



The Royal College of Radiologists

Membership Operations
Manager - Maternity cover



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

Membership Operations Manager - Maternity cover

Salary:	£51,724 - £57,167 per annum dependent on experience, plus excellent benefits
Location:	Central London, with flexible working
Hours:	Full-time/35 hours per week
Contractual status:	14 month fixed-term maternity cover
Closing date for applications:	23:59 5 January 2025
Interview date:	Shortlist interviews are scheduled for 9 January 2025 and selection interviews are scheduled for 15 January 2025 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.

renewals, queries, and data management. Leading a team of four, you will also oversee the delivery of our admission ceremonies, which are key engagement events for new Fellows.

Your focus on using insight, being process driven and being data led in approach, will be important to maintain high retention rates and meet KPI targets, to support business activities, growth and income.

The Communications Directorate/Membership Team

We have an exciting opportunity for a passionate, analytical and coordinated individual to join us as a Membership Operations Manager at the Royal College of Radiologists (RCR), the examining and membership body for consultant radiologists and consultant oncologists.

You will lead the delivery of an efficient and effective membership function, overseeing

Where the job fits





Job description

Job title:	Membership Operations Manager - maternity cover
Responsible to:	Executive Director, Communications
Responsible for:	Membership Operations Team Leader Membership Events Co-Ordinator Membership Administrators x2
Contract terms and hours:	14 month fixed-term maternity cover, full time
Location:	63 Lincoln's Inn Fields, London WC2A 3JW with flexible working

The role

Overall purpose

The Membership Operations Manager leads a team responsible for delivering an effective and efficient membership function. With a focus on delivering exceptional service, a seamless experience and developing the function to meet current and future business needs.

Working collaboratively across the team and the College, they will provide insight and be data led in approach while supporting the development and implementation of strategies and activities within the membership team, to maintain high retention rates and meet KPI targets.

Main areas of responsibility

- Management and delivery membership function
- Planning, management and delivery of specific strategy and activities
- Resource and service administration
- Leadership and Management

Responsibilities

a. Management and delivery membership function

- By means of team management, setting objectives and overseeing:
 - Be accountable for the delivery and operations related to the member life-cycle; this includes but is not limited to, new member applications, payments, member benefit administration, renewal, resignations arrears processes to meet KPIs and drive strong retention.
 - Manage the members' annual renewal to ensure we reach KPIs and projected income targets to support the activities of the RCR while delivering a professional and seamless process.
- Collaborating with marketing to ensure messaging supports high renewal rates.
- Providing updates to senior managers and the Trustee Board in relation to KPIs, retention, insights or providing future proposals to improve processes or confirm decisions on renewal requirements.
- Providing support to the Membership Operations Team Leader as required to ensure key deliverables, data and communication outputs are achieved.
- Review renewals each year to identify, recommend and implement improvements Provide continuity of service by providing back up and query resolution to assist Operational activities. This extends across daily and cyclical activities.
- Accountable for Direct Debit data and processes, to ensure we are compliant with the Direct Debit Guarantee Scheme and can complete required monthly activities.

- Support the Membership Operations Team Leader with complex scenarios and complaints.
 - Monitor and report on monthly membership growth and make recommendations for action as to Director.
 - Be an advocate and spokesperson for membership operational activities as required for internal and external stakeholders.
- b. Planning, management and delivery of specific strategy and activities
- Assist in the development and implementation of membership strategies and initiatives with the Directorate of Communications or other Senior Managers.
 - Supporting the marketing team to ensure that members and Fellows feel engaged and supported, wherever they are.
 - Working with the Membership Operations Team Leader, communicate the future activities, KPIs, strategies, to support resource and workload planning and understand challenges, to achieve successful implementation and outcomes.
 - Lead and oversee planning and development membership events including Admission Ceremonies, or other engagement events within the team.
 - Oversee development of membership messages and copy in line with the vision, brand and membership strategy; this includes updating the membership pages of the RCR website and to collaborate with the wider team to ensure consistent member messages across other channels.

