

Job description

Job title:	Trainee Services Coordinator
Grade:	2a
Department:	Joint Committee on Surgical Training (JCST)
Responsible for:	n/a
Accountable to:	Committee and Trainee Services Manager

Job summary

The JCST is based at RCS England but works on behalf of the four Surgical Royal Colleges of the UK and Ireland. Our mission is to develop, promote and ensure the highest standards of surgical training for the benefit of patients; we are also the parent body for the Intercollegiate Surgical Curriculum Programme (ISCP), which provides the approved UK framework for surgical training. Our four main responsibilities are surgical training, curriculum development, quality improvement, and non-CCT specialist registration.

Trainee Services Coordinators play a key role in supporting all aspects of the Trainee Services team's work, helping to provide a high level of customer service to trainees, trainers and others seeking advice from the JCST. They also support the Committee and Trainee Services Managers in dealing with trainee casework and committee support, and are responsible for providing an advice and guidance-based support service for users of the ISCP website.

Specific duties and responsibilities

1 Supporting Surgical Training – Processes and Advice

- Provide high quality and timely advice and guidance via email and phone to trainees, trainers and others seeking advice from the JCST, including users of the web-based curriculum management system (ISCP).
- Assist with devising and implementing systems for the effective handling of queries, taking personal responsibility for the successful resolution, using wider team knowledge and escalating where appropriate.
- Manage the effective enrolment of new surgical trainees into the programme – collecting and assessing information and data received from Deaneries/local offices, the ISCP website and in-house databases;
- Assist with the process of recommending trainees for certification; producing data reports, collecting and checking the relevant paperwork and liaising with Deanery/local office contacts and committee members to ensure that processes are completed in good time;
- Process out of programme training (OOPT) and other applications, including research, overseas surgical training and Locum Appointments for Training – taking the lead in



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handling applications requiring SAC support, managing paperwork and liaising with contacts to ensure timely completion;

- Advise trainees, trainers and those working with them on matters that may affect their end of training dates – for example, illness, maternity leave, move to less than full time training or unsatisfactory training review outcomes;
- Provide advice on other aspects of surgical training or JCST activity and/or signpost as appropriate to other bodies
- Collate and feedback ideas from ISCP users and staff to those responsible for the curriculum and help to implement the required changes.
- Collate and review department responses to queries on a regular basis to ensure consistency and accuracy.
- Maintain an awareness of current rules and guidance governing surgical training in the UK and Ireland and developments in the ISCP online training management system
- Build constructive relationships with staff in Deaneries/local offices and other relevant bodies.

2 Committee Administration

- Arrange committee meetings in the relevant specialties, including room bookings, catering, organisation of AV and circulation of agenda and documents;
- Prepare files and documents for meetings, with specific responsibility for tabled or late papers;
- Produce enrolment and certification data reports for meetings;
- Ad hoc duties on the day of meetings, as required by committee members or the Committee and Trainee Services Manager

3 Information and Data Management

- Accurately maintain the database and monitor and address discrepancies between data held on the database and data held on the ISCP
- Accurately maintain filing and archiving systems, both computerised and paper based – including the in-house database, ISCP and paper files as required;
- Update information held on the website and check its accuracy (as directed by the Committee and Trainee Services Manager)
- Ensure all data is handled in accordance with the Data Protection Act 2018 and General Data Protection Regulation.

4 Website development

- Assist with devising, employing and maintaining template and standard responses so that a consistent service is provided.
- Help to develop training materials, including frequently asked questions (FAQs), step guides and help aids.
- Help with major and minor developments of the web-based curriculum, including thoroughly testing new functions and helping to communicate with volunteer user groups/



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5 General

- Check correspondence sent to specialties' generic inboxes and respond or forward to colleagues as appropriate;
- Provide cross cover for other members of the team, responding to telephone and e-mail enquiries for other team members when not available;
- Actively participate in the Trainee Services Coordinators' meetings and induction and training of new members of staff
- Represent the JCST 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 Committee and Trainee Services Manager, Head of Trainee Services, or Head of JCST.

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.



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Person specification

	Essential	Desirable
Qualifications	5 GCSEs grades A-C, or equivalent, including Maths and English;	Educated to "A" level or equivalent/further education
Experience and skills	- Experience in a customer-service environment; - Ability to prioritise tasks in a busy work environment; - Ability to keep up with new processes in a changing environment; - Proven ability to take initiative; - Excellent Computer Skills (word processing, spreadsheets, database); - Proactive approach and ability to work independently; - Ability to work under pressure and to set deadlines; - Keen attention to detail.	- Previous administrative experience (could be gained during further education); - Experience of working in a healthcare or training-related organisation - Advanced computer skills
People and interpersonal skills	- Excellent communication skills, written and spoken, and ability to provide clear and detailed information effectively; - Ability to assimilate information and to deal with complex enquiries with confidence.	



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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.
	• 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.
	• 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.
	• 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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