



Royal College of Surgeons of England

ADVANCING SURGICAL CARE

Job Title - Candidate Support Manager

Salary - £36,830

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

This is an exciting opportunity to lead Candidate Support Team within the Examinations Directorate. You will oversee a team of seven Candidate Support Officers and one Senior Candidate Support Officer to deliver high-quality customer service to the College's growing number of candidates for dental and surgical examinations. This diverse role will lead on proactive areas such as the provision of optimal candidate information through the College's website and social media, as well as reactive measures such as timely responses to candidate enquiries. The role will work with colleagues from all areas of the Exams Directorate, as well in the wider College beyond this.

Duties and Responsibilities

- Managing the Candidate Support team to ensure the highest level of customer service, with response times are within targets agreed with the Head of Exams Operations
- Developing, reviewing and implementing candidate policies and regulations in the context of a much-changed examination environment.
- The review and practical implementation of all candidate-facing communication (including the website) and for the infrastructure of candidate support activity.
- Effective marketing of exams activity and the process of conversion from candidate to member, in collaboration with colleagues in other Directorates.
- Directorate-wide contribution as a member of the management team for Exams.

About you

- Record of working in a customer-facing environment, ideally in an assessment context
- Experience of leading a team and managing performance against set targets
- Excellent interpersonal skills, including the ability to influence and persuade individuals at all levels
- Experience of effective contribution to marketing activity, to include developing strategic customer communications
- Strong communication skills (written and oral) with the ability to adapt to different audiences
- High level of attention to detail
- Proven ability to meet targets
- The ability to multitask, prioritise and delegate in order to deliver to tight deadlines

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: Wednesday 20 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.