



Royal College of  
General Practitioners



# Candidate BRIEFING PACK





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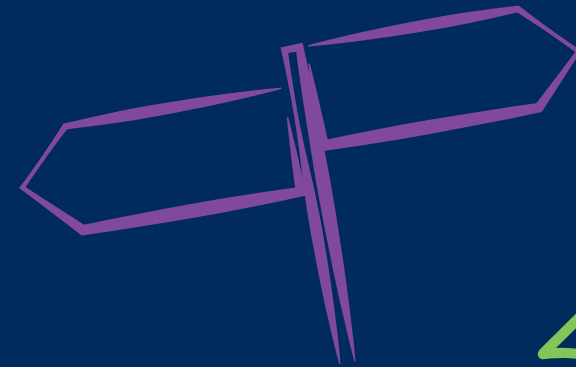
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# Welcome

The RCGP is the largest medical royal college in the UK with over 55,000 members. The College was founded in 1952, four years after the start of the NHS.

The College has a talented workforce of over 250 people who work to support our GP members in maintaining the highest standards of patient care. Every year, we help around 2,000 new GPs join the NHS. We are the voice of GPs on education, training, research, and clinical standards.

We keep our staff team motivated and inspired by valuing and rewarding the contribution they make, and by supporting everyone to develop to their fullest potential. We offer a wide range of benefits for working with us and invest in our people's learning and development. We recognise and promote the value of a diverse, dynamic and inclusive workforce.

Every team at the College contributes to the delivery of our Strategic Plan 2023-2026 – 'Building a Sustainable Future for General Practice' -

which sets out what the College is going to do over the next three years to make rapid progress in translating that vision into reality and delivering tangible improvements to the working lives of frontline GPs.

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We work well together to deliver exceptional work and have won many awards over the years that we are extremely proud of.

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We encourage and inspire each other to make a difference for the people we support.

We are very pleased that you are interested in joining the College and becoming part of our hardworking, talented, and vibrant workforce who help to make a difference to patients' lives every day.

We very much look forward to receiving your application.





## Mark Thomas

Executive  
Director of  
Policy and  
Engagement

I am really pleased that you have taken the time to find out about a role within my directorate.

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We offer a range of exciting opportunities for people who are passionate about making a difference, at one of the most respected and influential healthcare bodies in the UK.

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Through our work, we support GPs to deliver better care to their patients and once appointed you will have the opportunity to become part of a talented and committed team.

My directorate leads on shaping government and NHS policy on healthcare issues across the UK, promotes research and innovation, and communicates on behalf of GPs to the media, politicians and the public.

We also support the College to engage with members, staff and external stakeholders, through our digital engagement team, and locally and within the devolved nations, through our faculty network and Devolved Councils.

My teams include Devolved Nations, English Faculties, PR and Corporate Communications and Policy, Research and Campaigns.

I look forward to receiving your application.

Mark



# About Us

Founded in 1952, the RCGP is the professional membership body for family doctors across the UK and abroad. With over 55,000 members, the College is the largest of the medical royal colleges by membership.



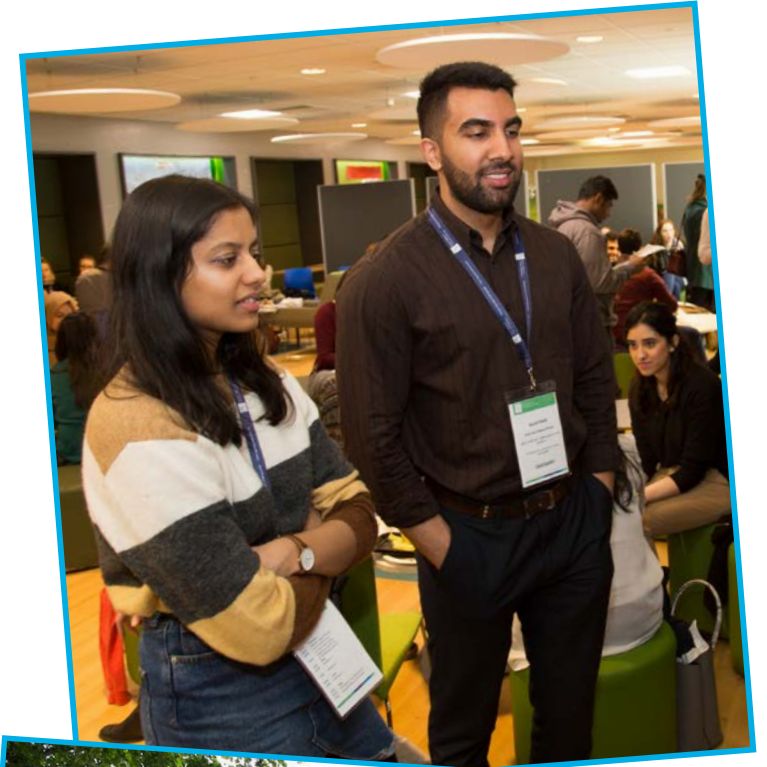
## What we do

Our purpose is to promote the best possible quality of health and healthcare by:

- setting the highest standards for general practice
- ensuring GPs have the best possible training
- supporting GPs throughout their professional lives to deliver the best possible service
- leading the profession and demonstrating the value of general practice
- developing general practice as the foundation of effective and sustainable primary care worldwide
- using resources efficiently to support our members and develop the College sustainably.

