

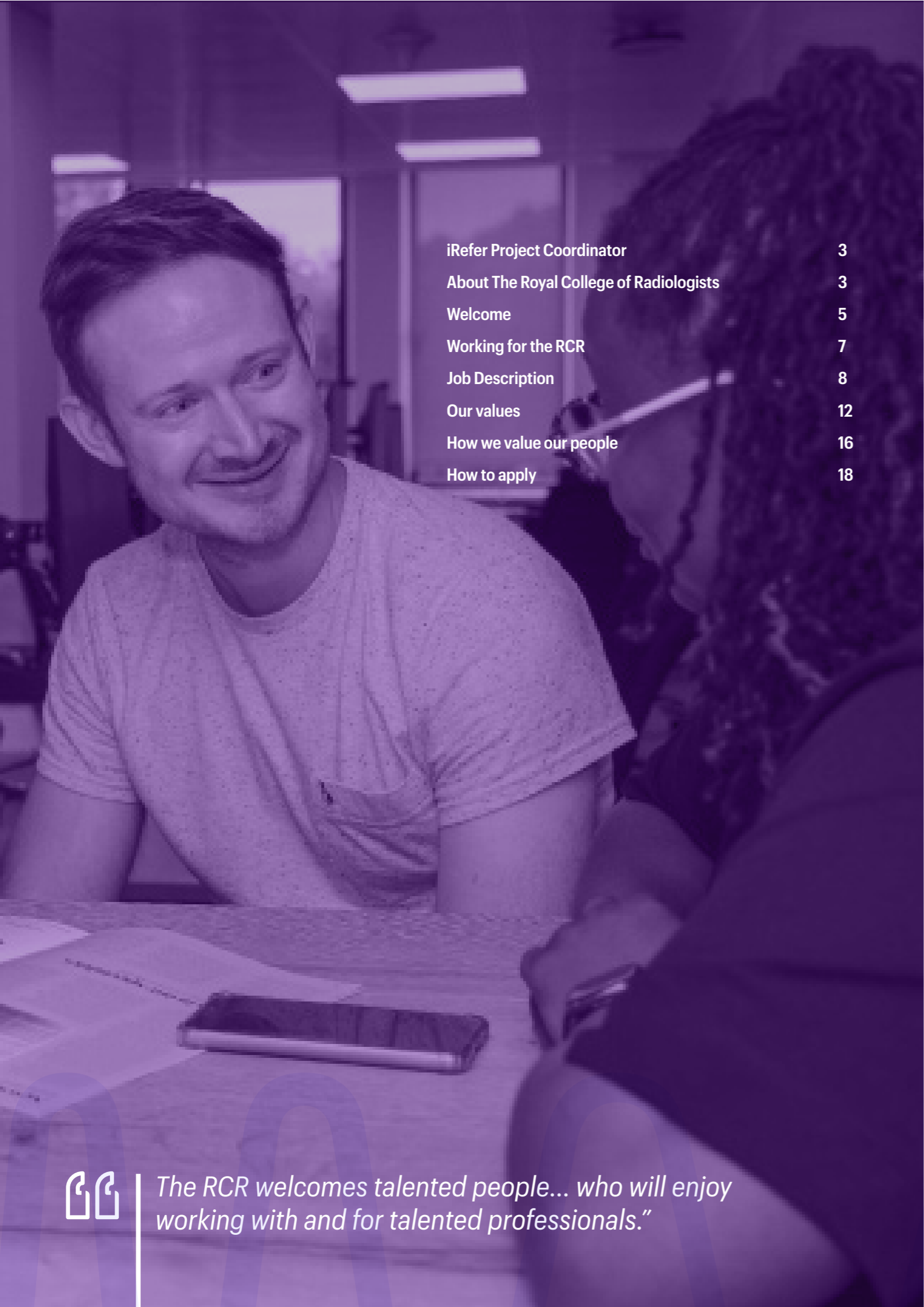


The Royal College of Radiologists

iRefer Project Coordinator



The Royal College of Radiologists



iRefer Project Coordinator	3
About The Royal College of Radiologists	3
Welcome	5
Working for the RCR	7
Job Description	8
Our values	12
How we value our people	16
How to apply	18



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

iRefer Project Coordinator

Salary:	£31,824 per annum, with pay progression up to £36,435 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 6 April 2025
Interview date:	Shortlist interviews are scheduled for 11 April 2025 and selection interviews are scheduled for 16 April 2025.

