



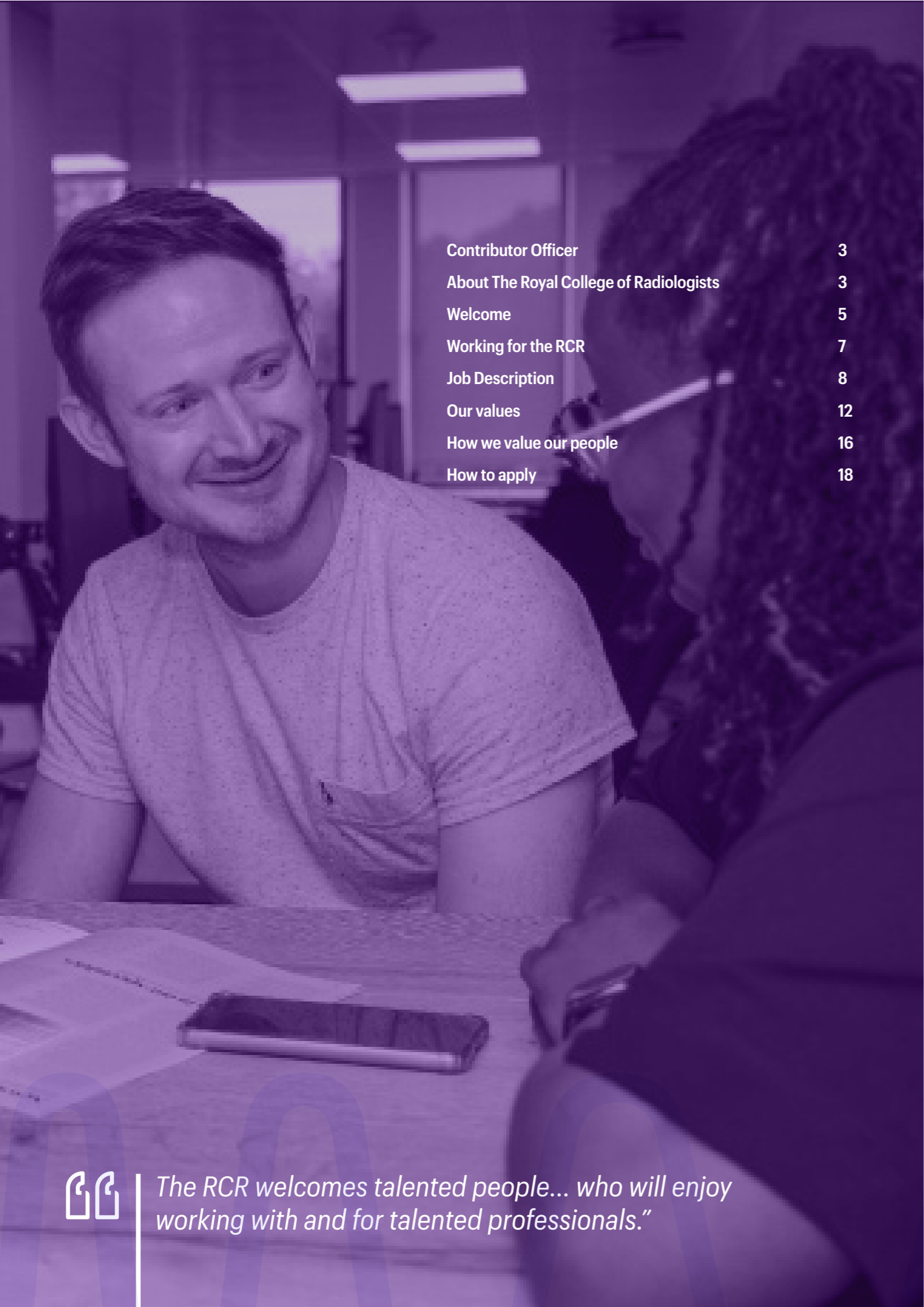
The Royal College of Radiologists

Contributor Officer

*advertised externally as Volunteer Lead



The Royal College of Radiologists



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The RCR welcomes talented people... who will enjoy working with and for talented professionals."

