

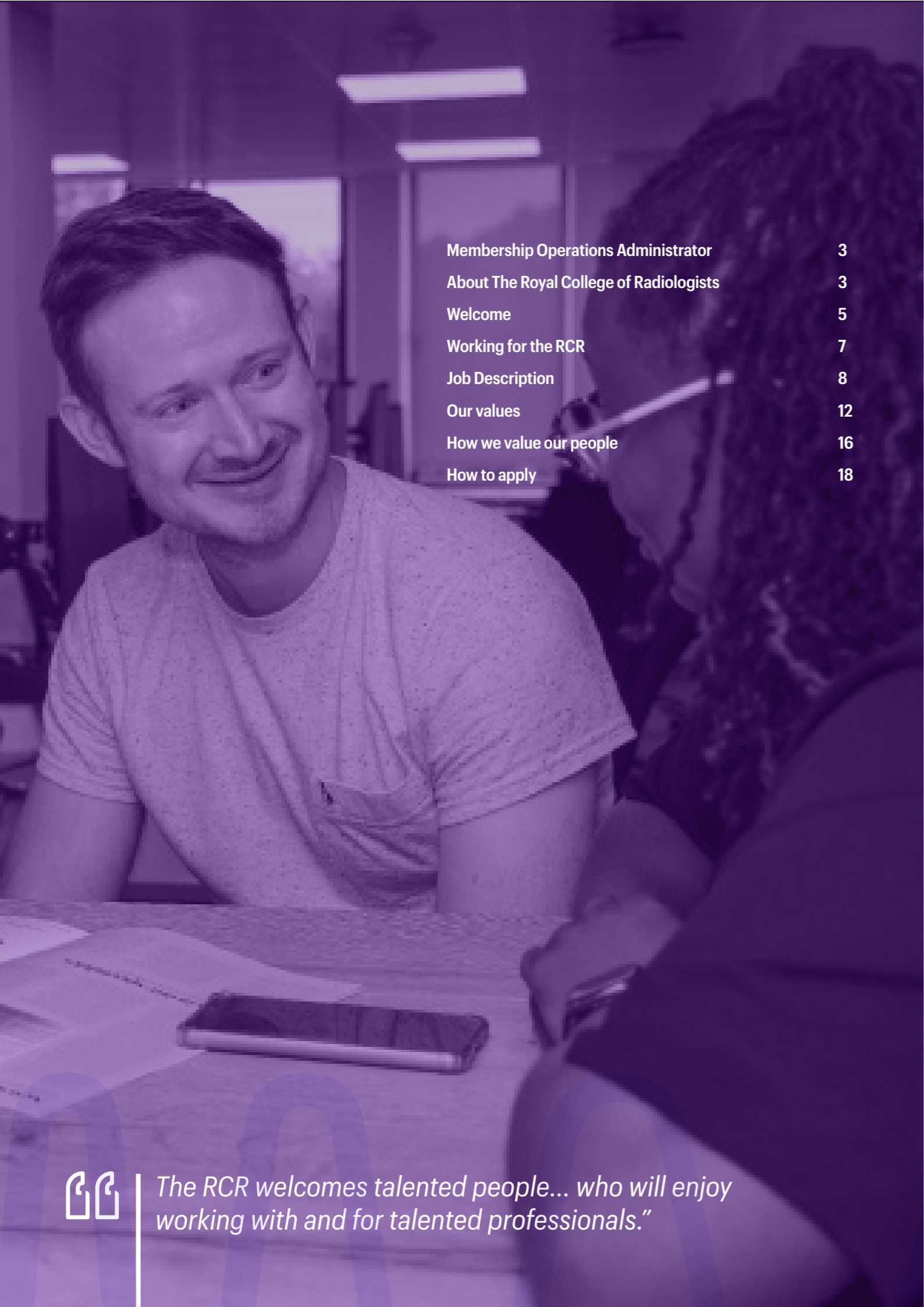


# The Royal College of Radiologists

Membership Operations  
Administrator



The Royal College of Radiologists



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## Membership Operations Administrator

Salary:	£26,356 per annum, with pay progression up to £30,176 per annum within two years employment, plus excellent benefits
Location:	Central London, with flexible working
Hours:	Full-time/35 hours per week
Contractual status:	Full-time/Permanent
Closing date for applications:	23:59 23 June 2024
Interview date:	Shortlist interviews are scheduled for 26 June and selection interviews are scheduled for 3 July 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.



