



Job description

Job title:	Quality Assurance Data and Evaluation Co-ordinator
Grade:	3a
Department:	Quality Improvement
Responsible for:	For co-ordinating the monitoring and evaluation of accredited activities
Accountable to:	Head of Quality Assurance and Accreditation

Job summary

The post involves working with both internal departments (ensuring the quality of the surgical courses run by the RCS both at the college and regionally are maintained and working with other teams and departments within the college to develop quality assurance strategies on an ad hoc basis based on the needs of the college) and externally (conducting monitoring and evaluation of all externally accredited courses, centres and fellowships). The post holder will take the lead both internal and external portfolios, managing the monitoring of over 50 internal courses, 20 externally accredited courses, 5 externally accredited centres and a number of fellowships.

Specific duties and responsibilities

1. Monitoring and Evaluation

All courses that are run by the RCS and those accredited by the college either as standalone courses or as part of a centre accreditations are required to take part in the continuous monitoring process as part of the accreditation approval agreement. The QA data and evaluation coordinator will be:

- Lead on the implementation of the QA monitoring and evaluation strategy
- responsible for on-going monitoring against the strategy and regularly review and improve the processes and reporting
- provide expertise to other teams and stakeholders and assist in setting the standards for data capture and ensuring the systems are in place to support this
- Act as the main point of contact for both external partners and within the college for monitoring and evaluation information
- Provide expertise to those within PCS and other department regarding monitoring and evaluation processes
- To liaise with the clients to determine the requirements of the survey, what the data will be used for and what questions to ask in order to obtain useful and usable data.
- Design and develop surveys and evaluation frameworks to assess the strengths of projects/courses.



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2. Data Collection and Analysis

- Report the data in a format that is agreed by relevant stakeholders and create reports based on this data which highlights any significant findings. These reports will be catered to relevant audience.
- To analyse the data generated by the monitoring and evaluation process and any associated learning about the delivery of courses, both internally and externally.

3. Reporting and Presenting Analysis:

- Drafting quantitative and qualitative report
- Assess and summarise key research finding, communicating effectively to different audiences
- Work with teams and departments across the organisation to integrate monitoring and evaluation into projects and activities
- Produce reports on the quality of the surgical courses and based on other internal surveys conducted.
- Provide feedback based on data analysis to support policy development.
- To take the lead in producing data and analysis on the impact of the surgical courses run by the RCS. This analysis will be provided to relevant stakeholders within the organisation.
- To analyse data in order to identify themes, trends and insights and present conclusions to internal and external customers

4. Project Management

- Oversee the implementation and delivery of multiple evaluations at any given time through recognised project management techniques, to ensure that all requirements and outputs are achieved.

General

- Liaise with departments to identify survey needs
- Design and develop survey tool and appropriate reporting mechanisms to extract meaningful data
- Ensure surveys can be delivered within appropriate timescale and negotiate with departments to manage conflicting priorities
- Ensure that the surveys are maintained and continue to meet the needs of those who require the data
- Provide support and cover in the absence of colleagues
- Undertake any other such duties, appropriate to the post and grade, which support the needs of the Department, as and when required and within reasonable limits.



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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.

Person specification

	Essential	Desirable
Education/ Qualifications	<ul style="list-style-type: none">• Graduate qualification or equivalent proven experience	
Experience	<ul style="list-style-type: none">• Experience in data analysis• Experience in working with databases• Strong admin experience• Experience of the healthcare or education sector	<ul style="list-style-type: none">• Experience of opinion survey analysis and reporting• Experience in statistics• Experience in evaluation systems, MS Access or similar packages• Experience of systems of quality assurance and accreditation in an educational environment



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Knowledge	<ul style="list-style-type: none">• A good working knowledge of implementing and managing quality assurance systems in line with best practice• An understanding of how innovative services are developed and how continuous service improvement is achieved	<ul style="list-style-type: none">• Knowledge of online learning and accreditation systems
Skills	<ul style="list-style-type: none">• IT literate – Microsoft Office• Knowledge of survey design, validation and analysis• Experience of web based survey tools• Problem solving skills• Numerate• Excellent written and oral communication skills• Ability to prioritise and work on different projects simultaneously• Ability to form good working relationships at all levels• Ability to work independently and take initiative• Good time management skills	<ul style="list-style-type: none">• Web design skills• Use of data manipulation packages• Project management skills



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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 race/ethnicity, national origin, religion, pregnancy, marital status, sexual orientation, gender identity/expression, age and disability.



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