Contributor Officer

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|--------------------------------|--|
| Salary: | £34,288 - £37,897 per annum dependent on experience, plus excellent benefits |
| Location: | Central London, with flexible working |
| Hours: | Part-time/28 hours per week |
| Contractual status: | 12 month fixed-term |
| Closing date for applications: | 23:59 8 December 2024 |
| Interview date: | Shortlist interviews are scheduled for 11 December 2024 and selection interviews are scheduled for 17 December 2024. |

About The Royal College of Radiologists

Are you interested in making a real difference in the healthcare sector to improve imaging and cancer care for all?

At The Royal College of Radiologists (RCR), we're the leading professional membership body for clinical radiologists and clinical oncologists and a registered charity who educate and support doctors throughout their career. With over 14,000 members in the UK and internationally, together we're contributing to the advancement of each new generation of doctors and helping to improve patients' lives.

We require a broad range of skills and experience to deliver our strategic goal of increasing the clinical radiology and clinical oncology workforce, which will ultimately lead to improving imaging and cancer care services for all.

If you're inspired by our **strategy** and **values**, and are passionate about helping us meet our ambitious goals in an environment that celebrates differences, values diversity and recognises that everyone here plays a role in the success of the College, then we encourage you to consider a career at the RCR.



Welcome

Thank you for your interest in working with the RCR. I hope that you will find the information in this Candidate Pack useful, in addition to the content on our website: www.rcr.ac.uk

The last few years at the RCR have seen much growth and development. We have improved the range and quality of the services and support offered to our membership. We have grown the external profile of the RCR's work and increased awareness of the value of our medical specialities to patients and the public. We have created life-saving guidance and expanded our work globally to many different countries. We've revised how we train and examine our doctors to ensure they continue to be the best in the world, plus much, much more. We are ambitious to continue this success and build into the future.

Our Strategic Priorities from 2019 are:

Workforce

Support excellent, safe patient care by working collaboratively on team-wide standards across imaging and oncology. Define our doctors' professional needs for the future and shape sustainable workforce models for our patients and our specialties to realise them.

Be the experts

Highlight to the public and stakeholders the contribution our specialties make to safe, evidence-based and cost-effective patient care. Contribute meaningfully to the debate on the future of healthcare both in the UK and overseas.

Professional learning

Develop our educational offer to support our doctors to meet the challenges of practice, working with others where appropriate, sharing ideas where possible. Adopt new educational models rapidly to ensure continuing equity of access to high-quality products.

Membership value

Support all members and Fellows to deliver the best care for patients, for their entire career regardless of where or how they practice.

Our College

Shape a College that is demonstrably agile and responsive, accountable and open, supporting our specialties and the patients we treat.

The RCR is growing – in what we achieve, our income and our staff. We are a great team that focuses on improving the lives of patients through our doctors. Our culture is friendly and ambitious, underpinned by a continuing commitment to develop and support all our employees.

We are a *London Living Wage Employer* (www.livingwage.org.uk) not only for our employees, but also in respect of our contractors.

The RCR welcomes talented people who share our ambition, commitment who will enjoy working with and for talented professionals.

I look forward to hearing from you.

Yours sincerely



Working for the RCR

The RCR is a membership body and a registered charity. The trustee board is mainly made up of practising clinical oncologists and clinical radiologists and is accountable to the membership at large. Each specialty has its own Faculty which agrees policy and the range of support, advice and guidance offered to doctors in the specialty. The executives of the RCR are the eight Officers (doctors) who work closely with the senior management team (the Chief Executive and Executive Directors for Communications, Education, Professional Practice and Business and Resources) supported by about 100 other employees.

