

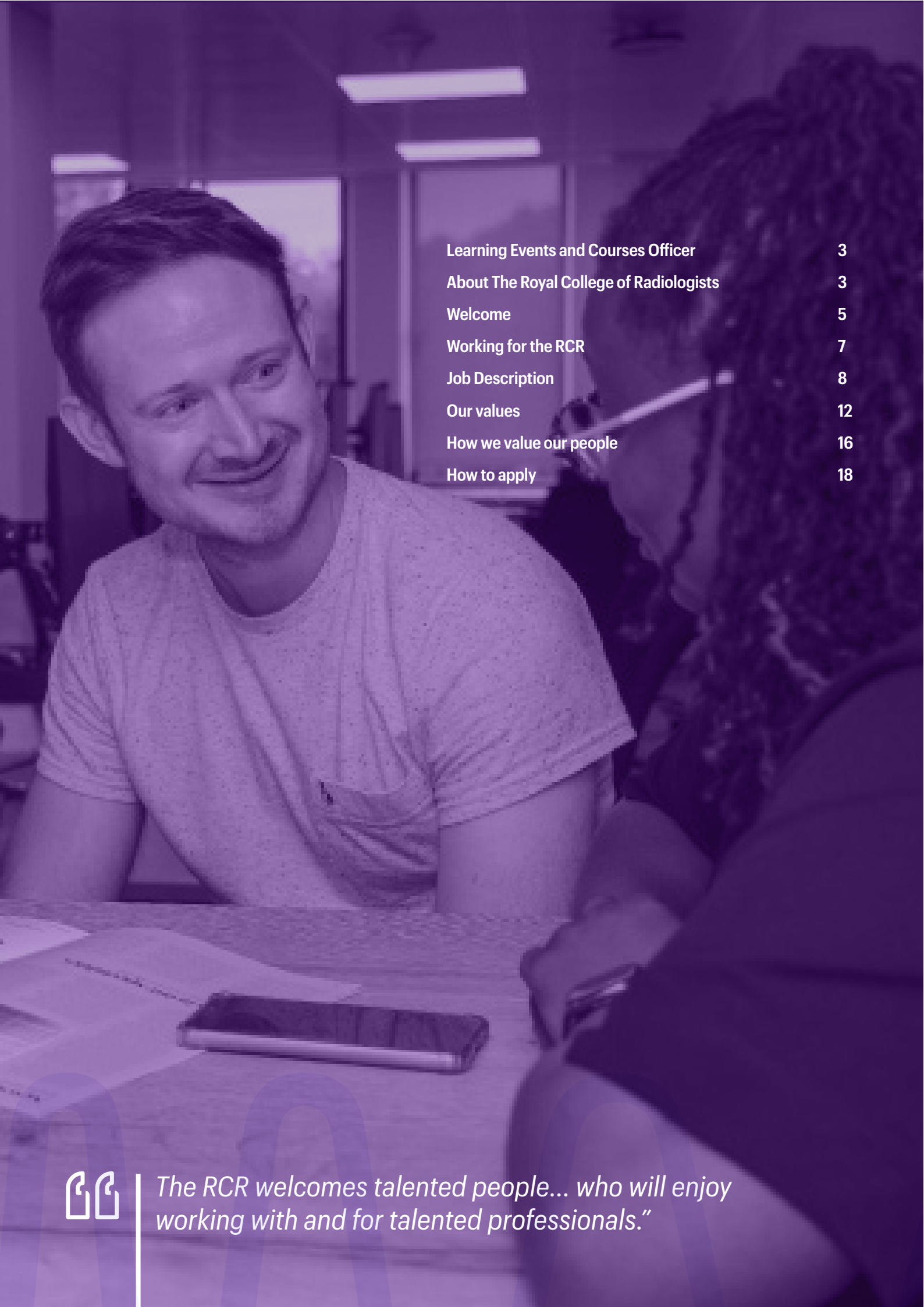


The Royal College of Radiologists

Learning Events and Courses
Officer



The Royal College of Radiologists



Learning Events and Courses Officer	3
About The Royal College of Radiologists	3
Welcome	5
Working for the RCR	7
Job Description	8
Our values	12
How we value our people	16
How to apply	18



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

Learning Events and Courses Officer

Salary:	£43,718 per annum, with pay progression up to £48,319 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
Closing date for applications:	23:59 26 January 2025
Interview date:	Shortlist interviews are scheduled for 30 January 2025 and selection interviews are scheduled for 6 February 2025.

