

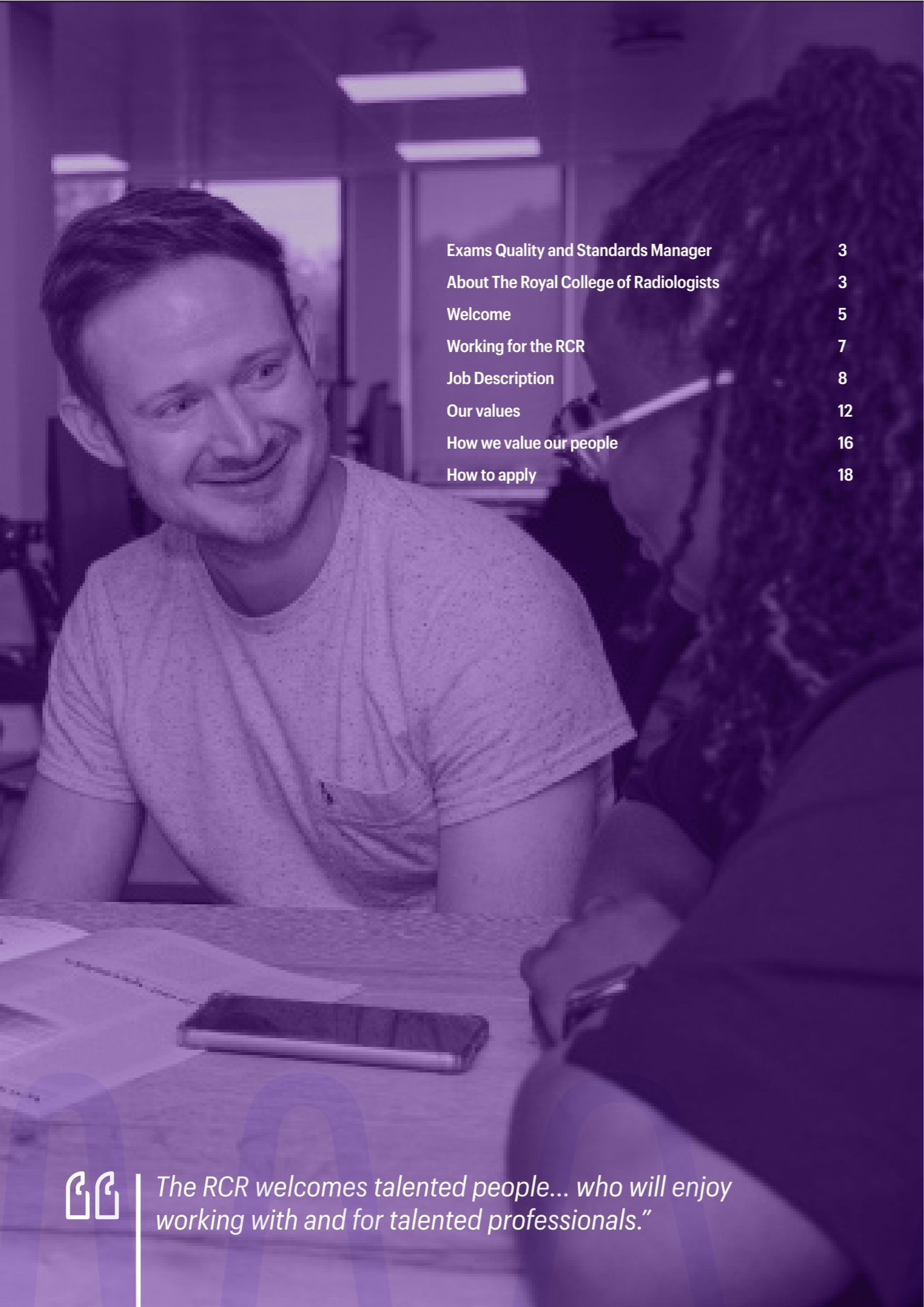


The Royal College of Radiologists

Exams Quality and Stand-
ards Manager



The Royal College of Radiologists



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

Exams Quality and Standards Manager

Salary:	£58,194 per annum, with pay progression up to £64,318 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 17 November 2024
Interview date:	Shortlist interviews are scheduled for 21 November 2024 and selection interviews are scheduled for 27 November 2024 and will take place onsite at our Central London office.

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.



