



Royal College
of Surgeons
of England

ADVANCING SURGICAL CARE

Job Title - Interim Customer Services Manager

Salary - £41,655 to £51,122 per annum

Contract Type – Fixed term (6 months), Full-time (35hrs)

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

Do you want to change healthcare for the better?

Join the Royal College of Surgeons of England (RCS England) and you will be part of a professional membership organisation and registered charity that is committed to advancing surgical care.

We provide world-class education, assessment and development to 30,000 surgeons and dental surgeons at all stages of their career. Our vision is to see excellent surgical care for everyone. We do this by setting professional standards, facilitating research and championing the best outcomes for patients.

Our heritage home in Lincoln's Inn Fields, Holborn

Nestled in the heart of bustling London, our beautiful heritage building in Lincoln's Inn Fields, Holborn, offers an easily accessible location steeped in history. Now transformed into a centre of excellence for surgery, it provides a welcoming place for all our members to train, meet or network, wherever they live and work.

About the role

RCS England is looking for an experienced Interim Customer Services Manager (6-month FTC) to lead the recovery and stabilisation of its Candidate Support Team. This is a high-impact operational leadership role with responsibility for eliminating customer service backlogs, improving call handling performance, and embedding structured ways of working to deliver measurable improvements in customer outcomes.

Responsibilities

- Lead the recovery plan for the Candidate Support Team, delivering complete email backlog elimination within 60 days
- Take ownership of day-to-day customer service operations across phone and email channels, ensuring service performance is stabilised and improved
- Implement effective triage, prioritisation, workload management processes and standard operating procedures to create operational control
- Drive improvements in call handling, answer rates, first-time resolution and overall customer experience through data-led performance management
- Lead, coach and support a hybrid team through a high-pressure recovery period, maintaining accountability, productivity and engagement

About you

- Proven track record of delivering service recovery, operational turnaround programmes or backlog reduction initiatives in a customer service environment
- Experience managing multi-channel customer demand, including email, telephone and case management workflows
- Hands-on leadership style with the ability to drive pace, focus, accountability and execution in a fast-moving environment
- Strong analytical and performance management skills, using data to prioritise activity, manage resources and improve service outcomes
- Excellent stakeholder management and communication skills, with the ability to influence priorities and maintain focus under pressure

Desirable

- Experience within membership, education, examinations or other regulated environments



- Familiarity with CRM or ticketing systems such as Zendesk, Salesforce or Freshdesk
- Experience introducing quality assurance frameworks, service standards or performance improvement initiatives within frontline teams

What's in it for you?

- 27 days paid holiday + bank holidays and up to 4 college closure days over the festive period & other leave entitlements (carers leave, fertility treatment leave, etc.)
- Hybrid and flexible working. We require staff to spend a minimum of 20% of their time in the office, subject to role requirements.
- Enhanced contributory pension scheme
- Equal access to enhanced parenthood leave
- A range of staff and peer networks
- Employee health and wellbeing committed (Healthcare cash plan, menopause friendly, disability confident employer, mental health first aiders, EAP etc.)
- Retail discount platform
- Sabbatical and volunteering opportunities
- Variety of learning and development opportunities

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: 10 June 2026

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.