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 Education & Professional Practice Directorate/RCR Learning Team

This role will be joining the RCR Learning Team at a pivotal time as we re-design and develop new and existing learning products and drive forward our global ambitions by creating and delivering an exciting programme of annual events. The role will be working alongside our marketing and sponsorship experts and as well as clinicians, College Officers and a range of external partners,

to ensure we deliver learner-centred events and effective organisation. The successful candidate will have experience of delivering events across in person, online and hybrid formats, with excellent organisational, time management and communication skills and strong stakeholder management experience. In addition, this role will be vital in enabling and facilitating collaborative working with our learning committees as we continue to establish working relationships with our members and subject matter experts. We are looking for candidates who can bring creative and innovative ideas and a willingness to adapt and respond to this ever changing climate of events. This is a busy and rewarding role in a team passionate about delivering high quality learning for clinical radiologists and clinical oncologists, with the ultimate aim of improving patient care.

Where the job fits





Job description

Job title:	Learning Events and Courses Officer
Responsible to:	Events and Operations Manager
Responsible for:	N/A
Contract terms and hours:	Permanent,full time
Location:	63 Lincoln's Inn Fields, London WC2A 3JW with flexible working

The role

Overall purpose

The Learning Events & Courses Officer is responsible for developing and delivering new and complex products (events and courses) that form part of the annual RCR Learning live programme. These products are part of the wider RCR Learning offer for RCR members and Fellows at all stages of their career, plus wider stakeholders, and will be delivered in the UK and globally, online and in person. Free and income-generating products will be delivered to the highest standard, ensuring excellent delegate experience, financial viability, contributing to the RCR Learning strategic objectives.

Working closely with the Events and Operations Manager and alongside our Events and Courses Co-Ordinator and Events and Global Partnerships Administrator the role holder will proactively seek opportunities to improve and iterate existing products based on delegate and faculty feedback. The role also involves considering market insights and the latest trends in event delivery, working in collaboration with team colleagues. The Learning Events & Courses Officer will also play a key role in the piloting and delivery of new products which involve a live element with oversight and support from the RCR Learning Management Team.

In addition, the Learning Events & Courses Officer will lead the secretariat responsibilities part of our RCR Learning governance, facilitating effective clinical input across the team's activities, stewarding these key relationships and ensuring annual meetings take place as per our governance cycle.

The role requires travel to events throughout the UK, and in some cases internationally, including occasional weekend, overnight and overseas stays (for which Time Off in Lieu is available).

Main areas of responsibility

• Event operations and logistics • Financial Management • Evaluation & consultation • RCR Learning Strategic Board, Faculty Leadership Groups and stakeholder management • General

Responsibilities

a. Event operations and logistics

1. Develop and deliver from conception to completion several complex events / courses annually for audiences based in the UK and globally, working to specific objectives ensuring these are delivered on time, on budget and are of high quality.
2. Lead the development and delivery of pilot products which have a live element in collaboration with SME's, key internal and external stakeholders and team.
3. Work in collaboration with subject matter experts (SMEs) to create inspiring and up to date programmes, speakers, clear learning outcomes and event materials (handouts, presentations etc) that support the needs of our members

and Fellows, bringing your expertise in event creation.

