April 2019

Dear Candidate

Re: Examinations Officer (Candidate support)

Thank you for your interest in working for the Royal College of Emergency Medicine.

The Royal College of Emergency Medicine was established in 2008 by Royal Charter as a charitable body and works to ensure high quality care for patients by setting and monitoring standards of care in emergency departments, as well as providing expert guidance and advice on policy to relevant bodies on matters relating to Emergency Medicine. The College now numbers over 8,000 Fellows and Members registered internationally and works to represent both its members and the interests of patients.

The College aims to advance education and research in Emergency Medicine. It is responsible for setting standards of training and administering examinations in Emergency Medicine for the award of Fellowship and Membership of the College, as well as recommending trainees for CCT in Emergency Medicine.

The College has seen demand for its examinations increase significantly as the specialty of Emergency Medicine develops and evolves internationally. This demand provides an exciting challenge; ensuring the ongoing development and delivery of robust, quality assured examinations whilst seeking innovative solutions to enable the College to meet increasing capacity demands and regulatory requirements.

The Examinations Officer role is a key role within the Examinations team. The successful applicant will be someone with excellent customer service and organisational skills, and a proactive attitude.

Emergency Medicine is often described as a ‘team sport’ and we look forward to welcoming a new member to the RCEM team.

Yours faithfully

Susannah Grant
Head of Examinations
Role Profile: Examinations Officer (Candidate support)

Responsible to: Examinations Manager

Accountable to: Director of Education

Key working relationships: Examinations Department and other RCEM Staff including the Director of Education and the Head of Examinations. College Officers, including the Dean, and Lead Examiners. College members, examination applicants, examiners, overseas examination partners, relevant staff from other Colleges, regulatory bodies, commercial organisations and members of the public.

Grade: Grade G

Job Purpose:

This job is critical to the work of the Examinations Department as it is responsible for the operational delivery of the high stakes FRCEM and MRCEM examinations and supporting candidates through their applications. The post holder must, therefore, ensure that candidates receive a high quality of service whilst maintaining standards and managing competing work streams. The complexity of the examinations means that it is essential that all members of the Examinations Department work as a team and maintain appropriate cover at all times.

The Examinations Officer works largely unsupervised but in accordance with established policies, procedures and precedents. On matters which are exceptional, the post holder will work in consultation with the Examinations Manager or the Head of Examinations. The Examinations Officer will also be responsible for improving procedures in consultation with the Head of Examinations and assist with the review and revision of policies when required. The post holder will be expected to support the Examinations and Quality Assurance Managers and the Head of Examinations in the running of the department as required.

Key responsibilities

Candidate support

- Respond to candidate enquiries, effectively communicating College rules, policies and decisions
- Provide advice and support to candidates applying for examinations via the College’s iMIS database system and the subsequent review and approval of applications
- Approve and confirm examination entries for all examinations and produce timetables for all candidates
- Maintain the iMIS database to ensure records are up to date and provide reports on request, including monitoring differential attainment and other related data
- Maintain a record of enquiries from candidates and document decisions appropriately
- Prepare and deliver complex information, including policy and regulation documentation for different stakeholder groups
- Production and dispatch of examination result letters
- Provision of visa support letters for candidates
- Processing of candidate transfers, refunds and the issuing of receipts
- Act as an iMIS super user, to assist team members in using iMIS
- Dispatch of candidate examination feedback
**Operational delivery**
- Arrange examination venues, catering and appropriate support staff
- Confirm arrangements for clinical examinations including allocation of examiners, support and nursing staff, travel planning, catering, hotels and group dinners
- Confirm arrangements for marking days, including allocation of examiners, catering, hotels and group dinners
- Print question papers and other examination materials, liaising with external providers to ensure strict confidentiality is maintained
- Dispatch of examination papers to examination centres
- Assist with scanning, collating and checking examination scores in accordance with the prevailing process
- Assist the Examinations Manager in ensuring the appropriate storage and maintenance of all equipment related to examinations including medical devices and supplies
- Ensure the correct OSCE kit is available and set up for clinical examinations, recruiting and managing helpers to move and assemble the kit where necessary.
- Travel in the UK and overseas as necessary to facilitate the planning, development and delivery of all College examinations.
- Ensure confidentiality and security of all examination materials is maintained at all times.

**Committee Support**
- Supporting the Education Committee by providing reports and taking the minutes at meetings as required.
- Fostering strong working relationships with key stakeholders such as Lead Examiners and associated Examination Sub-Committees.

**Reporting and Quality Improvement**
- Provide reports as required by the Dean, Lead Examiners, Chief Executive, Director of Education and Head of Examinations.

