



Royal College of Surgeons of England

ADVANCING SURGICAL CARE

Job Title: Digital Coordinator

Salary: £27,630 - £33,275

Contract Type – 18 month fixed term, full-time

Location - We fully support flexible working, either from our superb offices in Holborn or from home (subject to role requirements)

About us

The Royal College of Surgeons of England is the professional body for surgery. Our mission is to build the future of the surgical profession and improve the delivery of surgical care. We do this through education, training, examination, supporting surgical research and providing support and advice for surgeons at all stages of their careers.

About the role

The Royal College of Surgeons of England is looking for a Digital Coordinator to help support best-practice content production across our websites and digital platforms.

As well as creating and advising on digital content and communications, supporting the day-to-day running of a busy website and managing responses to user enquiries, the Digital Coordinator will play a key role in our exciting programme of digital transformation including the redevelopment of our website.

The Digital Coordinator will work closely with colleagues in the immediate Marketing and Digital team as well as a range of teams within the College to provide training, website content support and champion best practice. They will effectively manage relationships with a range of members, stakeholders and suppliers.

Responsibilities

- Developing best-practice digital content for our websites and intranet
- Copy-editing and advising colleagues on digital formats and channels
- Ensuring consistency and compliance with style and brand guidelines
- Developing strong relationships with content editors, working collaboratively with them and planning ahead
- Taking ownership of some CMS and content processes and initiating better ways of working
- Responding to customer service enquiries
- Helping to suggest and develop improvements to our sites, in conjunction with our technical digital agency
- Supporting with UAT testing
- Using Google Analytics and other tools to measure success and provide regular reports
- Training colleagues and championing and inspiring best practice and digital innovation.
- Working closely with the marketing team and contributing to effective digital marketing campaigns.

About you

- Excellent writing and editing skills and meticulous attention to detail
- Good understanding of the importance of branding
- Excellent communication skills and customer service experience
- High digital literacy and ability to learn on the job
- Experienced in finding and applying practical insights from website performance analytics tools (Google Analytics, SEMRush etc..)

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@rceng.ac.uk

Closing date: 8 December 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.