4. Provide content and copy clearly outline our offer and support promotion to meet delegate income targets and launch date targets, through setting clear expectations for SMEs and with support from the Marketing Manager.
5. Follow, maintain, and adapt existing event project management templates and frameworks, ensuring processes evolve to meet the needs of the team and create new Standard Operating Procedures (SOPs) where needed; support consistency of approach and a learning culture by bringing new ideas and ways of streamlining our work.
6. Lead and champion the delivery team's interaction with the RCR's internal
7. systems/platforms including the CRM and website, to ensure compliance with the data strategy and our interactions with these systems support effective and efficient reporting and data collection.
8. Scope venues and destinations for events in the UK and globally ahead of contracting, liaising with venues and any subcontractors to ensure value for money and high-quality experience for our delegates, SMEs and, in some instances, industry partners.
9. Support colleagues across the team (and in some cases, wider RCR) with in person and online delivery, ensuring events are well managed and resourced.
10. Proactively input into teamwork on flagship conferences, supporting planning and liaising with Professional Conference Organisers (PCO's) as necessary.
11. Work alongside the Events and Global Partnerships Administrator to monitor and respond to queries about the overall RCR Learning programme (events, courses, and e-learning resources) from stakeholders via telephone and email, triaging and redirecting to relevant colleagues, escalating complex queries or complaints promptly and meeting Service Level Agreements.
12. As new live products are developed, delivered and tested and added to the annual programme of events, support the Events and Courses Coordinator to deliver the product as part of our repeatable offer, training them on SOPs and ensuring budget templates and guidance documents are available and clear.

b. Financial Management

13. Produce accurate budgets for complex live products, including direct and staff costs, as well as forecast delegate and sponsorship income.
14. Work with colleagues to create new per-product budgets for pilots of products which have a live element, testing their financial viability and ensuring they can be delivered in a cost- effective way.
15. Proactively track and monitor all event expenditure and income, reconciling budgets at the end of event periods to inform evaluation and reporting on team and organisational targets.
16. Identify appropriate delegate rates working towards targets, and ensuring rates are market-sensitive, with support from the Marketing and Events and Operations Managers.
17. Identify sponsorship and exhibition opportunities aligned to specific products and liaise with the Corporate Sponsorship Officer to ensure SMEs are clear on RCR sponsorship processes. Support where required to deliver benefits to sponsors and stakeholders, including on the day, and providing post-event reporting.
18. Pro-actively seek opportunities to negotiate event expenditure (per product) ensuring we are delivering financially viable events.
19. Rigorously review service level agreements and contracts with third parties to ensure they are robust, and support our aims and objectives, taking notice of financial commitments and risks and escalating where necessary.



c. Evaluation & consultation

20. Pro-actively contribute and produce evaluation of pilot products, feeding back on logistical and operational learning and recommending next steps.
21. Evaluate events the role leads on, collecting and analysing delegate and faculty feedback and making actionable recommendations to be shared with senior internal stakeholders and SMEs; apply these recommendations and any other learning to the next iteration of the product and share any process learning openly with the team.
22. Support colleagues to create evaluation reports including insights and actionable recommendations for improvements to the products for which they lead delivery.
23. Contribute to regular horizon scanning of the market, researching competitor and comparator events, industry innovation e.g., tech and facilitation, ensuring we are leaders in the sector.
24. Proactively contribute to collective decisions and a culture of collaboration, reflection and learning within the delivery and wider RCR Learning team to ensure we are making informed decisions and responding to the needs of our stakeholders, in line with strategic objectives.

d. RCR Learning Strategic Board, Faculty Leadership Groups and stakeholder management

25. Ensure that the work of the RCR Learning governance and their members is embedded into the RCR Learning team's work, facilitating clinical input into our programme, encouraging productive cross-faculty working relationships, and building relationships between key staff and clinical leads.
26. Lead secretariat responsibilities for part of the RCR Learning governance groups (strategic committee and learning faculty groups) (comprised of SMEs who volunteer their time) including but not limited to:
 - a. Scheduling, managing invitations for and coordinating meetings
 - b. Collating and proofing draft papers; circulating final papers.
 - c. Action taking during meetings, with prompt turnaround and circulation.
 - d. Maintaining records and fulfilling governance obligations.
 - e. Coordinating recruitment when necessary, working with Events and Operations Manager, Marketing Manager and Head of Business Development to onboard and induct
 - f. Coordinating recognition efforts e.g., thank you letters.
27. Work alongside the Events and Operations Manager, develop and maintain a pool of SMEs involved in content delivery for the live annual programme, ensuring we have sufficient faculty numbers to meet demand, and that they are supported in their roles.

e. General

28. Maintain and manage records in accordance with the RCR's data protection policy and guidance.
29. Maintain documentation on all activities carried out.
30. 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

- Colleagues across the RCR, working collaboratively and sharing information to support delivery of the RCR Learning offer.
- The elected Officers - providing information, guidance, and support.
- RCR Learning Chairs and committee members – providing recommendations, information, and support.

