

October 2023

Dear Applicant,

Re: Member Administrator (Engagement) – 0.8fte

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 and furthering high standards of patient care and safety.

About you

You will have relevant experience of administrative work in an office environment, with experience of working and coordinating multiple projects or work streams simultaneously.

You will also have the ability to develop and follow processes and procedures, working in an organised, methodical way, the ability to confidently and concisely communicate with colleagues and stakeholders and have excellent IT skills with the ability to use Microsoft Word, Outlook, Excel, and PowerPoint.

To apply, please send a CV and completed supporting information form to recruitment@rcpath.org. The deadline for applications is **9am Wednesday 25 October 2023**.

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,

Stephen Rainbird



Member Administrator (Engagement)

Job description

Responsible to:	Member Engagement and Support Manager
Working hours:	Part time, 28 hours per week (excluding lunch), Monday to Friday
Location:	The Royal College of Pathologists, 6 Alie Street, London, E1 8QT
Grade:	2

Directorate and team

The Member Engagement and Support department coordinates and operates member engagement activities across the College and drives the development and delivery of products and services in response to member feedback.

The department sits within the Professional Practice directorate which delivers innovative, engaging and high-quality member products and services through strong stakeholder engagement, robust data collection and comprehensive intelligence gathering.

The Member Administrator (Engagement) works closely with the Member Administrator (Support), Member Engagement and Support Manager, Head of Professional Practice, Director of Professional Practice, College Officers, Regional Advisors, Elected English Council Members, Regional Council Chairs, and regional representatives.

Main purpose

To work with the Member Administrator (Support) to assist the Member Engagement and Support Manager in the establishment and maintenance of strong, personalised member engagement and support across all functions of the College, taking a lead on:

- Responding to member queries



- Supporting the development of engaging social media content across the Professional Practice directorate
- Delivering administrative support to member engagement activities
- Supporting the departments work in relation to Quality Improvement and Clinical Audit

The Member Administrator (Engagement) will also assist the Member Administrator (Support) in:

- Administering the CPD scheme
- Administering the Medical Examiners function

Key duties

Member Engagement

To provide administrative support to the Member Engagement Manager, in particular to facilitate:

1. Regular reviews of member engagement
2. To develop and conduct high-level qualitative and quantitative research (in particular member engagement surveys)
3. Coordination of member engagement across the College
4. Organisation of member engagement events
5. Engaging, up-to-date and accessible web content for members



Quality Improvement and Clinical Audit

6. To manage day to delivery of the audit certification scheme ensuring incoming applications are processed in a timely manner
7. To ensure that high quality audit and audit tools are disseminated to members, trainees and other audiences
8. To oversee the development of educational materials and opportunities on a wide range of quality improvement methodologies in line with the agreed work plan
9. To oversee the management and maintenance of the certification software product and liaison with the software provider.

General Duties

10. To assist the Member Administrator (Support) in administering the College's CPD scheme and events when required.
11. To assist the Member Administrator (Support) in administering the College's Medical Examiner applications and queries when required.
12. To keep up to date with relevant research and developments within own professional field
13. To engage in regular staff meetings, staff briefings and project groups where appropriate
14. To liaise regularly with the Member Engagement & Support Manager, Head of Professional Practice, Director of Professional Practice and Vice-President of Professional Practice on member engagement matters.
15. To undertake any other duties and responsibilities as requested which are commensurate with this role



Additional Information

Occasional evening and weekend working may be required for which appropriate notice and time off in lieu will be given.



Person specification: Member Administrator (Engagement)

Requirements	E	D
--------------	---	---

Qualifications / Knowledge / Experience		
Graduate (any undergraduate degree) or equivalent experience		✓
Graduate in science, medical or related subject		✓
3 A 'levels (A-C grades)	✓	
Experience of administrative work in an office environment	✓	
Experience of maintaining systems, following defined processes and standards for work	✓	
Experience of organising meetings, taking, and producing minutes	✓	
Experience of working and coordinating multiple projects or work streams simultaneously	✓	
Experience of proofreading, document formatting and editing documents for publication	✓	
Experience working with databases and content management systems		✓
Some experience of supporting events		✓
Skills / Abilities		
Ability to develop and follow processes, working in an organised, methodical way	✓	
Ability to maintain accurate records	✓	
Accuracy and attention	✓	
Excellent written skills with a good grasp of grammar and punctuation		✓



Requirements	E	D
Ability to confidently and concisely communicate with colleagues and stakeholders	✓	
Able to work as part of a team	✓	
Ability to prioritise multiple demands and meet deadlines	✓	
Excellent IT skills with the ability to use Microsoft Word, Outlook, Excel, and PowerPoint	✓	
Ability to maintain confidentiality	✓	
Ability to use social media in a business context		✓
Personal Qualities		
Commitment to a member/customer focused culture	✓	
Commitment to equality and diversity and understanding of how this would apply to own role and responsibilities	✓	
Collaborative approach to work	✓	
Committed to continual improvement		✓
Commitment to high quality outputs		✓
Maintains sufficient levels of IT skills and knowledge, including database reporting skills, and CMS skills	✓	



Working for the Royal College of Pathologists

Competitive salary	The salary for this 28 hour Grade 2 role is £24635.20 per annum (£30794 fte). This also has opportunities for competence-based pay progression.
Hours	Standard working hours are 28 hours per week, Monday to Friday (excluding lunch hour)
Annual leave	25 days per annum (pro-rata), plus bank holidays (pro-rata), increasing with length of service.
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	2 weeks full pay.
Flexible working	Flexible working is supported.

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



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.