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



## 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](http://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](http://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.

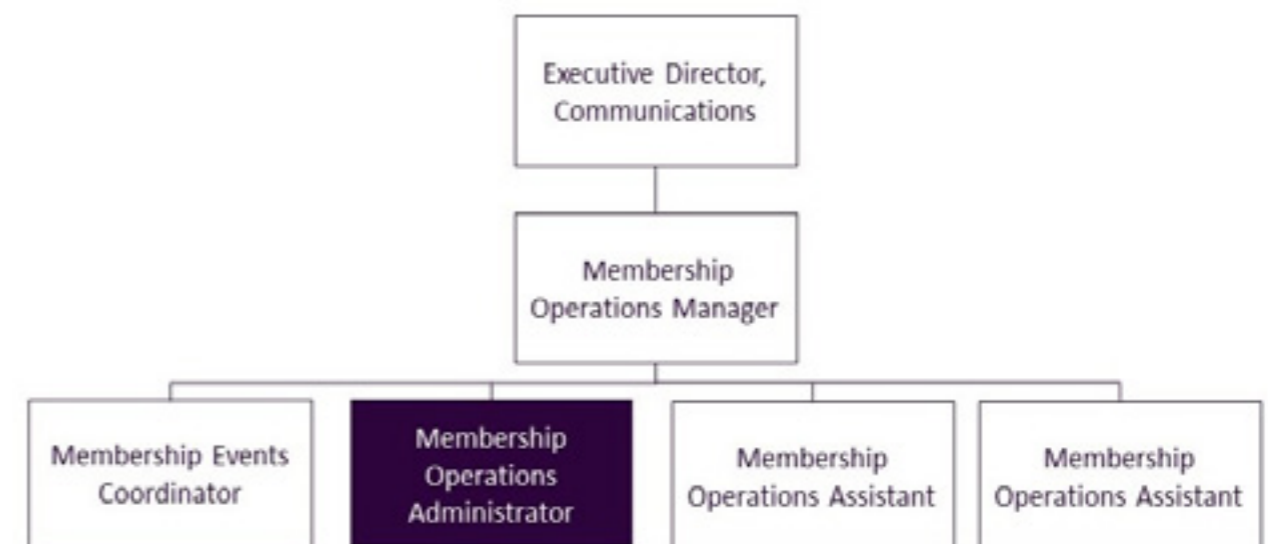
efficiencies in response times, support data requests and deliver strong data integrity for membership.

The role will require collaboration across the RCR and will work with other members of the Membership Operations Team to manage queries and deliver exceptional customer service with every interaction.

### The Communications Directorate/Membership Team

The Membership Operations Administrator is responsible for completing administration activities and interacting with our members and potential members, to ensure exceptional service is provided at each step. Working within service level agreements, they will respond to queries and proactively complete key membership processes, prioritisation and implementing new ways of working. Their strong administration skills will serve to provide

#### Where the job fits





# Job Description

Job title:	Membership Operations Administrator
Responsible to:	Membership 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 Membership Operations Administrator is responsible for completing administration activities and interactions with our members and potential members, to ensure exceptional service is provided at each step. Working within service level agreements, they will respond to queries and proactively complete key membership processes, prioritising and implementing new ways of working. Their strong administration skills will serve to provide efficiencies in response times, support data requests and deliver strong data integrity for membership.

The role will require collaboration across the RCR and will work with other members of the Membership Operations Team to manage queries and deliver exceptional customer service with every interaction.