The Executive Office/HR Team

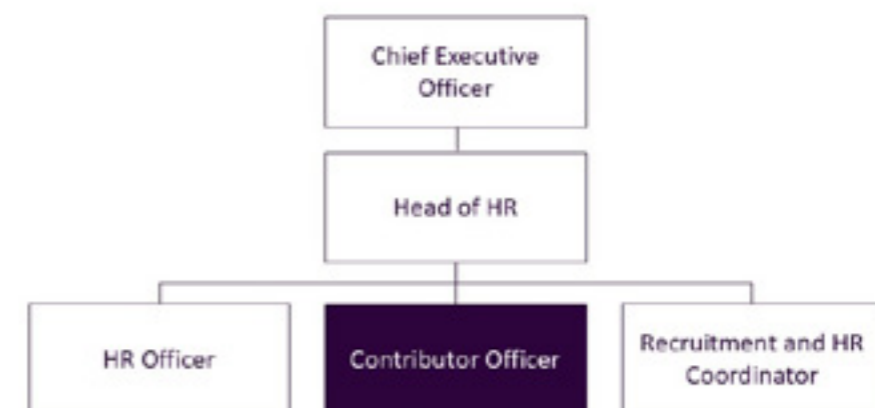
The RCR is a professional membership body for Doctors who work in cancer care and medical imaging. As their membership body, we have responsibility for setting the curriculum that Trainee Doctors work towards during their speciality training and assessing Doctors through exams before they become Consultants. We also provide lots of useful guidance, support and continuous development for our members. All of this work requires us to have a good understanding

of clinical practice, and as RCR staff aren't medically trained, we rely on our members to volunteer their time to share their subject matter expertise with us.

We're extremely lucky that over 2,000 of our members give their time voluntarily to further our work, and we want to ensure they're properly supported whilst doing so. To achieve this, we are centralising our volunteer work, housing it within the RCR's HR Team. The Contributor Officer role work alongside the Head of HR to lead on the engagement, management and retention of volunteers across the organisation. As this is a new role, there is huge scope to think innovatively and apply your expertise to ensure our processes and ways of working deliver real value to the members giving up their time to work with us.

If you're keen to take a leading role in ensuring that we can engage and grow the group of Doctors helping us to make a difference to patients' lives, then we would love to hear from you!

Where the job fits





Job description

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|---------------------------|--|
| Job title: | Contributor Officer |
| Responsible to: | Head of HR |
| Responsible for: | N/A |
| Contract terms and hours: | 12 month fixed-term, part-time, 0.8 FTE |
| Location: | 63 Lincoln's Inn Fields, London WC2A 3JW with flexible working |

The role

Overall purpose

The Contributor Officer works closely with the Head of HR to develop and implement our approach to volunteer attraction, management and recognition across The Royal College of Radiologists (RCR). We have over 2,000 volunteers that engage with us and refer to these individuals as 'Contributors'. Our Contributors are all members of the RCR, juggling busy day jobs working in cancer care and medical imaging, in addition to giving their time to us voluntarily to input their subject matter expertise into our work.

This is a new role, with the opportunity to design and develop new innovative processes and ways of working that will ensure we're able to attract a diverse and engaged range of Contributors to support our work.

Main areas of responsibility

• Contributor attraction and induction • Contributor engagement and management • Contributor retention and recognition • General

Responsibilities

a. Contributor attraction and induction

1. Develop and update an appropriate and consistent recruitment and selection process for Contributor positions, ensuring it provides flexibility to cater to the differing level of roles across the organisation.
2. Work with the Marketing and Digital team to build and maintain a dedicated Contributor section of the website, designing it in a way that engages our key audiences and provides easy access to engaging information and content.
3. Create and regularly update a candidate pack template to be used to advertise opportunities to contribute to the RCR's work. Ensure the pack contains information that enables applicants to make an informed decision about whether the role is right for them.
4. Monitor application rates for key Contributor positions, developing our approach to ensure that the opportunities reach a wide range of members creating a competitive appointment process.
5. Create and maintain the equality, diversity and inclusion (EDI) monitoring activities for Contributor roles, monitoring and analysing the data and making recommendations as necessary.
6. Work with other internal teams to actively promote Contributor opportunities both to the wider membership and our

existing Contributor cohort.