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 Education & Professional Practice Directorate/iRefer Team

This is an exciting opportunity to join The Royal College of Radiologists (RCR) and work on one of our flagship publications; the iRefer radiology referral guidelines. iRefer provides significant benefit to clinicians and patients in ensuring referrals for imaging are for the right test first time. They are available through website subscription and The RCR also works with technology and other partner organisations to deliver iRefer through Clinical Decision Support software (CDSS).

This is a brilliant role for a flexible project co-ordinator, as you will be involved in the content development and the business development sides of iRefer allowing you to gain some great experience through exposure to different areas of operations so your work will be varied and interesting. Content development: the guidelines must remain up to date and are reviewed on a continuous basis to ensure excellence. The team is seeking a brilliantly organised and enthusiastic project support person to make a significant contribution to the development and maintenance of the iRefer content. They will support the team carrying out workflows within the wider project activities, and the project scoping and management. This will involve the ability to maintain focus on admin tasks while liaising with team members and our contributing doctors to ensure that tasks are completed as needed, this in turn needing the ability for forward thinking and problem solving. Business development and commercial: you will be

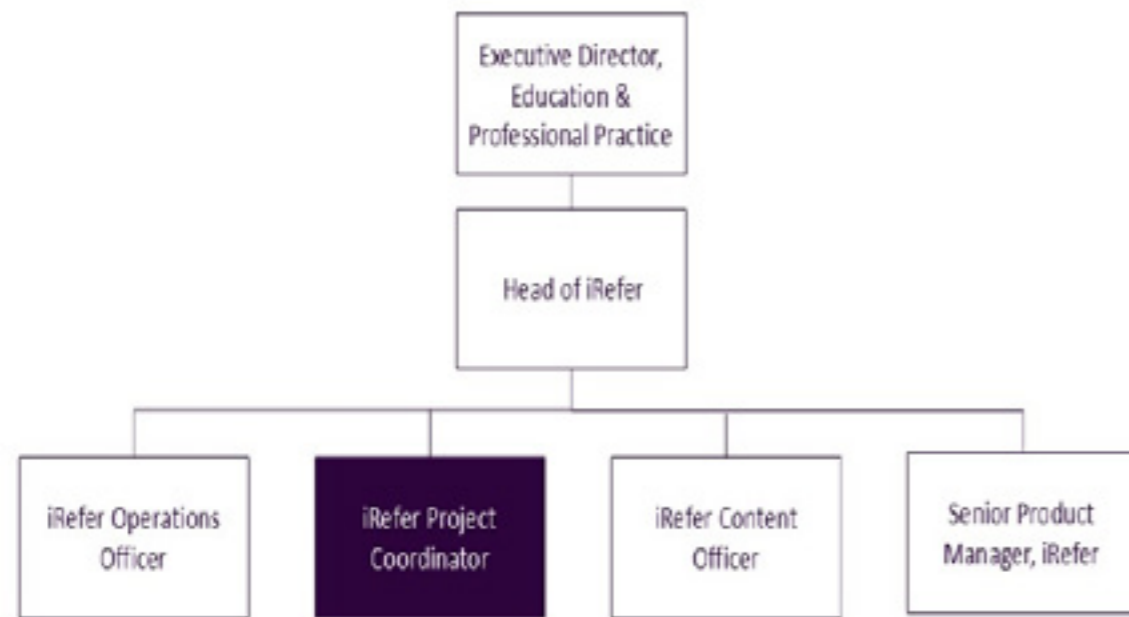
responsible for processing our subscription sales and providing excellent customer service to users. You will underpin our business development activities by providing meeting administration support, creating documents and getting involved with supporting our presence at conferences and events, which will mean you can get involved in marketing for our products. iRefer is available digitally via various software solutions, so you will have a chance to learn about the technical side.