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 Professional Practice Directorate/Exams Team

The RCR is a great place to work. At the forefront of the health agenda, our members diagnose and treat cancer, heart disease, stroke and more, whilst leading on innovations including AI, skills mix and community diagnostic hubs. As Covid recedes and the cancer backlog rises up the agenda, our members' work and views have never been more important.

Exams are a core tenet of producing high quality doctors and this role shapes the quality area of the exams function; overseeing an assurance framework which meets regulatory requirements and reflects best practice, protects the RCRs reputation and presents high-stakes FRCR exams as gold standard. All activity will ensure quality and integrity is maintained whilst supporting exam access for both UK and global candidates.

The EQSM will grow and motivate a high performing team, challenge the status quo and ensure alignment with our workforce development goals and other organisational priorities. The role demands an authoritative voice on exams quality assurance and maintenance of standards, significant stakeholder and supplier management expertise and a high degree of initiative and self-motivation.

Where the job fits





Job description

Job title:	Exams Quality and Standards Manager
Responsible to:	Head of Exams
Responsible for:	Exams Systems and Processes Manager
	Quality and Standards Officer
	Examiner and Committee Administrator and a content sub-team comprising an additional 3 staff
Contract terms and hours:	Permanent, full time
Location:	63 Lincoln's Inn Fields, London WC2A 3JW with flexible working

The role

Overall purpose

Exams are a core tenet of producing high quality doctors and this role shapes the quality area of the exams function; overseeing an assurance framework which meets regulatory requirements and reflects best practice, protects the RCRs reputation and presents high-stakes FRCR exams as gold standard. All activity will ensure quality and integrity is maintained whilst supporting exam access for both UK and global candidates.

Examiner support and stakeholder management is integral to the role, as is the ability to oversee candidate appeals and misconduct incidents. The EQSM post encompasses strategic product ownership of the suite of exam delivery and content systems used by the function, shaping the platforms and developing functionality to ensure the RCRs and candidates needs are met. Allied to this is accountability for exam content and its production process, ensuring – through the wider team – the highest standards of excellence and accuracy. The postholder will also be responsible for associated data – reporting on the performance of content and candidates in a variety of different forms and to varied stakeholders, notably the General Medical Council (GMC) and the General Dental Council (GDC).

The EQSM will grow and motivate a high performing team, challenge the status quo and ensure alignment with our workforce development goals and other organisational priorities. The role demands an authoritative voice on exams quality assurance and maintenance of standards, significant stakeholder and supplier management expertise and a high degree of initiative and self-motivation.

Main areas of responsibility

•Assurance framework •Team leadership and examiner management •Strategic product ownership •Data •General

Responsibilities

a. Assurance framework

1. Develop and oversee a robust quality assurance framework, reflecting industry standard exam regulations and associated policies and processes, ensuring appropriate consultation, approval, adoption and ongoing development on the back of emerging practice.
2. Introduce, refine and monitor continuous process of exams quality risks across the suite of exams, proactively identifying and overcoming barriers to managing and mitigating these

3. Work with examiners and staff to ensure excellence in question writing, review, selection, presentation, standard setting and marking.
4. Oversee adjustment, appeals and misconduct review panels, ensuring that published processes are followed resulting in effective and judicious decision-making, and minimising risk on complex cases or challenges
5. Ensure the provision of psychometric insight for consideration by exam boards and other stakeholders ensuring that sound medical assessment theory is applied and understood, both routinely and under emergency escalation policies.
6. Support examiner Chairs with interpreting exam performance data - notably around reliability and the performance of individual questions and exams - and other aspects of assessment metrics.
7. Regularly review and reform policies and ways of working to ensure they solidify our position as the gold standard assessment for radiology and clinical oncology.

b. Team leadership and examiner management

8. Direct, support and motivate the quality team in achieving goals, ensuring outcomes are clear and progress is measurable.
9. Engage and support line reports and the wider function positively through quality change and improvements, with clear communication around rationale and impact
10. Lead the implementation of plans and initiatives for exams quality, securing and allocating resources, agreeing and managing the overall exams quality budget
11. Expertly navigate the complex exams stakeholder landscape, ensuring key stakeholders understand and support quality and integrity changes, maintaining their positive engagement with the function.
12. Manage the recruitment, induction, training, wellbeing, engagement, succession planning and performance monitoring of a large (200+) examiner body, including – through the wider team - comprehensive committee servicing, working with the central Contributor Officer to ensure practices are consistent with organisational expectations.
13. Facilitate exam quality discussions up to relevant RCR Committees and Board, aiding timely decision-making on quality areas while maintaining agreed governance and oversight processes.
14. Ensure quality team compliance with College-wide processes and policies