Based in our prestigious offices at 30 Euston Square London NW1, the College also has a network of faculties serving members locally and a devolved council in each of the nations of the UK.

Further information about the College can be found on our [website](#).





# Organisational structure

The College Leadership Team comprises the UK Officers, Chairs of Devolved Councils, Chair of Trustees, and members of the Executive Management Team (EMT) – led by the Chief Executive Officer and responsible for the strategic management of the College.

# The Executive Management Team

## Chief Executive Officer

Chris Askew

## Executive Director

Policy and Engagement – Mark Thomas

## Executive Director

Professional Training & Standards – Fiona Erasmus

## Executive Director

Membership, Development & Education – Ben Clacy

## Executive Director

Planning and Resources – Vacant





## Council

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Our Council is an elected body of leading GPs from across the UK. It is led by Professor Kamila Hawthorne, who as Chair of Council is the College's principal spokesperson. There are 18 nationally elected council members who usually serve a three-year term, with six places coming up for election each year. The President is elected by national ballot every two years. Officers are elected or reconfirmed by the Council each year. The Council also elects the Chair of Trustees and three other trustees.

Council has a number of sub committees and boards, controlling key policy issues such as:

**Scientific Foundation Board**

**Medical Ethics Committee**

**Fellowship and Awards Committee**

## Faculties

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We support our members through a network of local faculties – the local face of the College and elect members to Council. There are 32 faculties each with their own board, who work voluntarily upholding our vision, purpose and priority goals.

## Devolved Councils

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There are devolved councils in Scotland, Northern Ireland and Wales who ensure that the work of the College remains relevant across the UK.

## Trustees

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The administrative governance of the College is the responsibility of a Board of Trustees comprising GPs and lay members. Trustees have a number of committees to ensure the appropriate scrutiny of the College's activities:

**Planning and Resources**

**Audit and Risk**

**Nominations**

**Governance**

**Remuneration**

Trustees also create task and finish groups from time to time to address specific requirements.

## Officers

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The College has five honorary officers (excluding the Chair), including an Honorary Secretary who has responsibility for ensuring the governance of the College meets our regulatory framework, decided periodically by Council.

## Leadership group

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Leadership group is the working group of Officers and the EMT, which meets monthly.



# Benefits of working for us

Our people bring talent, passion, imagination and drive to our work every day – an enormous contribution that deserves to be rewarded!

We care about our people, as much as we care about our purpose, members, officers and other stakeholders. We aim to support everyone to be the best they can be and make the College a truly great place to work.

So, it makes sense that our employee policies should support the lifestyle you choose and offer a rewards and recognition programme that makes you feel valued.



## Leave

**Annual leave:** 27 days per annum plus bank holidays (pro rata for part time employees). You can buy five days additional annual leave and sell up to two days annual leave. This will be pro rata for part time employees.

**Employer supporter volunteering scheme:** Up to two paid days to volunteer (pro rata for part time employees).

**Flexi-time:** Our flexi-time system allows you to vary your start and finish time to ensure you fulfil your contractual commitments to the College. There is also the ability to bank time to allow you to carry out personal/family commitments.

**Special leave:** Special leave with pay includes bereavement (compassionate) leave, emergency family / time off for dependents leave, moving to a new house.

## Finance

**Pension scheme:** We operate a contributory pension scheme where you contribute a minimum 4% per month through salary sacrifice – the College pays 8% per month.

**Life assurance:** Life assurance is provided at six times your salary, during employment. This benefit only applies to employees who are in the pension scheme.

**Long service award:** We give a financial award for staff achieving long service.

## Professional development

**Membership of professional body fees:** If membership is relevant and appropriate to the job we will pay for one professional membership a year.

**Study grants and loans:** Applications considered for study grants of up to £1,000 and loans of up to £3,000 for courses of study that are relevant to your role subject to budget.





**Learning and development:** We are committed to providing opportunities for your ongoing learning and development, helping you learn and grow through a combination of formal and informal learning.

**eLearning:** You can upskill via our eLearning portal, which offers a variety of learning content including bite sized courses and resources.

**Mentoring scheme:** Our mentoring scheme supports individual learning, growth and development. It is an opportunity for you to collaborate with colleagues outside of your immediate teams, sharing learning, knowledge and experience.

## Health and wellbeing

**Employee assistance program:** Provided by Axa Healthcare and offers an employee support helpline, information services, 24 hours a day, 365 days a year.

**Eye care vouchers:** We contribute £25 towards eye tests and £75 towards spectacles for VDU use.

**On-site gym:** Our London head office has a fully equipped gym that is free to use.

**Well scheme:** Once you have passed probation we will pay up to £50 per rolling year for you to attend a course, evening class, fitness suite, or other activity which will benefit your wellbeing.