The successful candidate will be a good communicator, able to work collaboratively with our various stakeholders, flexible and interested in all the different functions outlined above. They will have great administrative and organisational skills and the ability to plan and prioritise a varied workload. It is important that the successful candidate has a commitment to providing a professional, positive and responsive service and has a meticulous eye for detail.

You will be joining a dedicated, growing team right at a pivotal point for the iRefer products, which are becoming increasingly nationally and internationally well-known and important. This small team is passionate about iRefer - its current status and its future potential, and the exciting challenge of taking the RCR's important work to a global audience. You will have the opportunity to gain interesting and useful skills in content development, quality assurance, business development, digital know-how and practise your project management skills, and be part of the development of a respected publication that makes a positive impact on patient outcomes and efficiency within the NHS and healthcare systems around the world.



Where the job fits



Job description

Job title:	iRefer Project Coordinator
Responsible to:	Head of iRefer
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

The iRefer Project Coordinator supports the iRefer team in carrying out work relating to the review, management, distribution and promotion of the RCR's iRefer guidelines through providing a foundation to all the team's projects, by providing a flexible, reactive administrative/clerical service to the team and to iRefer customers. The post holder is also responsible for responding to, or directing as appropriate, queries from internal and external enquirers regarding iRefer via telephone and email.

iRefer is a flagship publication of the RCR, it is a set of guidelines aiming to support the decision-making process for healthcare professionals during the patient referral process for diagnostic imaging, by setting out our advice regarding the best first test for a patient's circumstances. The guidelines have a growing national and global customer base, and the business development team are focused on identifying and leveraging potential for new customers for the iRefer products. The guideline content is reviewed following an accredited process beginning with a search of the evidence base before moving to expert consultation phase. iRefer is distributed within our own platforms, including a website, and mobile applications and through third party systems that use our guidelines within them. The iRefer Project Coordinator will support the iRefer team and in these areas, as well as assisting with any ad hoc matters that may arise. The iRefer Project Coordinator will also take responsibility for the sales life cycle of iRefer products and ensure customers receive excellent service.

Main areas of responsibility

- Project Coordination
- Administrative support for the guideline review
- Administrative support for business development and key account management
- Customer service
- General

Responsibilities

- To provide project co-ordination across the iRefer team
 - Regularly review the way the team works and communicates regularly, researching and remaining up to date on tools resources and techniques that could improve ways of working, making suggestions to the Head of iRefer.
 - Develop project and template documents for use by the team and ensure these are recommended for use throughout the course of projects
 - Underpin the project work carried out in team across the various functions, maintain a project log and be able to be a central point of information for the Head of iRefer about the progress, timeline and resources needed
 - Maintain vigilance for project bottle necks or deviance from timetables, alerting colleagues appropriately.



5. Maintain up to date files and records, taking responsibility for the storage of information in a well organised way.
6. Consolidate operational expenses for projects, raising invoices and sending these to customers on a regular basis.

b. To provide administrative support for the guideline review process

7. Assist with the maintenance of records of project data and documents, reporting on this as required
8. Ensure project governance documents are circulated to teams and returned, maintaining records and highlighting missing information.
9. Update the content management system (CMS) to ensure accurate publication of the iRefer content, alongside team members
10. Assist with data entry into various systems as required
11. Take ownership for discrete tasks within the guideline workflow as requested, such as administration of translation and survey drafting, ensuring accuracy and attention to detail, with oversight from team members as appropriate.
12. Create and organise project documents and online surveys using various Microsoft programmes and the online survey platform used for the expert consensus process
13. Assist with arranging meetings as needed and providing administration support

c. To provide administrative support for business development and key account management

14. Provide administrative support for activities relating to business development and key account management, such as arranging meetings, creating agendas, taking minutes and following up with parties.
15. Maintain a good understanding of the work across iRefer functions to be able to create effective minutes and to be clear on the aims and objectives of meetings and discussions
16. Support with the creation of straightforward assets and documents required in the business development journey such as proposals, sales presentations, MOUs (memorandums of understanding), development contracts, commercial contracts etc. In the process, assist with the consolidation and generation of a repository of templates that can be used for similar future needs
17. Carry out administrative tasks relating to the documents needed during the business development process (e.g., MOUs, quotations, licenses etc), keeping track of version history, working with team members to ensure documents are circulated, signed, returned and filed as appropriate
18. Assist in the creation of marketing collateral, in support of the Senior Product Manager and Head of iRefer.

