



# Job description

<b>Job title:</b>	Candidate Support Officer (12 month FTC)
<b>Grade:</b>	2a
<b>Department:</b>	Dental and Surgical Examinations
<b>Responsible for:</b>	N/A
<b>Accountable to:</b>	Candidate Engagement Manager

## Job summary

The Royal College of Surgeons of England (RCS England) is looking for someone with experience of providing excellent customer service in a professional context, who is 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.

## Specific duties and responsibilities

### Candidate Support Activity

- Deal professionally with examiner and candidate enquiries either in person, by telephone or correspondence
- Approve and process candidates' examination/completion applications and associated fees, applying knowledge of relevant eligibility criteria
- Check and despatch candidate admission notices, result letters and certificates
- Maintain candidate records in the SIMS database

### Candidate Information Provision

- Contribute to the design and production of candidate newsletters
- Contribute to exams-specific marketing material
- Provide data for trend analyses and other management reporting activity
- Provide data and information to College-wide membership communications forum
- Contribute to a candidate relations strategy to ensure that optimal service is provided in identified areas



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- Collate candidate feedback data and present as required, in liaison with the relevant Exams team

### Website

- Update the candidate-facing examinations pages of the College website, ensuring that information is current and comprehensive
- Work with the SIMS team and Systems Coordinator identify and address issues with the online applications module as required
- Contribute to website-based marketing of examinations, in conjunction with the relevant Exams team
- Ensure that comparative analyses between diets are carried out for each examination to ensure that the minimum standard identified remains consistent over time.

### Daily administration

- Process incoming postal items for the Candidate Support Team
- Record and process cheques and credit card payments of candidate fees in accordance with agreed procedures
- Act as an originator and departmental contact for the POP invoicing system
- Maintain departmental record of invoices received and processed
- Contribute to departmental admin

### General

- Maintain the integrity of examinations and related data
- Supervise examinations at the College and elsewhere in the UK and overseas, coordinating temporary or local staff and acting as College representative as required
- Support the work of all members of Department as required undertake such other duties, appropriate to the grade, as required.
- 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
<b>Qualifications</b>	<ul style="list-style-type: none"><li>• Good all-round education (including GCSE/O Level English Language and Mathematics Grade C or equivalent)</li></ul>	<ul style="list-style-type: none"><li>• A levels or above (Desirable)</li></ul>
<b>Experience and Knowledge</b>	<ul style="list-style-type: none"><li>• Preferably 1+ years' experience in an office environment</li><li>• Experience in some form of customer service</li></ul>	<ul style="list-style-type: none"><li>• Experience maintaining and using databases</li><li>• Maintaining and using a CRM platform</li></ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"><li>• Good written and oral communication skills</li><li>• Proven ability with Microsoft Office</li><li>• The ability to work to set and dynamic deadlines</li><li>• The ability to work in a complex and fast moving environment</li><li>• Ability to work on your own or as part of a team</li><li>• Good organisational skills</li><li>• Good interpersonal skills</li><li>• Well presented</li><li>• Good time-keeping</li><li>• Able to work on own initiative</li><li>• Attention to detail</li></ul>	



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The post holder will also need to demonstrate the following values:

<b>Collaboration</b>	<b>We embrace our collective responsibilities working collaboratively and as one college.</b>
	<ul style="list-style-type: none"><li>• We work together, using our collective expertise and experience to effect positive change</li><li>• We are open, honest and transparent, straightforward in our language and actions, acting with sincerity and delivering on our commitments</li><li>• 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</li></ul>
<b>Respect</b>	<b>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.</b>
	<ul style="list-style-type: none"><li>• We treat everyone we meet with kindness and integrity and we seek to promote these behaviours in others</li><li>• 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</li></ul>
<b>Excellence</b>	<b>We aspire to excellence and success. We share learning from our experiences, apply feedback into practice, and commit to continual improvement.</b>
	<ul style="list-style-type: none"><li>• 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</li><li>• 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</li><li>• We always seek to learn and discover more, valuing knowledge and scientific evidence, basing our decisions on insights, fact and experience</li></ul>

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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