



The Royal College of Pathologists

Pathology: the science behind the cure

September 2022

Dear Applicant,

RE: Examinations Operations Manager

Thank you for your interest in working for The Royal College of Pathologists.

Pathology is at the heart of modern healthcare. Pathologists work to prevent, diagnose, treat and monitor diseases and are involved in the diagnosis of disorders affecting every organ of the body, from before birth to after death. The majority of tests requested by doctors will be performed and interpreted by a clinical scientist or medically qualified pathologist.

This is a fantastic opportunity to join a Royal Medical College whose members are at the forefront of tackling the COVID-19 pandemic. We are looking for a dedicated manager to support the examinations manager to provide services to our members.

We are looking for someone with great communication skills, highly organised with a commitment to excellent customer service and confidence in dealing with a variety of stakeholders.

Please note that the Examinations Communications Officer role involves peak workload around examination periods. As it is essential that examinations run smoothly, there are restrictions on taking annual leave during peak periods, which include March-May and September-November.

To apply, please send a **CV** and **completed supporting information form** to recruitment@rcpath.org. The deadline for applications is **Wednesday 5 October 2022**.

If you apply for the post, I would be grateful if you would complete an optional anonymous diversity monitoring questionnaire to enable the College to monitor the diversity of applicants: [RCPath Diversity Monitoring Questionnaire](#)

If you would like to speak to someone about the role, please contact HR in the first instance on 020 7451 6700, or via recruitment@rcpath.org.

I look forward to receiving your application.

Yours sincerely,

Helen Melliush
Head of Examinations



Examinations Operations Manager Job Description

Responsible to: Head of Examinations

Working hours: Full time (35 hours per week)

Location: The Royal College of Pathologists, 6 Alie Street, London E1 8QT or any of the place(s) of business of the College as determined from time to time

Introduction

The College is a professional membership organisation dedicated to the advancement of the science and practice of pathology. There are currently approximately 10500 members, all of whom are pathologists based in hospitals, universities, and laboratories in the UK and overseas. The College's main tasks are to set and maintain training standards for young doctors and scientists, to advise on the appointment of consultants, to ensure the membership is kept up to date with current practice through the continuing professional development scheme, and to promote the latest developments in pathology by holding scientific meetings.

The College's mission is to promote excellence in the practice of pathology and to be responsible for maintaining standards through training, assessments, examinations and professional development.

The Examinations Department administers all aspects of the College's Fellowship (FRCPath), Diploma, Certificate, BMS examinations and Fellowship by Published Works for 17 medical and non-medical specialties. The Department's responsibilities fall under the following main headings:

- Question setting, examination delivery and issue of results
- Quality assurance and control
- Candidate and examiner relations
- Examiner management
- Regulatory and governance requirements

Job summary

The Examinations Operations Manager is responsible for managing all operational aspects of the co-ordination and delivery of the College examinations. This includes ensuring that suitable logistical and administrative arrangements are in place, line managing the three Examinations Co-ordinators, and managing team workloads to ensure the smooth operation of a complex examination system.

The Examinations Operations Manager will undertake management responsibility for the organisation and professional delivery of all examinations to the quality standards agreed and will be responsible for contributing and responding to changes in delivery in the future. In particular, overseeing and co-ordinating:

- Establishing and revising processes for new and existing examinations
- Candidate communications and relations
- Examination entries
- Day to day management of the online examinations platform
- Venue organisation
- Database and result management



Key Responsibilities

- To oversee the conduct of examinations and the security of examination papers and scripts to ensure full compliance with examination regulations.
- To manage staff and resources to meet the strategic objectives of the department including the setting of objectives and conducting performance reviews for named staff.
- To ensure effective succession planning through implementing sustainable robust standard operating procedures, systems and processes.
- To update procedures to meet changing requirements, ensuring effective implementation and compliance.
- To maintain an up-to-date knowledge of the examinations system, rules and regulations and any changes which occur within the examinations field.
- To ensure that staff and candidates are aware of the relevant regulations, communicating and advising on these as necessary.
- To deputise for the Head of Examinations as required.

Candidate Relations

The Examinations Operations Manager will be responsible for timely and effective communication with candidates and other stakeholders regarding delivery of examinations. This includes but is not limited to:

- Informing candidates about the progress of applications, examination dates, use of the online examinations system, examination location/other related information and examination results publication.
- Managing all candidate-related enquiries (including from examiners and other stakeholders).
- Dealing with requests for additional examination attempts including co-ordination of the Mitigating Circumstances Panel.
- Managing the production and distribution of accurate and timely examination information communications to candidates.
- With the Head of Examinations, reviewing examination incidents for future planning and identifying process improvements to be incorporated into daily operations.