### Main areas of responsibility

• Membership administration • Membership data integrity and CRM • Planning, management and delivery of member engagement events • General

#### Responsibilities

##### a. Membership administration

1. Deliver exceptional customer service with every interaction, to ensure every member or potential member receives a memorable experience.
2. Respond to member queries and complete key membership administration processes, throughout the membership lifecycle. This will include membership renewal activities, applications, verification of FRCR qualification, processing of subscription fees, change of details and membership, direct debits activities, data integrity tasks, and updating member preferences so they can get the most out of their membership. Escalating to Membership Operations Team Leader as required.
3. Ensure all communications with stakeholders are concise, engaging and accurate.
4. Take responsibility for the achievement of SLAs with in your area of work and provide regular updates to the Membership Operations Team Leader on planned workload where help is needed to achieve this.
5. Through continuous review and collaboration across the RCR, implement developments that improve members experience or improves efficiency.
6. Provide support to ensure relevant documentation on membership processes are current and user friendly, to allow for continuity and consistency of service.
7. Be an advocate and spokesperson for membership operational activities as required for internal and external stakeholders.

##### b. Membership data integrity and CRM

8. Develop and implement data quality checks and robust processes, to deliver reliable and current data on our members.
9. Provide data on RCR members to deliver membership benefits or as requested by colleagues to assist them with insight, surveys or general membership statistics.
10. Be actively involved and contribute to RCR system developments through stages of scoping, development, implementation and embedding, to ensure we can improve the way we work and to offer a seamless experience to our members.
11. Maintain and manage records in accordance with the RCR's data protection policy and guidance.

##### c. Planning, management and delivery of member engagement events

12. Working with Membership Events Co-ordinator to deliver outstanding membership engagement events and assistance with administration as required. This includes, RCR Admission Ceremonies and other events as required.
13. Provide continuity in membership services on a consistent basis, with a focus on peak periods of events and leave.

##### d. General

14. Provide comprehensive committee servicing support for allocated boards, committees or working parties including, preparation of agendas, logistical support, production of minutes, progress reports and management of associated awards.
15. Maintain documentation on all areas of responsibility.
16. 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

- Membership Operation Manager - reporting to.
- Membership Operations Team - to support member queries and complete key membership processes, while delivering a high level of customer experience.
- Working closing with the Examinations, RCR Learning and Finance Team to assist with member queries.
- Directorate colleagues – collaborate, share information in support of delivering key priorities.
- RCR committees – to provide information, guidance and support.

### External working relationships

- Third parties in the scoping, testing and implementation of products to support our contact record management system or other supporting platforms.
- Other organisation bodies where RCR has membership offerings to our members.



## Scope and limits of authority

Decision making level	<ul style="list-style-type: none"> <li>• Troubleshooting for CRM issues</li> <li>• Responding to member queries and escalating when required.</li> <li>• Working within defined workload</li> <li>• Requesting refunds within defined guidance.</li> </ul>
Financial resources	<ul style="list-style-type: none"> <li>• Processing and allocating membership subscriptions fees.</li> </ul>
Other resources	<ul style="list-style-type: none"> <li>• Accurate updating and maintaining of membership records</li> <li>• Updating of SLAs in line with process changes</li> </ul>
People management	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none"> <li>• Compliance with GDPR regulations</li> <li>• Compliance with the Direct Debit Guarantee Scheme</li> <li>• Compliance with Payment Card Industry Data Security Standard regulations.</li> <li>• Compliance with the Scheme of Financial, Contractual and HR delegation.</li> </ul>



## The person

Essential (E) or  
Desirable (D)

Knowledge, qualifications and experience	
Educated to A-Level or equivalent, with a good standard of literacy and numeracy.	E
Demonstrable experience of providing exceptional customer service.	E
Experience of using and maintaining a database or equivalent, to store and retrieve reliable and robust data.	E
Experience of managing administration processes efficiently.	E
Knowledge and experience of membership processes.	D
Skills and abilities	
Accurate use and understanding of English.	E
A quick learner, able to adapt existing knowledge and experience, to tackle new queries as they arise.	E
Ability to work collaboratively in the team to achieve targets, organise tasks and projects.	E
Self-starter, independently using judgement, initiative and discretion.	E
Ability to prioritise and anticipate competing demands.	E
Able to present solutions and ideas for new challenges or queries.	E
Good working knowledge of Microsoft packages such as Outlook, Word and Excel.	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.
- Self awareness.
- Enthusiasm for learning and development and taking on new tasks.
- Committed to own continuing professional development.
- Ability to maintain confidentiality and information security in line with our data protection policy and guidance.
- Occasional requirement to work some early mornings and later evenings, with the rare need to work some weekends.