d. To provide excellent customer service in relation to iRefer sales fulfilment

19. Take responsibility for providing excellent customer service from initial enquiry, through to sales and invoicing, and any post-purchase questions. Taking ownership of the customer journey for all website subscribers and leadership on the day to day management of accounts, escalating to the relevant team member as indicated
20. Use the functionality of the iRefer website and associated systems to activate new subscriptions and maintain any existing subscriptions via basic technical support, escalating as appropriate
21. Provide regular analytics reports to customers, customising these as necessary
22. Maintain accurate records of sales and enquiries, and of documents associated with the sales process.
23. Take responsibility for the iRefer email inbox and receive telephone enquiries, responding to queries in a customer



focused manner or ensure others in team take over specific email threads as appropriate

24. Liaise effectively with others over the accountancy aspects of iRefer sales including liaison with the finance department

e. General

25. Support members of the team with administration
26. Undertake such other duties appropriate to the level of the post holder's qualifications and experience as may be required by the College from time to time.
27. On request attend conferences and events with the wider iRefer team contributing to engagement activities, which may require occasional evening work or travelling



Key working relationships

Internal working relationships

- Colleagues in the iRefer team, supporting their workload and working collaboratively
- The broader College, including the Finance and Facilities Teams

External working relationships

- The iRefer Editing Team (Radiologists employed on external contracts)
- The Specialist Interest Group (SIG) panellists and other SIG stakeholders
- Contractors contributing to the review, i.e. information specialists
- Contractors contributing to the iRefer technical infrastructure
- iRefer Product distributors (Health Tech companies)

Scope and limits of authority

Decision making level	• N/A
Financial resources	• iRefer product related payments
Other resources	<ul style="list-style-type: none"> • Shared responsibility for accuracy of review data • iRefer customer data and documents relating to iRefer sales and customer accounts • Responsibility for customer service provided to website subscribers • Delegated Ownership of certain documents within the review process (such as online surveys and translation documents) • Ownership of a library of template documents for use by the team
People management	• N/A
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none"> • Compliance with: <ul style="list-style-type: none"> » RCR's Human Resources (HR) policies » The Scheme of Financial, Contractual and Human Resources » RCR's Health and Safety Policy » RCR policies and procedures for data protection



The person

Essential (E) or Desirable (D)	
Knowledge, qualifications and experience	
Educated to A Level or equivalent, with a good standard of literacy and numeracy and/or experience acquired during relevant work experience in an administrative role	E
Experience of successful working in an administrative environment within a team and the provision of a professional, friendly, and reactive service to colleagues and external contacts	E
Experience of providing project support / team coordination	E
Experience of at least one of the iRefer team functions: working in a customer service role within a related setting (e.g. healthcare / educational publications) or experience / interest in supporting business development activities or experience with similar evidence based content	D
Experience of working with senior professionals on projects within a similar field to the RCR (e.g. healthcare, professional membership organisations, Royal Colleges)	D
Skills and abilities	
Accurate use and understanding of English.	E
Effective interpersonal skills with the confidence and credibility to engage with varied internal and external stakeholders	E
Ability to handle competing demands, whilst maintaining high standards of accuracy and attention to detail with the ability to concentrate and focus during complex administrative tasks to consistently produce precise documents	E
Excellent organisational skills including: ability to manage own time efficiently and prioritise own work across a range of activities and deliver to tight timescales	E
Confident in use of software packages from the Microsoft suite,	E
Confident in the use of software tools or able to demonstrate the ability to learn quickly, with experience of, for example databases, tools for managing workflow, or for producing process flow and diagrams, CRMs	D

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 6 April 2025

Please submit a CV and a covering letter (of no more than a page and a half) submitted as Full name, Role, CV/CL together with a completed, 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 April 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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