7. Support RCR staff with succession planning for key Contributor roles.
8. Develop and implement a consistent induction process for Contributors, advising staff on its application.
9. Continuously monitor the effectiveness of Contributor attraction, recruitment and induction, gaining feedback from key stakeholders and improving our approach.

b. Contributor engagement and management

10. Actively lead the RCR's approach to engaging with Contributors.
11. Identify and maintain a log of all Contributor roles across the RCR, categorising them effectively to enable us to flex our approach to engagement as required.
12. Conduct regular business partnering meetings with RCR staff who have management responsibility for key Contributors, advising them on how to manage, support and engage the group.
13. Ensure relevant legal agreements and contracts are in place with Contributors, liaising with the Head of HR for advice and support where new agreements need to be drafted.
14. Through regular business partnering meetings and other means of feedback monitor engagement within the Contributor group, identifying issues early on and working to find and implement solutions.
15. Ensure a consistent approach to Contributor engagement and management across the organisation.
16. Develop, organise and deliver training for RCR staff on how to effectively manage volunteers. Gain feedback on the training and iterate our approach as required.
17. Partner with the IT and CRM teams to develop and maintain a document storage solution for Contributors, ensuring they have easy access to information and are able to collaborate with one another in a simple and effective way.
18. Actively identify progression opportunities within the range of Contributor roles, liaising with RCR staff and Officers to promote progression within the group.
19. Develop and manage an annual feedback process for key Contributor positions.
20. Maintain and develop all Contributor related policies and procedures, including the Contributor Handbook, providing advice on their application.
21. With support from the HR team, manage any Contributor relation cases in line with agreed policies, ensuring associated actions are implemented in a timely manner.
22. Lead on and input into Contributor related projects as required.
23. Continuously monitor the effectiveness of Contributor engagement and management, gaining feedback from key stakeholders and improving our approach.

c. Contributor retention and recognition

24. Utilise your knowledge of Contributor roles and outputs gathered through business partnering to promote the work of Contributors both internally and externally, working with the Marketing and Digital team as appropriate.
25. Liaise with the Marketing and Digital team in order to secure magazine and other content features in a timely manner.
26. Provide coordination between the Marketing and Digital team and Contributors providing content for key features to ensure a smooth process.



27. Explore, identify and implement appropriate ways to recognise and thank Contributors for their input.
28. Work with the Marketing and Digital team to create and continuously develop a quarterly opportunities newsletter that enables us to promote Contributor opportunities and achievements to key audiences.
29. Create and coordinate personalised thank you letters and summaries of achievements for Contributors, working with teams to ensure the information required is easy to access.
30. Design and coordinate face to face recognition events for key Contributor roles, including arranging attendance at existing events such as Admission Ceremonies.
31. Continuously monitor the effectiveness of Contributor retention and recognition, gaining feedback from key stakeholders and improving our approach.

d. General

32. Actively input into the development of the RCR's Customer Relationship Management (CRM) system and other relevant systems to ensure there is a single point of truth for all Contributor related data and that important information is recorded in an easy to access way.
33. Work with the Customer Insight Officer to better understand our membership, utilising the information learnt to develop our processes and general approach.
34. Alongside the Head of HR, work closely with Officers to understand their concerns within the Contributor space and to develop effective solutions.
35. Feed into the development of the RCR's Contributor Strategy.
36. Work closely with the Head of HR, getting their sign off on work and keeping them up to date with key issues and risks, as well as new opportunities.
37. Maintain and manage records in accordance with the RCR's data protection policy and guidance.
38. Maintain documentation on all activities carried out.
39. Undertake such other duties appropriate to the level of the postholder's qualifications and experience as may be required by the RCR from time to time.

Key working relationships

Internal working relationships

- Head of HR – reporting to
- HR Team – working with
- Marketing and Digital – working with
- CRM – working with
- Staff with responsibility for Contributor management – advising and working with
- Officers – advising and working with

External working relationships

- Other Royal Colleges – networking
- Other membership bodies and associations - networking