c. Strategic product ownership

15. Develop and maintain exams delivery and content systems to ensure fit for purpose platforms that work effectively during exam delivery and marking, and ultimately support strategic objectives
16. Develop relationships with platform suppliers, managing contractual elements and service level agreements
17. Ensure that prioritisation, testing and training plus release plans for exams delivery and content systems is managed via the wider team

d. Data

18. Ensure systems are designed to make data easily accessible, enabling the team to track the impact of process and delivery changes and make informed, data based decisions.
19. Demonstrate the fairness, robustness and consistency of exams by applying rigorous standards to – and drawing on a range of – data, notably supplying quantitative data for the GMC and GDC, the RCR's EDI Committee and exam boards – reflecting candidates nationally, globally and by protected characteristics.
20. Use insights from systems and associated data to input into strategic decisions, advising on the capability of the systems and how that might impact the future development of the quality team and wider function.



e. General

21. Responsible for quality reporting to internal Committees and other stakeholders, via written reports and in person
22. Continually seek to improve the experience of candidates, Fellows and members, collaborating with other RCR managers where appropriate
23. Active participation as a member of the exams management team
24. Maintain the members – and wider – perception of the RCR offering world class qualifications
25. Maintain documentation on all activities carried out
26. 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

- Colleagues in the Exams function, notably Head of Exams, Operations and Project Managers and line reports
- Colleagues in the wider Directorate including Workforce Development
- Internal Business Partner colleagues in IT, Finance and HR
- Panel members, Exam Board Chairs and examiners, elected Officers and Committees such as the Specialty Training Board, Faculty Leadership Board and EDI Committee

External working relationships

- External suppliers – maintaining a relationship to ensure quality of product and that contractual obligations are met
- RCR exams stakeholders (Training Programme Directors, candidates and their employers, and other Fellows and members)
- Representatives of regulators, other Royal Colleges and the Academy of Medical Royal Colleges
- Experts including educational psychologists, psychometricians and legal advisors



Scope and limits of authority

Decision making level	<ul style="list-style-type: none"> • Strategic direction set in collaboration with the Head of Exams and Executive Director, Education and Professional Practice • Ongoing quality activity and decisions made independently and in collaboration with the Head of Exams when appropriate • Escalation of issues which have a significant negative impact on reputation and integrity to Head of Exams, SMT, plus relevant Medical Director and Chair/s of Fellowship Exam Board
Financial resources	<ul style="list-style-type: none"> • Annual quality expenditure budget of £300k • Staff budget of approx. £300k
Other resources	<ul style="list-style-type: none"> • Responsible for appropriate means of collection, storage and usage of confidential operational data and the provision of this in various forms • Strategic product ownership of exam delivery and content platforms
People management	<ul style="list-style-type: none"> • Direct line management of 3 staff and assumed responsibility for a sub-team beyond • Significant matrix working with examiners
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none"> • Ensure that all resources, communications and processes are compliant with relevant legislation such as copyright, Equality and Diversity, GDPR, as well as RCR policies. • Ensure that GMCs Excellence by Design standards for postgraduate curricula are met



The person

Essential (E) or
Desirable (D)

Knowledge, qualifications and experience	
Experience of managing and developing quality assurance processes and setting up effective systems	E
Knowledge and understanding of the principles of assessment, including the use of psychometric performance data	D
Experience of management in an exams, assessment or educational setting	E
Experience of developing and leading a team delivering diverse activities	E
Experience of working with doctors or other high-profile professionals	D
Experience of successful management of contracts, suppliers and budgets	D
Experience of a variety of IT platforms – ideally those to support and deliver exams - and handling large volumes of data	E
Skills and abilities	
Accurate use and understanding of English and high level oral and written communication skills	E
Strong strategic and evaluative skills, with the ability to analyse and resolve complex issues and challenges with sound judgement	E
Ability to provide build and sustain effective working relationships with a diverse range of colleagues, partners and stakeholders at all levels	E
Ability to deliver new initiatives and developments through a planned systematic approach	E
Ability to interpret, explain and present exam performance data to support quality decisions	D
A positive attitude to change and the ability to support others, maintaining the momentum of change	E
Strong people management skills, with the ability to set and agree objectives, conduct productive and motivational progress meetings and deliver constructive feedback	E
Adept at encouraging and embedding a culture of continuous improvement	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.