**Other**
- Ensure high standards of service are maintained in all communications
- Maintain detailed documentation of the administrative processes relevant to the post
- Work collaboratively with colleagues to coordinate procedures and sharing of best practice
- Respond to enquiries, effectively communicating College rules, policies and decisions
- Prepare and deliver complex information, including policy and regulation documentation for different stakeholder groups
- Maintain the iMIS database to ensure records are up to date and provide reports on request, including monitoring differential attainment and other related data
- Contribute to the continued development of the College’s IT Systems and participate in project boards as required
- Manage external contracts ensuring good governance and value for money
- Oversee a delegated budget to deliver agreed areas of responsibility within identified financial constraints
- Arrange for appropriate archiving and destruction in accordance with data protection legislations
- Participate in training and personal / organisational development activities
- Undertake such other tasks as may be reasonably expected within the scope and grade of the post at the request of College Management to ensure College objectives are met
## Person Specification

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Qualifications:</strong></td>
<td></td>
</tr>
<tr>
<td>• Educated to degree level or equivalent experience</td>
<td>• Evidence of continuing personal development</td>
</tr>
<tr>
<td><strong>Experience and Knowledge</strong></td>
<td></td>
</tr>
<tr>
<td>• Previous administrative experience in a higher education institution</td>
<td>• Previous experience of administering clinical examinations or similar</td>
</tr>
<tr>
<td>• Experience of administering complex processes</td>
<td>• Knowledge of UK Postgraduate Medical Education</td>
</tr>
<tr>
<td>• Experience of communicating with people at different levels</td>
<td>• Knowledge of medical training processes</td>
</tr>
<tr>
<td>• Understanding of Data Protection and confidentiality</td>
<td></td>
</tr>
<tr>
<td><strong>Skills</strong></td>
<td></td>
</tr>
<tr>
<td>• Extensive experience of Microsoft Office</td>
<td>• Knowledge and understanding of iMIS Database</td>
</tr>
<tr>
<td>• Ability to learn new software packages</td>
<td></td>
</tr>
<tr>
<td><strong>Personal Qualities</strong></td>
<td></td>
</tr>
<tr>
<td>• Excellent interpersonal, communication and organisational skills</td>
<td></td>
</tr>
<tr>
<td>• Ability to work methodically and accurately when under pressure</td>
<td></td>
</tr>
<tr>
<td>• Ability to deal with a varied workload and work to tight deadlines</td>
<td></td>
</tr>
<tr>
<td>• Ability to make informed decision and troubleshoot</td>
<td></td>
</tr>
<tr>
<td>• Initiative, self-motivated and innovative</td>
<td></td>
</tr>
<tr>
<td>• Team player with evidence of collaborative working</td>
<td></td>
</tr>
<tr>
<td>• Professional manner and appearance</td>
<td></td>
</tr>
<tr>
<td>• Ability to work independently</td>
<td></td>
</tr>
<tr>
<td>• A commitment to maintain high customer care standards</td>
<td></td>
</tr>
<tr>
<td>• A commitment to upholding the organisational values</td>
<td></td>
</tr>
<tr>
<td>• Ability to work away from home in the UK and internationally</td>
<td></td>
</tr>
</tbody>
</table>
Working for the Royal College of Emergency Medicine

An example of current benefits provided, subject to eligibility requirements, is provided below and is not contractual:

**Salary**  
£30,000

**Hours:**  
35 hour week (usual office hours 09:00-17:00 with an hour for lunch)

**Place of work:**  
The post-holder will be based at the College’s Education Centre, Octavia House, 54 Ayres Street, London, SE1 1EU but will occasionally be required to attend meetings and other events at the College’s HQ, 7-9 Breams’ Buildings, London, EC4A 1DT

**Probation Period**  
Six months

**Annual Leave**  
25 days per annum plus bank holidays. After two years of service, annual leave increases by one day and each year thereafter up to a maximum of 30 days.

**College Closure Days**  
Details of additional College holiday closures are published annually

**Pension**  
Employer contribution of 10%

**Interest free ticket loan**  
Interest free loans of completion of probationary period

**Maternity Pay**  
Enhanced maternity pay with up to eight weeks at full pay and 18 weeks at half pay

**Paternity Pay**  
Two weeks full pay

**Childcare vouchers**  
A salary sacrifice scheme to support payment of childcare is available to eligible staff members

**Perkbox**  
Employee benefit platform with over 250 discounts and freebies

**EAP**  
Employee Assistance Scheme (EAP) providing access to life advice, confidential counselling and occupational health advice

**Learning and development**  
All staff are offered opportunities for learning and development

**Food and drink**  
There is a weekly delivery of fresh fruit for staff to enjoy, and tea and coffee is also provided.

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

**COLLEGE POLICIES AND PROCEDURES**  
The post holder is expected to follow all College policies and procedures including those covered in the College HR manual.

**CONFIDENTIALITY**  
All employees are under an obligation to ensure that any information that he or she has access to, relating to RCEM business is kept confidential.
HEALTH AND SAFETY
Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

RISK MANAGEMENT
All staff have a responsibility to identify risks and report these to their line manager. In addition to report all accidents or incidents promptly and when requested to co-operate with any investigation undertaken.

EQUAL OPPORTUNITIES
The RCEM is committed to its equal opportunities policy and it is the duty of every employee to comply with the detail and spirit of the policy.

ADDITIONAL INFORMATION
This role profile is intended to provide a broad outline of duties that may be required and is not intended to be exhaustive. It is subject to review and amendment in consultation with the post holder in order to reflect changes in the pattern, organisation and development of the services required.