## 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 23 June 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.

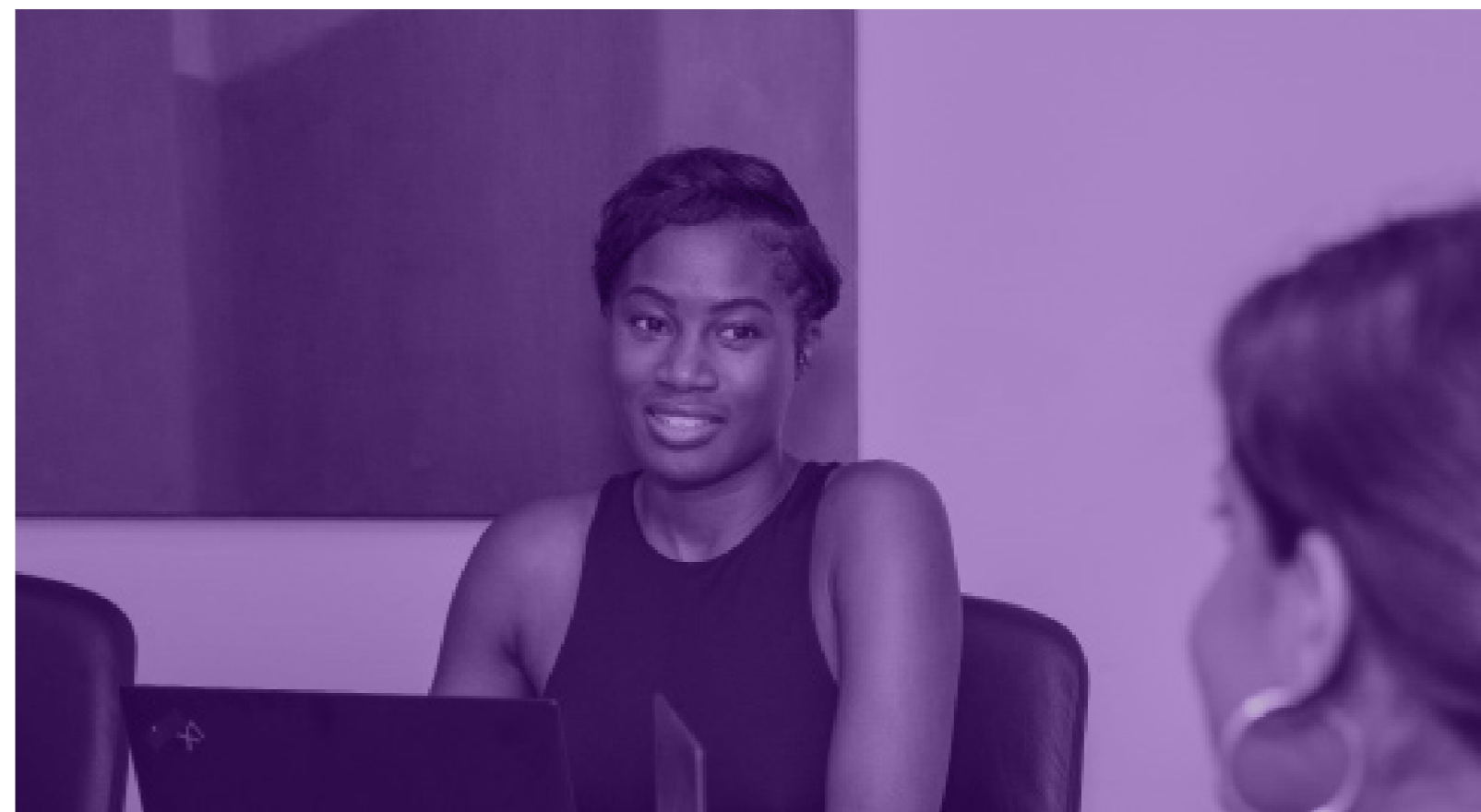
The application process is the first chance we have to assess your suitability for the role you're applying for, and as such, we ask that your application is written by you, and that you do not use AI tools such as ChatGPT to create your application. Where we suspect AI tools have been used to create 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](mailto: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 3 July 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](mailto:jobs@rcr.ac.uk)





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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

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