## Family friendly

**Occupational leave:** Maternity, paternity, adoption, parental and shared parental leave.

**RCGP Plus:** Discounts on products and services from a wide variety of brands and retailers.

**Searcys:** A 10% discount at Searcys venues.

## Travel and transport

**Bike loan:** Cycle to work scheme interest free loan, permanent staff only.

**Season ticket loan:** Available once you have completed your probation period.

**Bike storage:** Large inside bike store to leave your bike dry and safe at our 30 Euston Square, London office.



# Our priorities for 2023 – 2026

## Priority 1

Tackle the workload and workforce crisis

## Priority 2

Ensure the College is the Professional Home of General Practice

## Priority 3

Reducing the increasing gap in health inequalities

## Priority 4

Respond to the climate emergency





# How to apply

Candidates should apply online via **our website**.

A covering letter/statement and detailed CV is required. Your letter/statement should address how you meet the key criteria as set out in the job description.



## Recruitment timetable

Stage	Key dates
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## JOB DESCRIPTION

1. JOB DETAILS	
Job Title:	<b>Patient Engagement and Campaigns Officer</b>
Reports to:	Head of Campaigns and Public Affairs
Responsible for:	n/a
Date:	April 2024

## 2. JOB PURPOSE

- Work with patient and career groups to develop a joint action plan to improve public understanding of general practice.
- Work with patient and career groups to deliver a project to co-produce and promote a set of good practice case studies for improving patient access and continuity of care.
- Coordinate the College's engagement with patient groups, including providing secretariat support for the RCGP UK Patient and Carers Partnership Group (PCPG).
- Strengthen our engagement with external patient organisations.

## 3. KEY RESULT AREAS

- Effectively coordinate the College's engagement with our internal patient groups.
- Provide secretariat support for the RCGP UK Patient and Carers Partnership Group, including ensuring an agenda is set in advance for quarterly UK PCPG meetings, activity contribute to the meetings, take action notes and ensure appropriate follow-up.
- Coordinate recruitment of patient representatives to the UK PCPG where required, and for representatives to relevant opportunities across the College.
- Working with the wider policy and campaigns teams, strengthen our engagement with external patient organisations, building potential collaboration opportunities.
- Represent the RCGP, where appropriate, at meetings with relevant external contacts and organisations and develop effective relationships across networks.
- Advise the Policy Research and Campaigns teams, as well as other College teams where appropriate, on best practice approaches to patient engagement for the enhancement of our outputs and achieving our goals, including elevating our campaigning and influencing activity.
- Working with the UK PCPG and relevant College teams, develop and launch a joint action plan to improve public understanding of general practice.

- Working with the UK PCPG and relevant College teams, deliver a project to co-produce and promote a set of good practice case studies for improving patient access and continuity of care.
- Be an interested and active member of the Campaigns and Public Affairs team within the Policy Research and Campaigns department, demonstrating our people values to ensure that the College is seen to be a responsive, courteous and efficient organisation both by its members and other key audiences.
- Support wider campaigns and public affairs activity as required.
- Ensure all activities are conducted in accordance with the College's Health & Safety policies and procedures.
- Take responsibility for the provision of health and safety for themselves.
- Work in line with our people values to ensure that the College is seen to be a responsive, courteous and efficient organisation both by its members and key audiences.

#### 4. PERSON SPECIFICATION

##### **Education:**

- Educated to degree standard, or equivalent work experience.

##### **Knowledge, Skills and Experience:**

- Experience of engaging with patients and/or patient groups.
- Experience of supporting working groups or committees, including taking meeting notes.
- Experience of delivering successful projects.
- An understanding of the key issues affecting general practice.
- Excellent verbal and written communication skills, including active listening skills.
- Strong interpersonal skills.
- Ability to manage competing deadlines and respond quickly to shifting priorities.
- Ability to communicate to different audiences in an accessible and succinct way, both orally and in writing.
- Ability to work effectively with limited supervision and to exercise own initiative.
- Ability to think creatively with a positive approach to problem-solving.

##### **Attributes:**

- Excellent team player and 'people person'.
- Demonstrable personal resilience, tact and diplomacy.
- Self-starter.
- Flexibility in responding to changing priorities and environments.

#### 5. COMMUNICATIONS AND WORKING RELATIONSHIPS

##### **Internal**

- Members of the Policy, Research and Campaigns department and wider Policy & Engagement directorate, including PR and Corporate Communications, and Devolved Council staff, peers and colleagues in other departments/directorates.
- Members of the UK Patient and Carers Partnership group and the Devolved Nation patient groups where appropriate.
- RCGP Officers (especially the Chair and Vice Chair External Affairs), Council members and other senior clinicians.
- RCGP Devolved Council and Faculty Officers.

**External**

- Representative patient organisations including National Voices, Patient Association, Healthwatch, the Richmond Group of Charities.
- Healthcare charities, public policy think tanks, BMA, other medical Royal Colleges, Academy of Medical Royal Colleges and others.

*All post holders are expected to adhere to GDPR and ensure that they handle data in a manner that is compliant with the regulations.*