



Job description

Job title:	Candidate Support Manager
Grade:	4a
Department:	Dental and Surgical Examinations
Responsible for:	Senior Candidate Support Officer, 7 x Candidate Support Officers
Accountable to:	Head of Exams Operations

Job summary

Responsible for the Candidate Support function to ensure that dental and surgical examination candidates receive optimum support before, during and after examinations.

This will include:

- 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.



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Specific duties and responsibilities

1. Candidate Support Infrastructure

Responsible for:

- Cultivating a culture of strong customer service through all candidate communications
- Ensuring that candidates receive all appropriate support before, during and after their exam
- Identifying the most efficient and constructive ways to provide information to candidates, through various media (website, email or telephone)
- Drafting all candidate-facing information to ensure that it is clear and in line with broader College style and messaging
- Overseeing the exams pages of the College website in conjunction with the Digital team to ensure that the information is current and informative
- Providing support and guidance to wider College colleagues in responding appropriately to exams-oriented queries.

2. Candidate Policies and Regulations

Responsible for:

- Drafting, reviewing and revising all candidate-facing policies and documents in the context of a changing exam delivery environment
- Ensuring that regulations for each exam are clear and consistent in their approach
- Ensuring that policies and regulations are accessible and intuitive to current and prospective candidates via the College website
- Managing appeals for dental and surgical exams, ensuring that the process is clear for all parties and followed correctly.

3. Marketing and Member Conversion

Responsible for:

- Working closely with the Marketing team to ensure that exams activity is marketed effectively through relevant communication channels
- Ensuring that packages of complimentary products (e.g. exams and preparatory courses) are presented to prospective candidates to highlight the range of the College's offer to dentists and surgeons in training
- Working with both the Marketing and Membership teams to ensure that the journey from candidate to member is framed coherently for the candidate and implemented effectively in practice
- Working with the Digital Team to establish the most appropriate ways to disseminate key information (both informational and marketing) to candidates at the appropriate time
- Working with the Events team and colleagues in the Exams Directorate to ensure that candidate-facing events activity such as pre-exam webinars are designed and delivered effectively.



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4. Leadership and Management

Responsible for:

- Leadership and direction of the Candidate Support Team; including change, planning and setting priorities
- Creating a high-performance team and encouraging continuous improvement
- Recruiting and selecting team members in line with College priorities and business needs
- Coaching and mentoring the team; developing and supporting team members through change
- Actively participating as a member of the Management Team in Exams

5. General

- The post-holder is expected to represent the College in a professional manner in relation to his or her responsibilities and in ensuring their own continuing professional development.
- Undertake such duties appropriate to the grade, as required by the Director.

This job description will be subject to review in the light of changing circumstances and may include other duties and responsibilities as may be determined. It is not intended to be rigid or inflexible but should be regarded as providing guidelines within which the individual works.

February 2024



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Person specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• Educated to degree level or equivalent qualification	
Experience and Knowledge	<ul style="list-style-type: none">• Strong policy orientation including managing practical implantation in candidate-facing context• Record of drafting and implementing policies and regulations in an exams or related context• Proven experience of effectively contributing to marketing activity, to include developing strategic customer communications• Record of working in a customer-facing environment, ideally in an assessment context• Experience in successfully leading teams and managing and developing people• Proven experience of managing resources effectively and responding where appropriate to unplanned and unexpected changes.• Experience of leading a team and managing performance against set targets	<ul style="list-style-type: none">• Postgraduate medical or similar education environment• Experience developing team members
Skills and abilities	<ul style="list-style-type: none">• Strong communication skills (written and oral) with the ability to adapt to different audiences• Ability to work independently and as part of a team• High level of attention to detail	



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	<ul style="list-style-type: none">• Proven ability to meet targets• The ability to multitask, prioritise and delegate in order to deliver to tight deadlines• Excellent interpersonal skills, including the ability to influence and persuade individuals at all levels• Excellent written skills, including report writing• A good standard of numeracy, including estimating, financial budgeting, using percentages and working with data• A confident computer user, including word processing, spreadsheets• Strong analytical skills, with experience of using data and evidence to solve problems	
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The post holder will also need to demonstrate the following values:

Collaboration	We embrace our collective responsibilities working collaboratively and as one college.
	<ul style="list-style-type: none">• We work together, using our collective expertise and experience to effect positive change• We are open, honest and transparent, straightforward in our language and actions, acting with sincerity and delivering on our commitments• We take our responsibilities to each other, to patient care and to the environment seriously and we act with this in mind across our work
Respect	We value every person we come into contact with at the College as an individual, respect their aspirations and commitments in life, and seek to understand and meet their physical and wellbeing needs.
	<ul style="list-style-type: none">• We treat everyone we meet with kindness and integrity and we seek to promote these behaviours in others• We actively seek a range of views and experiences across our work, and we listen to, and make everyone feel, a valued part of the team
Excellence	We aspire to excellence and success. We share learning from our experiences, apply feedback into practice, and commit to continual improvement.
	<ul style="list-style-type: none">• We work hard to be the best at what we do, recognising and celebrating effort and achievement, and reflecting on our work, so we can learn and improve• We value and invest in research, education and training to drive excellence and put improvements in surgical practice, dentistry and patient care at the heart of our work• We always seek to learn and discover more, valuing knowledge and scientific evidence, basing our decisions on insights, fact and experience

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.



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