



Job description

Job title:	Education Programme Assistant
Grade:	2b
Department:	Learning
Responsible for:	<i>n/a</i>
Accountable to:	<i>Programme Manager</i>

Job summary

The Learning Department develops educational courses for surgeons, which are run at 150 centres across the UK and internationally. Over 8000 participants take RCS courses each year, and the department maintains a community of over 3000 volunteer faculty.

The Education Programme Assistant is responsible for the day to day administration and organisation of tasks to support three Education Programme Managers and the wider Learning Team. They have an independent workload with a focus on bursaries, faculty liaison and stock management, as well as taking on delegated tasks as required.

Specific duties and responsibilities

Education Programme Organisation

Responsible for:

- Acting as a first point of contact for internal and external enquiries about education programmes, bursaries and faculty enquiries, including fielding and responding to enquiries via email and phone
- Maintaining faculty information in line with data protection guidance and ensuring faculty status and faculty requirements for each course is accurately recorded
- Developing and managing web-based content on the College website, including stakeholder communications (eg preparing comms and short articles, newsletters, FAQs)
- Preparing publicity and marketing information in liaison with the marketing team
- Managing programme documents and records in line with the College retention policy
- Preparing and organising course materials, including e-learning and handbooks; securing copyright for text usage where necessary
- Ordering stock from suppliers, raising purchase orders and receipting goods
- Monitoring stock levels held by suppliers, and ensuring sufficient stock is available for planned courses



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Respect



Excellence



- Carrying out the annual stock take at supplier warehouse, identifying and resolving discrepancies

Quality improvement

Responsible for:

- Collating evaluation data on a weekly basis and coordinating the operational review of course quality
- Coordinating the delivery of certificates of excellence.
- Collating the quarterly Quality Assurance Operational Group review data and coordinating the submission timelines supporting Programme Managers to produce annual quality reports for each programme
- Supporting the updating of materials (including electronic materials), securing copyright and permissions
- Drafting and collating faculty guidance and support materials in collaboration with other stakeholders
- Developing productive relationships with external contacts, including coordinators, faculty and suppliers
- Reviewing and proof-reading content, including digital content, for usability, compatibility/accessibility, brand adherence, spelling and grammar

Event administration

Responsible for:

- Managing 'events' such as product launches and updates, faculty training/development days, national days; acting as first point of contact and providing administrative support
- Producing invitations and coordinating attendance, providing guidance and support on relevant policy and procedures such as expenses and CPD points
- Booking resources (AV, catering, faculty, rooms for course and accommodation for faculty and others if specified, technical equipment and technical resources where relevant) using agreed procedures and processes
- Preparing and organising materials for events in collaboration with Programme Managers
- Managing routine issues in the planning and on the day, working with colleagues to resolve complex risks and issues
- Managing expense claim forms/invoices and ensuring all supporting documents are included before passing on for final approval
- Arranging for letters of thanks or certificates of attendance, following agreed processes
- Maintaining attendee information in line with data protection guidance
- Supporting the delivering of virtual and pilot courses as required



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Bursaries and Kennedy projects (Emerging Leaders and Parents in Surgery)

Responsible for:

- Coordinating the administration of bursaries and awards including annual scheduling, preparing marketing materials, liaising with applicants and delivering the application process. Administering the bursary judging process, liaising with judges to agree questions and criteria, provide support and ensure timeframes are met including undertaking the initial sift of applicants to ensure eligibility criteria are met.
- Supporting the Programme Manager to deliver the Emerging Leaders programme in relation to modules, workshops, applications, and Governance meetings
- Statistical reporting including equal opportunities data

General

- 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 including providing cross-team support to trouble-shoot issues arising that may adversely affect quality or customer service

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	<ul style="list-style-type: none"> A-levels and a minimum grade C English and Maths GCSE, or proven experience in a similar role 	
Experience and skills	<ul style="list-style-type: none"> Administrative experience, including following and improving processes Delivering a customer focused service Data input and use of databases A good working knowledge of Microsoft Office applications Use of content management systems for updating websites Ability to work flexibly Ability to work accurately and pay attention to detail Excellent organisational skills, with ability to manage competing priorities and work to tight deadlines Ability to work independently and take ownership of tasks 	<ul style="list-style-type: none"> Working in a health or education environment, especially with Continuing Professional Development Committee servicing Use of virtual learning environments (eg Moodle) and file sharing systems Analytical skills, with experience of manipulating data Experience of using MS Dynamics, MS PowerBi and MS Power Automate
Technical competencies		
People and interpersonal skills	<ul style="list-style-type: none"> Liaising with people at all levels Ability to work cooperatively within a team Excellent interpersonal skills, including the ability to build relationships with external stakeholders. Excellent written communication skills 	<ul style="list-style-type: none"> Working with volunteers



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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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Respect



Excellence