Scope and limits of authority

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|---|---|
| Decision making level | <ul style="list-style-type: none"> • Autonomous decisions in line with approved policies and processes. • Decisions that fall outside of approved policies and processes to be discussed and agreed with the Head of HR. |
| Financial resources | <ul style="list-style-type: none"> • Monitoring of a small budget used for Contributor related activities. |
| Other resources | <ul style="list-style-type: none"> • Contributor policies and process with oversight from the Head of HR • Development of recruitment content • Maintenance of accurate Contributor records |
| People management | <ul style="list-style-type: none"> • Advice to RCR staff and Officers on the recruitment, management and retention of Contributors |
| Legal, regulatory and compliance responsibility | <ul style="list-style-type: none"> • Ensure the RCR's Contributor policies and practices are compliant with relevant legislation • Work with the data Protection Officer and others to ensure RCR's Contributor activities are in compliance with data protection legislation |



The person

Essential (E) or
Desirable (D)

| Knowledge, qualifications and experience | |
|---|---|
| Proven experience of volunteer attraction, management and engagement. | E |
| Experience of effectively managing a wide range of stakeholders. | E |
| Experience of developing processes and policies from scratch to meet complex needs. | E |
| An understanding of motivational theories and their application. | D |
| Skills and abilities | |
| Accurate use and understanding of English. | E |
| Ability to work with data to identify issues and analyse the impact of the solutions implemented. | E |
| Excellent communication skills, able to communicate effectively both verbally and in writing. | E |
| Effective problem solver, able to think outside of the box to find viable and innovative solutions. | E |
| A confident and credible individual, able to establish and maintain working relationships, gaining the respect of senior stakeholders when giving advice. | E |
| Ability to prioritise work to competing demands and meet deadlines. | E |
| Self-starter, confident to initiate and progress work, knowing when to consult or involve others | E |

Other Requirements

To be able to apply candidates must be able to also fulfil the following requirements:

- Candidates must have the right to work in the UK to be able to apply for positions at the RCR
- Accuracy and attention to detail.
- Commitment to equality and valuing diversity and understanding of how this applies to delivery of own area of work.
- Commitment to the aims and charitable objectives of the RCR.
- Self awareness.
- Enthusiasm for learning and development and taking on new tasks.
- Committed to own continuing professional development.
- Demonstrable commitment to providing a professional customer service to colleagues, members and stakeholders.
- Ability to maintain confidentiality and information security in line with our data protection policy and guidance.



Our values



People focus

We treat everyone fairly and with respect, actively listening and responding appropriately, while recognising individual differences.



Integrity

We are open, honest and transparent. We strive to reflect and learn from experience in every area of our work to deliver the right outcome.



Making a difference

We strive for excellence. We make a difference by setting standards and empowering our membership and our staff through personal development and lifelong learning.

We recognise that patients' best interests underpin everything we do.



Behavioural competencies

The RCR's Competency Framework defines the behavioural competencies required from all staff to contribute effectively in their role and within the wider organisational team.

Communicating effectively

The success of the College depends on how it communicates with its membership and other stakeholders. Employees need to know their audience(s) and communicate with them in a way which meets stakeholder needs and expectations as far as possible.

Working together

The College's effectiveness and reputation depends on efficient and collaborative working, both within and beyond the team. This includes all employee colleagues, Officers, other Fellows and members and often others outside the College.

Personal effectiveness

The College is most effective when employees take ownership of their work, understand the context of that work, deliver effectively to achieve required results and demonstrate a positive attitude to taking on additional responsibilities or learning new skills.

Customer focus

We should all provide excellent services to all customers but notably to the membership and staff colleagues. Focusing on those and other customers, and understanding and responding appropriately to their needs, is key to the success and sustainability of the College.

Embracing change

We must all play a part in ensuring that the offer the College makes continues to be effective and relevant in meeting customer needs. This will involve changes to what we do and how we do it. We all need to play our part in embracing change.



How we value our people

Benefits

We offer all our employees a fantastic range of benefits to help you enjoy a great work-life balance, look after your wellbeing and plan for the future.

A modern and welcoming working environment

We've made sure our office in a prime central London location is a destination people want to come and work in – it's open-plan and spacious, with areas for meetings, collaborative working and concentrated workspaces. We also have kitchen facilities well-stocked with plethora of teas and two very fancy coffee machines for everyone to use

There are lots of things going on when you come in too, including learning and development sessions with doctors talking about their work, tea and cake get-togethers, free massages monthly and monthly town hall meetings where staff can share updates and ask questions. We even have our own social committee and organise regular fun events, which are a great way for you to get to know your co-workers.

