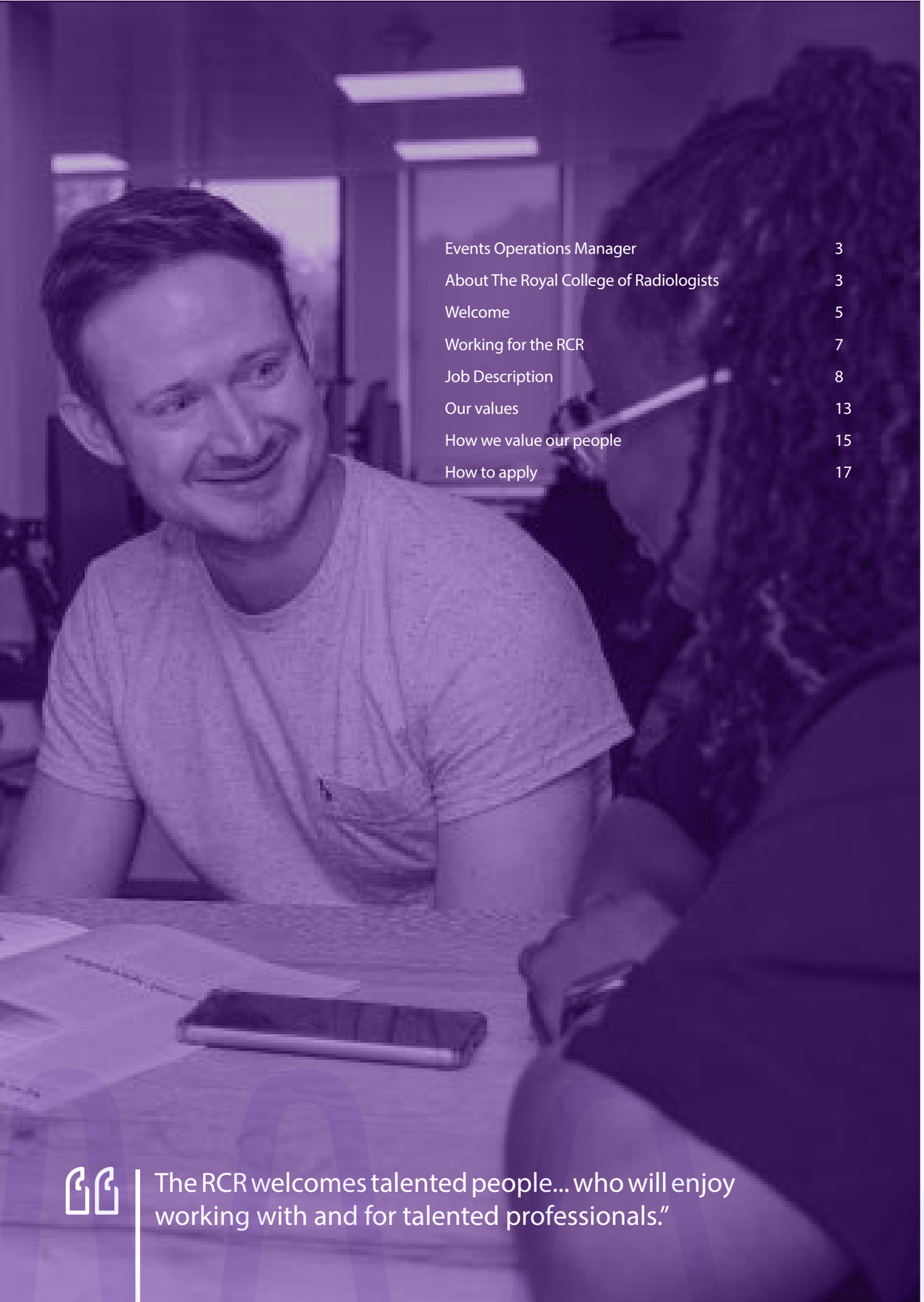


The Royal College of Radiologists

Events Operations Manager Candidate pack

The Royal College of Radiologists



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

Events Operations Manager

Salary:	£54,869 per annum, with pay progression up to £60,644 per annum within two years employment, plus excellent benefits
Location:	Central London, with flexible working
Hours:	Full time/35 hours per week
Contractual status:	Permanent, Full time
Closing date for applications:	23:59 06 December 2026
Interview date:	Shortlist interviews are scheduled for 09 December and selection interviews are scheduled for 15 December 2026 only

