



Royal College of Surgeons of England

ADVANCING SURGICAL CARE

Job Title: Candidate Support Officer (x3 vacancies available)

Salary: £23,950 - £25,312

Contract Type: Full-time (35 hours), fixed term (12 months)

Location: We fully support flexible working, from our superb offices in Holborn and from home. We do require staff to spend 20% of their time in the office. This is subject to role requirements.

About us

The Royal College of Surgeons of England is one of the best known professional membership organisations in the world, with a name and reputation that speak for excellence in the UK and across the globe. We provide education, assessment and development to nearly 30,000 surgeons, dental surgeons and members of the wider surgical and dental teams at all stages of their career; we set professional standards, facilitate research and champion world-class surgical outcomes for patients.

About the role

Due to an increase in candidate numbers and internal promotion the team now requires additional support and are looking for individuals with experience of providing excellent customer service in a professional context, who are able to communicate effectively with a range of stakeholders both verbally and in writing.

Renowned for our educational excellence and state-of-the-art teaching facilities, we have been committed to enabling surgeons to achieve and maintain the highest standards of surgical practice and patient care since 1800. Our team plays a vital role in helping us do just that - and it is here that we need an organised and efficient Candidate Support Officer.

Responsibilities

- Responsible for dealing with candidate enquiries over the phone, email or, on occasion, in person;
- Approving and processing candidate applications and associated fees, ensuring candidates meet exam specific eligibility criteria;
- Be responsible for checking and dispatching candidate admission notices, result letters and certificates;
- Maintaining candidate records in our CRM system;
- Maintaining the candidate-facing examinations pages of the College website;
- Contribute to departmental-wide daily administration.

About you

- A good all-round education (including GCSE/O Level English Language and Mathematics, grade C or above)
- Preferably 1+ years' experience in an office environment, including customer service and database experience
- Good written and oral communication skills
- The ability to work to set and dynamic deadlines
- The ability to work in a complex and fast moving environment

This is a great opportunity to make the most of your skills whilst helping the trainees achieve their professional goals

What we can offer you

- 27 days paid holiday + bank holidays and up to 4 college closure days
- Flexible working
- Enhanced contributory pension scheme & other leave entitlements
- Variety of learning and development opportunities
- Wellbeing programme & Employee Assistance Scheme

Interested Candidates:

If you wish to apply or if you have any questions about this position please email your CV together with a cover letter to RCSHR@rcseng.ac.uk.

Any personal data collected from you, or that you provide to us, will be processed by us in accordance with our recruitment processes. If unsuccessful in your application, your information will be held by us on our database for a period of 6 months before deletion. If you would like your information removed sooner, please contact RCSHR@rcseng.ac.uk

Closing date: Tuesday 12 March 2024

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

The Royal College of Surgeons of England is committed to protecting your privacy. We are registered as a data controller with the Information Commissioner's Office (ICO). All College employees are responsible for records held, created and used as part of their work for the College including patient/client, corporate and administrative records. Records are managed according to the requirements of the Data Protection Act 2018 and ensure confidentiality. The College ensures that staff are trained to handle the information you submit to us with care and discretion, seeking advice where necessary.