Examination Management



The Examinations Operations Manager will undertake management responsibility for the organisation and professional delivery of all examinations to the quality standards agreed and will be responsible for responding to changes in delivery in the future. This includes but is not limited to:

- Proactively anticipating issues with examination delivery, using subject knowledge to design any new procedures/processes necessary and recommend solutions to problems in the area of examinations. Ensuring the College website is kept accurate and relevant to the needs of candidates by managing the website content, including overseeing regular content reviews to ensure information is up to date and relevant.
- Managing the processing of applications and fees and ensuring candidate data is accurately entered on the College database for all examinations.
- Managing the processing of FRCPath Part 2 Projects and Published Works applications.
- Managing relations with Panel Chairs and examiners regarding the organisation of examinations, including dates and locations of examinations, use of the online examinations platform, and appointment of examiners.
- Overseeing the organisation of examination centres for written, practical and oral examinations.
- Day-to-day management of the online examinations platform including – but not limited to – preparation of candidate lists for enrolment, checking question papers, and liaising with the provider to ensure examination preparation is on track.
- Managing the printing and distribution of examination material; preparation of timetables for oral examinations.
- Attending examinations: invigilating at written examinations and assisting candidates and examiners at practical and oral examinations.
- Preparing results, including appropriate checks for accuracy, and, where required, undertaking statistical analysis of results relating to candidate performance if required.
- Ensuring that administrative tasks are carried out accurately and to time.

Examiner Management

The Examinations Operations Manager is responsible for overseeing the application process for item writers, examiners and senior examiners and organising examiner training sessions. This includes but is not limited to:

- Advising Panel Chairs on examiner recruitment.
- Processing recruitment applications from potential examiners and resignations from existing examiners, and co-ordinating regular audit of the examiner panels.
- Organising and attending examiner training days, evaluating each event and making adjustments to future events as required.
- Arranging or attending examiner meetings where required.

Examinations Logistics and Processes

The post holder is responsible for the management of examinations logistics, undertaking regular forward planning, creative problem-solving of anticipated issues, and ensuring effective use of resources to meet workload demands. This includes but is not limited to:

- Developing examinations processes when new examinations are introduced, including ensuring locations, resourcing, and administration.
- Reviewing and improving existing examination processes.
- Identifying and implementing new procedures and evaluating effectiveness of examinations procedures.
- Working with the Examinations Policy & Quality Officer when new examinations are introduced to ensure processes are accurate.



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- Working with the Examinations Policy & Quality Officer to develop and improve examiner training and induction.
- Contributing to the forward plan and budget.

Staff Management

- Managing the three Examinations Co-ordinators, including recruitment, reviewing and updating job descriptions, providing induction, training, regular 1-2-1s and conducting appraisals.

General duties

- Assisting with the day to day running of the BMS Stage C examinations.
- Undertaking any other such duties and responsibilities as requested which are commensurate with this role.
- Keeping abreast of relevant research and developments within own professional field.
- Maintaining confidentiality and security at all times.

Specific duties

- This role requires a sustained level of mental demand and concentration, maintaining accuracy and attention to detail in an environment subject to competing demands.
- This role will involve a significant level of manual handling of examination material.
- This role will include working occasional extended hours or to a rota during examination sessions and will have periods where annual leave may not be taken or may be limited.
- Some travel within the UK to attend examinations may be required and may include overnight stays.

Scope and accountability

Responsibility for planning: The Examinations Operations Manager is responsible for planning and prioritising their own tasks and ensuring those of the three Examinations Co-ordinators meet with overarching departmental deadlines in order to deliver the examinations. The post holder is responsible for ensuring that strict deadlines are met and managing competing and changing priorities.

Responsibility for decision making: The Examinations Operations Manager will resolve standard problems personally and assist the Examinations Co-ordinators with any that they cannot resolve, only very complex problems of a serious nature should be referred to the Head of Examinations. The post holder will use their subject knowledge to recommend solutions to problems in the area of examinations and is expected to design and implement any new procedures/processes necessary in ensuring the continued smooth running of examinations processes.

Responsibility for resources: The Examinations Operations Manager is responsible for maintaining the team's information resources, including the contacts database, the online examinations platform, the website, the examinations processes manual, correspondence with candidates and examiners, reports, and other relevant data. The Examinations Operations Manager is also responsible for managing offline examination payments and fee refunds and has the ability to approve costs by signing purchase orders.