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 18,000 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





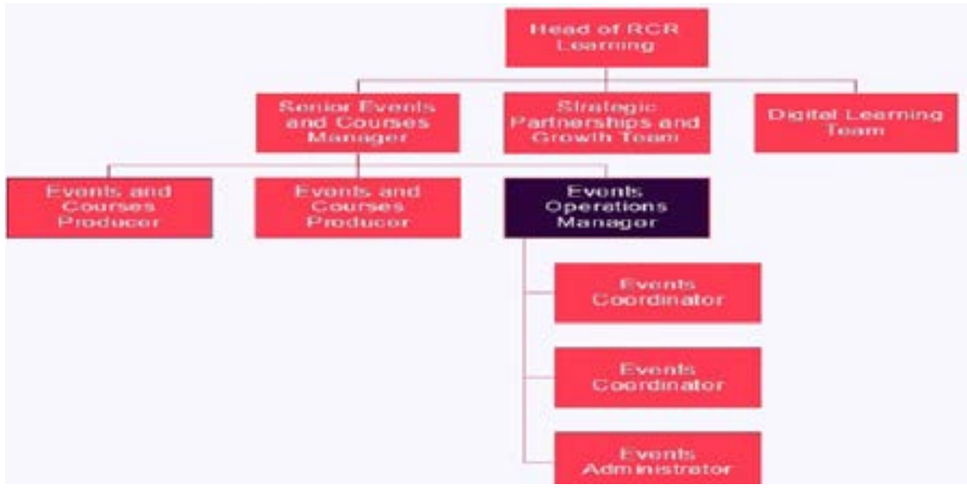
Working for the RCR

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 140 other employees.

The Education and Professional Practice Directorate/RCR Learning Team

The RCR is a great place to work. At the forefront of the health agenda, our members diagnose and treat cancer, heart disease, stroke and more, whilst leading on innovations including AI, skills mix and community diagnostic hubs. As the Digital Content Officer you'll help shape and deliver our day-to-day content across web, email, social media and campaigns, commissioning content where needed, and finding opportunities to connect activity across channels. Social media will be an important part of the role, from creating and scheduling content to community management and social listening.

Where the job fits



Job description

Job title:	Events Operations Manager
Responsible to:	Senior Events Manager
Responsible for:	Events Coordinator x 2 Events Administrator
Contract terms and hours:	Permanent, Full time
Location:	63 Lincoln's Inn Fields, London WC2A 3JW with flexible working

The role

Overall purpose

The Events Operations Manager is a hands-on operational role, responsible for leading a team of event delivery specialists and ensuring the end-to-end delivery of RCR Learning's live events portfolio. The postholder will personally manage and deliver a portfolio of events, whilst overseeing the work of the team and maintaining high standards across all events. The team is responsible for every aspect of event delivery, from developing compelling, engaging conference programmes and securing speakers to registration, logistics, on-the-day delivery, evaluation and financial reconciliation. The postholder will lead the effective use of systems, develop robust processes and drive efficiencies that support financial sustainability whilst retaining high-quality programmes and delegate experiences. They will use data and insight to manage resources, improve delivery and financial performance, and act as deputy for the Senior Events Manager when required.