Excellent pension scheme and life assurance

We like to help our staff save for the future and provide an excellent employer pension contribution. We also have a life assurance and personal accident policy which covers all employees up to four times their annual salary.

Hybrid working

At the RCR we only hire great people, and we value being able to bring everyone together to bond, build great working relationships and

generate amazing and innovative ideas.

We embrace remote working, and our staff are able to work remotely for up to 60% of their working time, with 40% in the office. All staff are provided with a laptop to allow them to work remotely, along with equipment such as desks and chairs to make sure they're comfortable when working from home. Our offices are open throughout the working week though, and staff are always welcome to come in as often as they wish.

Wellbeing support

We like to make sure everyone at the RCR is supported, both professionally and personally, so in addition to our excellent line managers and supportive HR team, we've invested in training a number of dedicated staff members passionate about mental Health as Mental Health First Aiders. We also provide an Employee Assistance Programme, that's has a 24/7 helpline so if you ever have any personal problems or concerns, there's always somewhere to turn for help and advice.

Generous annual leave allowance

Working hard is important, but taking a break matters just as much. Everyone starts with a 25-day annual leave allowance per year and that increases with service too.

Interest-free season ticket loan and cycle to work scheme

To make sure you're able to get into the office in the way that best suits you we offer all staff the option to take out an interest-free season ticket loan to help cover the cost of travelling, as well as a cycle to work scheme for those of us who like to be more active on their commute. If you



do choose to cycle in, we have somewhere safe to leave your bike and showers to use if you want to freshen up before work.

Festive spirit

We know taking a break at the end of the year is important to our team. To ensure everyone gets a well-deserved rest to spend time with loved ones, we usually close our office between the Christmas and New Year period – gifting the extra days off to all staff, in addition to their usual annual leave.

Making a real difference

In addition to all the great benefits we've listed above, we believe the main reason people want to join the RCR is because you also get to go to work knowing your role has an impact on the lives of doctors and patients.

Equality and diversity

Every day, our colleagues are making a difference by helping to improve imaging and cancer care for all. This starts by having the best talent, and that is only possible with a diversity of thinking, diversity of background and experience, and diversity of skills.

Diversity means better ideas, better solutions and more innovation. It's why one of our key priorities is to ensure our workforce reflects the communities we serve.

We're committed to creating an inclusive workforce and working environment for us all to enjoy – where everyone is able to bring their whole self to work to create change and reach new heights of creativity.

You can find our equality, diversity and inclusion commitment [here](#) as well as our equality and diversity policy [here](#).



Great purpose, great people, great working environment and clear direction of travel."

How to apply

The closing date for applications is 23:59 8 December 2024

Please submit a CV and a covering letter of no more than a page and half, together with a completed **Diversity Monitoring Form**.

It is important that your covering letter includes a clear statement in support of your application, which demonstrates how you meet the essential (and, where applicable, desirable) criteria described in the table entitled 'the person'.

We expect you to meet the points listed under "other requirements" of the Person Specification as a pre-requisite for applying for this position. However, you are not required to address these points in your written statement. We will explore them further if your application is taken to the next stage(s) of the recruitment process.