External working relationships

- Event organisers / leads, subject matter experts, speakers and delegates, other contributors – liaison, providing guidance and support.
- Contractors, suppliers – negotiating contracts and ensuring delivery to contract terms.
- Partners and sponsors – providing information and support.
- Other medical royal colleges and professional bodies – sharing information, liaison, facilitating collaboration.

Scope and limits of authority

Decision making level	<ul style="list-style-type: none"> • Decisions relating to the delivery of activities in order they are financially viable and executed in a timely fashion. • Independent decision making at events to deal with any issues arising. • Decisions relating to project timelines, milestones, and actions to make progress on deliverables. • Independent decision making to support management of external communications within the team.
Financial resources	<ul style="list-style-type: none"> • Create budgets for each activity the role is leading on. • Maintain records of income and expenditure for each event. • Reconcile budgets and approve payments and expenses according to the Scheme of Financial, Contractual and HR delegation. • Negotiate and approve contracts / agreements. • Responsible for a company credit card and associated expenses
Other resources	<ul style="list-style-type: none"> • Shared responsibility for events equipment such as banners and tablecloths. • Shared responsibility for college equipment such as cameras and laptops.
People management	<ul style="list-style-type: none"> • N/A
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none"> • Ensure that all activities are compliant with relevant legislation e.g., Health and Safety, Equality and Diversity, GDPR, as well as RCR policies. • Ensure agreements are in place with SMEs and suppliers before bookings open for activities. • In collaboration with the Corporate Partnerships Officer, facilitate delivery of any events-related sponsorship benefits to a high standard.



The person

Essential (E) or
Desirable (D)

Knowledge, qualifications and experience	
Experience delivering end to end event management in person, online and hybrid formats using interactive technologies and facilitation techniques and collaborating closely with external stakeholders to develop and deliver content.	E
Experience creating and managing robust budgets for a variety of activities, reconciling income and expenditure accurately; commercial awareness and a good understanding of how to model different scenarios.	E
Proven experience of providing high quality customer service to stakeholders including event and course delegates, subject matter experts / faculty and senior internal colleagues.	E
Experience in process development and improvement, including creating clear Standard Operating Procedures and using databases and other online systems.	E
Experience in data collection and analysis to evaluate activities, generating reports containing actionable recommendations to inform your own work and that of decision makers.	E
Ability to listen to and understand complex discussions, highlighting key information and creating a high-quality written summary. Ideally this will have been developed through experience of board, committee, or formal meeting administration.	E
Skills and abilities	
Accurate use and understanding of English.	E
Strong project and time management skills, with an ability to manage competing priorities, adapt to changing priorities, and work successfully both independently and as part of a collaborative team.	E
Excellent written and verbal communication skills with good attention to detail, including the ability to facilitate events.	E
Excellent interpersonal skills and the ability to work collaboratively and build and sustain effective working relationships with a diverse range of colleagues, partners, and stakeholders at all levels.	E
Ability to use initiative, identify improvements to ways of working and to suggest and implement solutions to problems, knowing when to consult or involve colleagues and stakeholders.	E
Ability to effectively evaluate and reflect on personal performance and learning from team projects to identify and take action on areas for improvement.	E
Ability to occasionally travel, work evenings and weekends as and when required	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.
- Demonstrable commitment to providing 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.

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.

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.

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 26 January 2025.

Please submit a CV and a covering letter (submitted as FIRST NAME LAST NAME, ROLE , CV/ CL) 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.