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.

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.

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.

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 17 November 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.

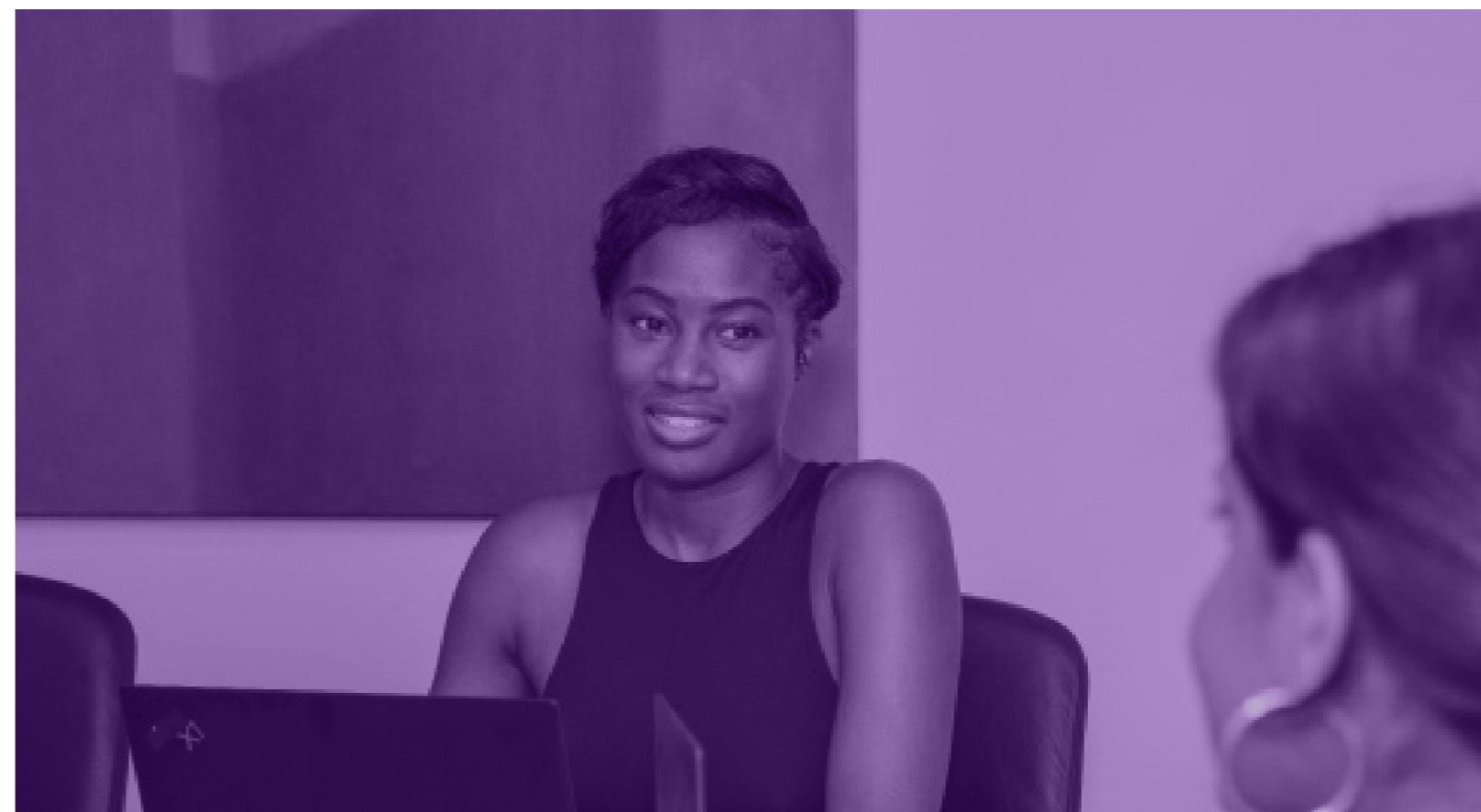
The application process is the first chance we have to assess your suitability for the role you're applying for, and as such, we ask that your application is written by you, and that you do not use AI tools such as ChatGPT to create your application. Where we suspect AI tools have been used to create 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 21 November 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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