Key relationships

The Examinations Operations Manager works closely with colleagues in the Examinations Department and the Clinical Director of Examinations and provides information, support, and



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advice to examination candidates and College Examiners, who are normally Fellows of the College, and the Examinations Committee. The post holder will also work frequently with other departments within the College to strengthen and develop inter-departmental relations including IT, Committees, Membership and Finance, International, Training and Assessment.



**Examinations Operations Manager
Person specification**

Requirements	E	D
Qualifications / Experience / Knowledge		
Graduate (any undergraduate degree) or equivalent	✓	
Senior administrative experience gained in a high-stakes environment	✓	
Experience of volunteer/membership management	✓	
Experience of working under external scrutiny/regulation	✓	
Experience of working with databases and a broad understanding of their capabilities	✓	
Experience of proofreading documents	✓	
Experience of working in medical/education sector	✓	
Experience of line-management	✓	
Skills / Abilities		
Ability to use a systematic approach to planning and organising, consulting with others and monitoring to ensure tasks and projects are delivered on time, within budget, achieving the outcomes expected	✓	
Effective written and verbal communication skills and the ability to communicate effectively with a wide range of people	✓	
Proficiency in IT skills including MS Office packages and databases including experience of working with spreadsheets	✓	
Ability to work effectively under pressure to meet deadlines without compromising quality and standards	✓	
Experience of managing and co-ordinating a team ensuring resources are managed effectively across workload areas	✓	
Numerate	✓	
Ability and confidence to deal with a wide variety of stakeholders	✓	
Ability to think creatively and make well founded practical proposals to address opportunities or problems and demonstrate a strong service-orientated approach	✓	
Qualities		
Methodical and organised with a high level of accuracy and excellent attention to detail	✓	
Well-developed ability to work effectively with others as part of a team, providing support as required carrying out the more routine tasks	✓	
Willing to travel around the UK as required	✓	
Confidentiality	✓	



Working for the Royal College of Pathologists

We offer a supportive working environment, promoting values of quality service, teamwork and partnership. We offer the following benefits to employees:

Competitive Salary	The salary for this Grade 5 role is circa £46,657 per annum with competence-based pay progression and depending on experience.
Hours	Standard working hours are 35 hours per week, Monday to Friday, 7 hours per day (excluding lunch hour). Some out of hours may be required for the purpose of this role.
Annual Leave	25 days per annum, plus bank holidays, increasing with length of service. This role will include working occasional extended hours or to a rota during examination sessions and will have periods where annual leave may not be taken or may be limited.
College Closure Days	The Trustee Board every July decides whether it will close the College between Christmas and New Year.
Employee Discount Scheme	The College has an employee discount scheme operated through Reward Gateway. This scheme offers employees discounts and cashback with major retailers.
Pensions	Employees will join the College pension scheme.
Interest-free season ticket loan	You may apply to the College for an interest-free loan to purchase an annual season ticket.
Cycle to work scheme	The College offers an interest free loan as part of our cycle to work scheme.
Employee Assistance programme	Through this programme employees have access to a confidential counselling service, health advice, emotional support as well as a comprehensive occupational health service.
Learning and Development	The College offers learning and development opportunities for all members of staff.
Maternity Pay	Enhanced maternity pay, with up to 8 weeks at full pay, and 18 weeks at half pay.
Paternity Pay	Two weeks full pay.
Flexible Working	Flexible working is supported.

This is an example of current benefits provided, subject to eligibility requirements, and it is not contractual.



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The College's values and behaviours set out the kind of organisation we are, what is important to us collectively, and how we work to achieve success.

They apply to staff members, honorary officers and volunteers. We also share our values and behaviours with contractors and others working within the College.



Teamwork

We achieve excellence by working together.

- We collaborate, share knowledge and communicate plans.
- We involve the right people at the right time.
- We work cohesively towards common goals.
- We value diversity and the contribution and expertise of others.
- We provide, seek and act on constructive feedback.
- We approach tasks with energy and focus on positives.



Service

We support members to deliver the best patient care.

- We provide a welcoming, consistent and professional service.
- We listen to our members to understand and respond to their needs.
- We deliver impartial and accurate information and advice.
- We seek opportunities to improve the value of benefits for all membership categories.
- We are positive, open and transparent.
- We are reliable, delivering within agreed timescales.



Ambition

We aspire to provide the best quality services and lead innovation for pathology.

- We strive to be the best we can be. We are resilient and determined.
- We take managed risks and learn from our mistakes.
- We take a proactive and solutions-focused approach to our work.
- We use innovation and creativity to improve the quality and efficiency of our work.
- We are committed to continuous learning and development.