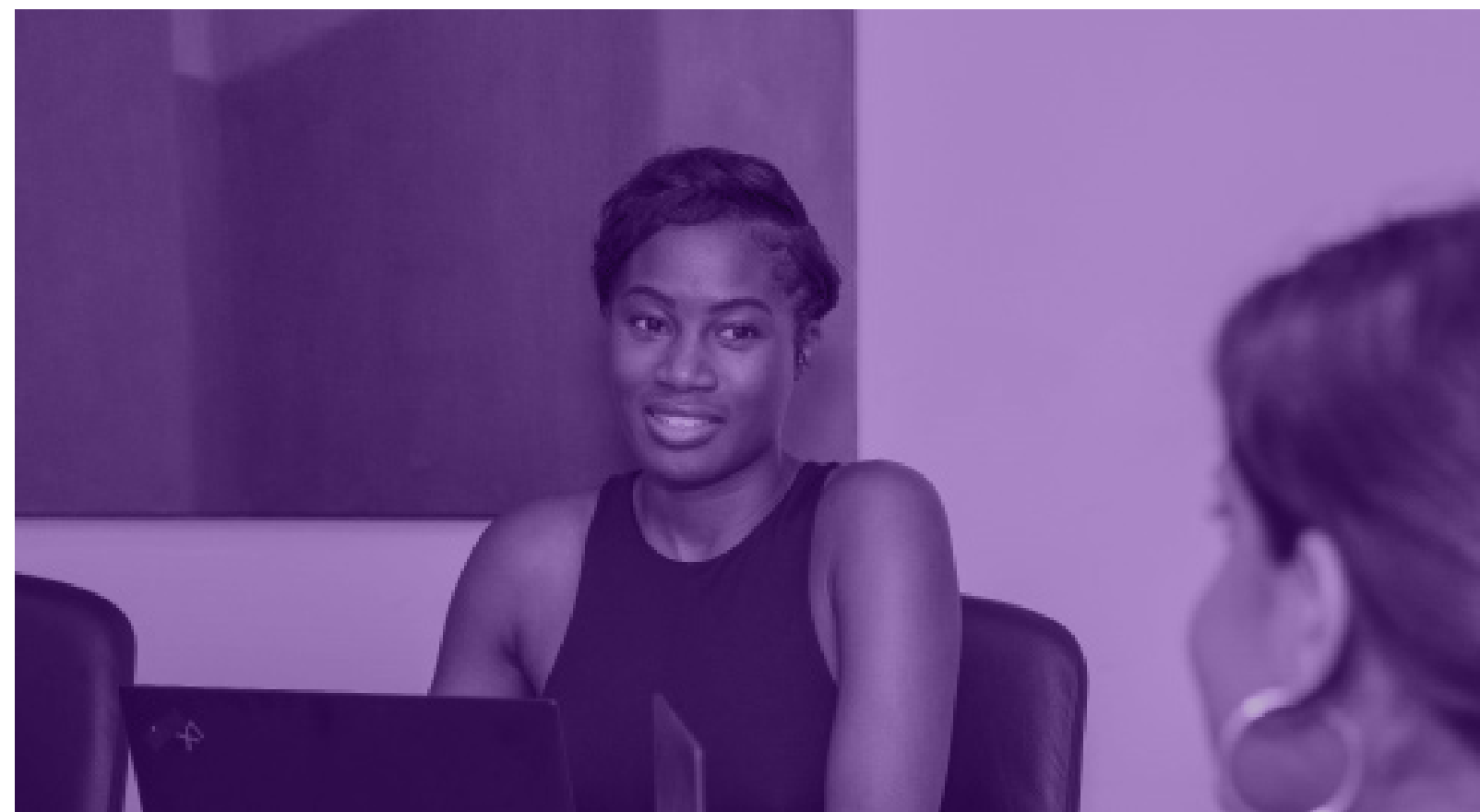
The application process is the first chance we have to assess your suitability for the role you're applying for, and as such, we ask that your application is written by you, and that you do not use AI tools such as ChatGPT to create your application. Where we suspect AI tools have been used to create 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.

Shortlisted candidates will be invited to attend first stage interviews on 30 January 2025.

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

The Royal College of Radiologists
63 Lincoln's Inn Fields
London WC2A 3JW

+44 (0)20 7405 1282
enquiries@rcr.ac.uk
www.rcr.ac.uk
@RCRadiologists

A Charity registered with the Charity Commission No. 211540
© The Royal College of Radiologists, November 2023.