Main areas of responsibility

a. End-to-end event delivery and programme development

b. People leadership and resource management

c. Financial management and commercial performance

d. Delegate experience and stakeholder management

e. Systems, governance and continuous improvement

a. End-to-end event delivery and programme development

- Personally manage and deliver an allocated portfolio of events from initial planning through to evaluation and financial reconciliation, taking hands-on responsibility for programme development, speaker recruitment and briefing, registration, delegate communications, venues, suppliers, event technology, logistics, production and on-the-day management.
- Lead the team's end-to-end delivery of events, ensuring clear ownership, realistic schedules and consistent standards across the portfolio. Oversee progress and quality, resolve operational issues and provide practical delivery support when required.
- Develop compelling, engaging conference programmes that respond to audience needs, working with clinical leads, faculty and subject matter experts to shape relevant content, identify and secure speakers, and select effective formats. Ensure the team takes responsibility for programme development and speaker coordination across its events, including flagship events and new products, within the direction and priorities agreed with the Senior Events Manager.
- Maintain oversight of delivery plans, programme milestones, budgets and resources across the portfolio, identifying risks and dependencies early and implementing corrective action to protect quality, timelines, delegate experience and financial outcomes.

b. People leadership and resource management

- Lead, motivate, performance manage and develop a team of event delivery specialists responsible for every aspect of their events, in accordance with RCR policies and the Scheme of Financial, Contractual and HR Delegation, creating a collaborative, efficient and customer-focused culture.
- Set clear objectives and delivery standards, review progress across team portfolios and provide regular coaching, feedback and performance reviews to build capability in programme development and end-to-end event delivery.
- Plan capacity and allocate events and resources across the team, balancing personal event delivery commitments with management responsibilities and providing hands-on cover or support at peak periods.
- Promote shared working practices, cross-training and knowledge sharing so that the team can support one another, maintain continuity and deliver consistently high-quality events.
- Support recruitment, induction, succession planning and development activities.
- Manage records (attendance and absence) of direct reports using the RCR's electronic HR system.

c. Financial management and commercial performance

- Support the Senior Events Manager in budget setting and forecasting for the live events portfolio. Manage budgets for personally delivered events and oversee team budget monitoring, ensuring timely reconciliation and clear accountability for income, costs and financial outcomes.
- Monitor income, expenditure and financial performance across personal and team event portfolios. Identify opportunities to improve financial sustainability through effective resource use, cost control and operational efficiencies, whilst maintaining high-quality programmes and delegate experiences.
- Lead supplier and venue negotiations to secure value for money, manage contractual risk and identify opportunities to reduce costs without compromising programme quality or the delegate experience.
- Provide accurate, timely financial and operational data, forecasts and performance insights to the Senior Events Manager, highlighting variances, recommending corrective action and informing business planning.

d. Delegate experience and stakeholder management

- Champion a high-quality delegate experience across the live events portfolio.
- Establish and monitor customer service standards, ensuring timely and professional support is provided to delegates and stakeholders.
- Build and maintain productive relationships with clinical leads, faculty, speakers, venues, suppliers and partners.
- Act as an escalation point for complex operational issues, complaints and service concerns.
- Analyse delegate feedback, service data and operational performance to identify and implement improvements

e. Systems, governance and continuous improvement

- Own the day-to-day operation and effective use of event management systems, CRM processes and associated technologies, ensuring the team uses them consistently to manage the full event lifecycle.
- Ensure event data is accurate, compliant and readily available to support programme planning, reporting, marketing, customer service and operational and financial decision making.
- Develop, maintain and embed practical end-to-end procedures, templates, workflows, standards and controls, reducing duplication and manual administration whilst maintaining reliable delivery.
- Drive continuous improvement in systems and processes, using automation and standardisation where appropriate. Monitor staff time, delivery costs, service quality and financial results to demonstrate efficiencies, improve capacity and support financial sustainability without compromising event quality.
- Ensure compliance with relevant legislation, organisational policies and governance requirements.

