heard further from the RCR within a fortnight of the closing date, you should assume that you have not been shortlisted for interview on this occasion.

Shortlisted candidates will be invited to attend first stage interviews on 11 December 2024.

If you consider yourself to have a disability and require a hard copy pack or a different format, for example large print, please contact the HR team at jobs@rcr.ac.uk





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