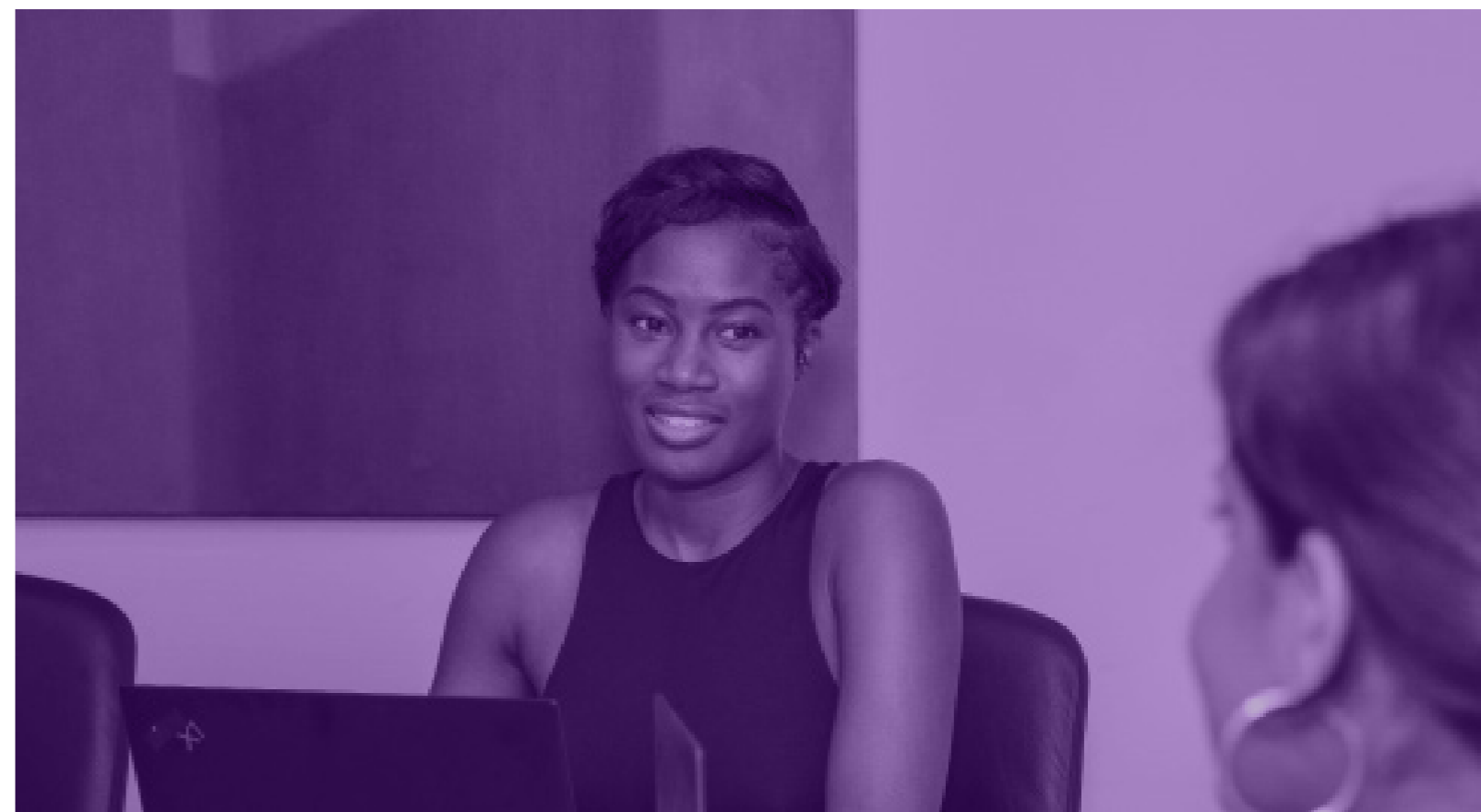
The application process is the first chance we have to assess your suitability for the role you're applying for, and as such, we ask that your application is written by you, and that you do not use AI tools such as ChatGPT to create your application. Where we suspect AI tools have been used to create your application you unfortunately won't be shortlisted for the next stage of the recruitment process. We hope that you respect this request in line with our value of integrity **Values & strategy | The Royal College of Radiologists (rcr.ac.uk)**

Applications should be emailed to jobs@rcr.ac.uk

If you have not heard further from the RCR within a fortnight of the closing date, you should assume that you have not been shortlisted for interview on this occasion.

There will be a quick turnaround for shortlist interviews, candidates will be notified on 9 December 2024. Shortlisted candidates will be invited to attend first stage interviews on 11 December 2024.

If you consider yourself to have a disability and require a hard copy pack or a different format, for example large print, please contact the HR team at jobs@rcr.ac.uk





The Royal College of Radiologists

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