c. Resource and service administration

- Oversee processes to ensure we hold robust membership data.
- Provide data and intelligence on membership across the College to support business functions as required and assign requests to members of the Operations Team to produce.
- Maintain and manage records in accordance with the RCR's data protection policy and guidance.
- Oversee planned workloads for the Membership Operations Team to ensure they are meeting expected customer service standards, outputs and deadlines, while providing an achievable and fair distribution of work among team members.
- Develop annual income and expenditure budgets for membership subscriptions and all assigned activities. This includes activities of bi-monthly reviews undertaken with the Finance Team, reforecasting, and reporting against financial performance to ensure favorable terms are achieved have been followed.
- Maintain documentation on all activities carried out.
- 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.

d. Leadership and Management

- Lead, motivate, performance manage and develop the operations team to deliver expected outcomes and seek to continually identify process improvements.
- Promote effective communication between members of the operations team, the wider Directorate, and other relevant members of RCR staff and stakeholders.
- Manage records (attendance and absence) of direct reports using the RCR's electronic HR system.
- Monitor the budget for allocated activities in line with the Scheme of Financial, Contractual and HR Delegation.



Key working relationships

Internal working relationships

- Colleagues – working collaboratively, providing data and information, in support of delivery of the membership function
- Medical Director, Membership and Business – as regards the provision of data and information about membership engagement activity
- Other elected Officers – providing information and guidance
- Data Protection Officer (Governance Officer) – as regards to GDPR and governance matters

External working relationships

- Members and Fellows of the RCR – providing information, guidance and support, including handling sensitive membership, subscription
- Other royal colleges – networking, sharing information, collaborative working on joint ventures.
- Event organiser/leads, speakers and delegates – liaison and provision of guidance and support in relation to event requirements.
- External suppliers – contractors, suppliers – ensuring delivery to contract terms

Scope and limits of authority

Decision making level	<ul style="list-style-type: none"> • Decision-making on membership administration matters within agreed policies, protocols and guidelines • Delivery of projects within areas of responsibility – membership administration and engagement activities.
Financial resources	<ul style="list-style-type: none"> • Monitoring spend within an agreed budget • Monitoring membership subscription income in excess of £6million • Delegated authority within the Scheme of Finance, Contracting in HR delegation
Other resources	<ul style="list-style-type: none"> • Quality and integrity of membership records held on database and resultant reports and data • Policy, SOPs, guidance documents and reports relating to areas of responsibility
People management	<ul style="list-style-type: none"> • Management of four members of staff
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none"> • Data Protection policies and practice compliant with legislation in respect of core membership data • Compliant with copyright and intellectual property rights



The person

Essential (E) or
Desirable (D)

Knowledge, qualifications and experience	
Relevant degree and/or relevant professional qualification	D
General knowledge of or interest in the health sector and issues in healthcare and public policy	D
Knowledge of membership systems and procedures	E
Experience of working in a membership organisation	E
Experience of using and developing a client relationship management (CRM) database	E
Experience of delivering and embedding exceptional customer service	E
Skills and abilities	
Accurate use and understanding of English.	E
Skilled manager of people, able to bring together, motivate, co-ordinate and develop a team.	E
Effective oral and written communication skills, including presentation skills and ability to explain complex issues clearly and ability to adapt style to different audiences.	E
Effective level interpersonal skills, including ability to work collaboratively and build and sustain effective working relationships with a diverse range of colleagues, partners and stakeholders at all levels.	E
Clear and analytical thinker with the ability to exercise sound initiative, judgement and discretion and think through issues to offer practical solutions.	E
Ability to interpret data to identify key messages and themes.	E
Ability to work effectively within the team, working collaboratively with colleagues to deliver tasks and projects.	E
Self-starter, confident to initiate and progress work, knowing when to consult or involve others.	E
Ability to manage own time effectively and prioritise own work and work of others across a range of activities to deliver as required.	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 management and delivery of own area of work.
- Demonstrable commitment to providing professional customer service to colleagues, members and stakeholders, and ability to manage a team to do the same.
- A strong commitment to equality and valuing diversity.
- Commitment to the aims and charitable objectives of the RCR and the RCR values.
- The ability to maintain confidentiality and information security.



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 5 January 2025.

Please submit a CV and a covering letter (submitted as FIRST NAME LAST NAME, ROLE , CV/ CL) 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 9 January 2025.

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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