General

- Maintain and manage records in accordance with RCR's data protection policy and guidance.
- Maintain documentation on all activities carried out.
- Undertake such 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

- Senior Events Manager: agreeing portfolio priorities, budgets and delivery expectations; receiving strategic direction; providing operational advice, financial and delivery assurance, risk escalation and deputy cover.
- Strategic Partnerships and Marketing team: collaborating on event marketing and the operational delivery of sponsorship and exhibition activity.
- Events delivery team: allocating and overseeing end-to-end event portfolios, coaching colleagues in programme development and delivery, reviewing progress and quality, and providing hands-on support to resolve issues and maintain delivery standards.
- RCR Finance, IT, Digital Products and HR teams: joint planning, systems improvement, financial management, promotion, reporting and compliance.
- Elected Officers, clinical leads, faculty and subject matter experts: identifying audience needs, developing compelling and engaging conference programmes, securing appropriate speakers and translating educational ideas into high-quality events.

External working relationships

- Delegates, speakers and contributors: providing professional service and high-quality event experience.
- Venues, production partners, contractors and suppliers: negotiation, contracting, delivery management, and performance review.
- Partners, sponsors and exhibitors: coordinating operational requirements and agreed benefits with relevant RCR colleagues.

Scope and limits of authority

Decision making level	• Owns end-to-end operational delivery across the live events portfolio, including programme development and personal delivery of an allocated event portfolio, within agreed plans, budgets and delegated authority. • Prioritises team resources, sets consistent delivery processes and intervenes where programme quality, timelines, delegate experience or financial performance are at risk.
Financial resources	• Annual department cost budget of £700k • Annual department income target of £1.3million
Other resources	Operational responsibility for: • Event equipment • Project management tools (Asana) • Event broadcasting platforms • Salesforce (CRM) and AC Events processes • Programme data • Supplier relationships and associated documentation
People management	Direct management of three staff: • Events Coordinator x 2 • Events Administrator
Legal, regulatory and compliance responsibility	Compliance with: Ensures event operations, systems and team processes comply with relevant legislation, contractual obligations and RCR policies.

The person

	Essential (E) or Desirable (D)
Knowledge, qualifications and experience	
Significant hands-on experience of managing and delivering complex in-person, online and hybrid events end to end, including personal responsibility for an event portfolio, with the ability to develop compelling, engaging conference programmes in collaboration with subject matter experts.	E
Experience of managing event budgets, forecasts and financial performance, using data, cost control and efficient resource allocation to improve financial sustainability whilst maintaining quality.	E
Experience of managing event logistics, registration, venues, suppliers, contracts and event technology, securing value for money.	E
Experience of taking operational ownership of CRM, event management and reporting systems, embedding consistent processes and delivering measurable efficiencies through improved workflows, standardisation or automation.	E
Experience within a membership organisation, charity, healthcare or education environment.	D
Skills and abilities	
Strong operational leadership, planning and organisational skills, with the ability to balance hands-on event delivery with team oversight, prioritise competing demands and deliver through others.	E
Strong analytical and problem-solving skills, with a calm, resilient and solutions-focused approach under pressure	E
Excellent communication and relationship-building skills, with the ability to influence stakeholders and provide a high standard of customer service.	E
Agile and responsive to changing business needs, with the ability to organise and prioritise own workload to accommodate peaks in activity and event delivery requirements. Flexible and willing to work outside standard business hours, including early starts, late finishes and occasional weekends, and to travel as required for event delivery.	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
- 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.

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, 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 gets 25-day annual leave allowance per year.

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 committment 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 06 December 2026.

Please submit a CV and a supporting statement.

It is important that your supporting statement demonstrates how you meet the essential (and, where applicable, desirable) criteria described in the table entitled 'the person'.

The RCR can only consider applicants who already have the independent right to work in the UK. We are unable to offer visa sponsorship for any role.

The application process is the first chance we have to assess your suitability for the role you're are 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)

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.

Shortlisted candidates will be invited to attend first stage interviews on 09 December 2026. Candidates who are successfully shortlisted will be invited for the selection interview on 15 December. Please note there is no flexibility on interview dates.

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





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