

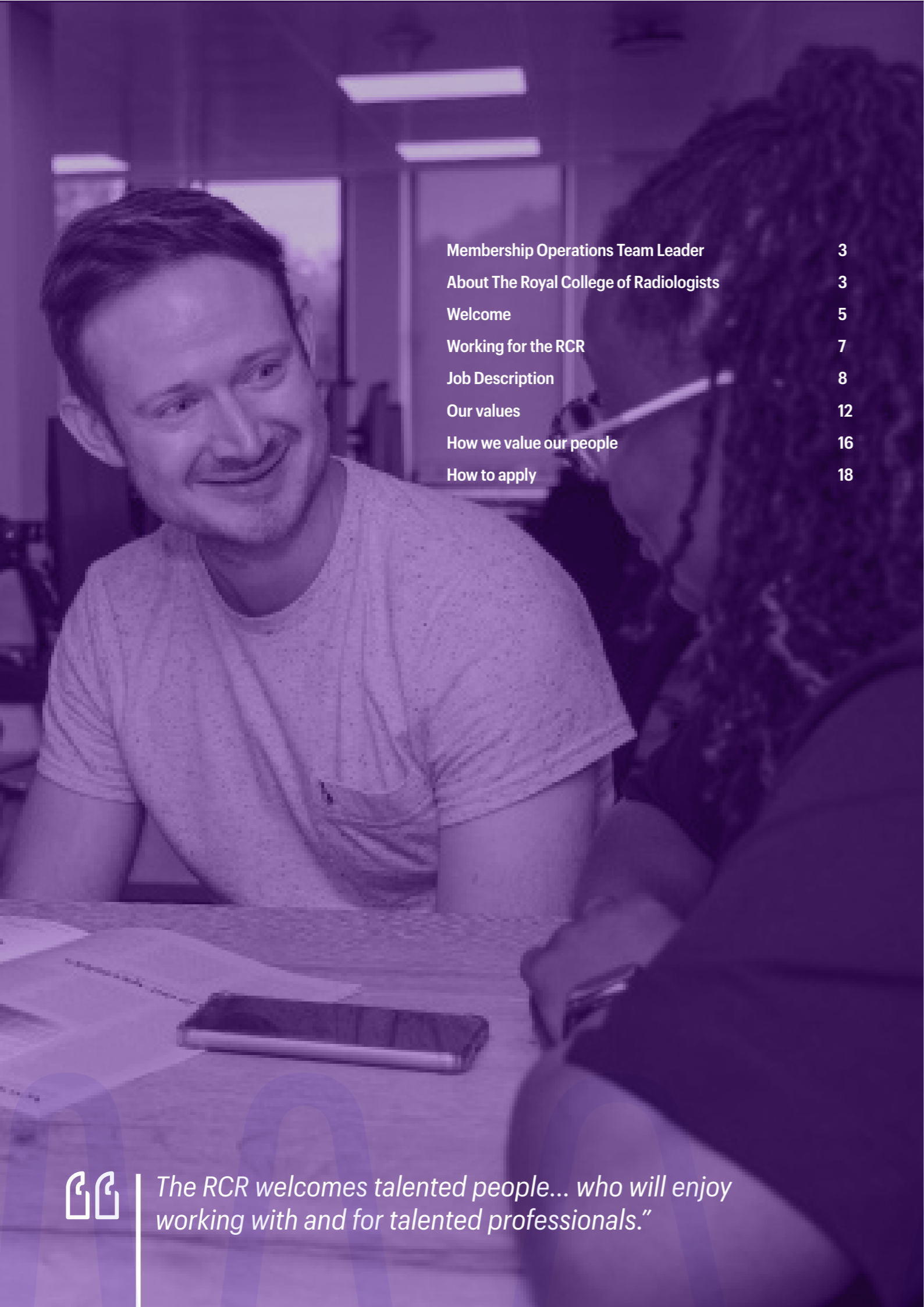


The Royal College of Radiologists

Membership Operations
Team Leader



The Royal College of Radiologists



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

Membership Operations Team Leader

Salary:	£42,860 per annum, with pay progression up to £47,371 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 Sunday 12 May 2024
Interview date:	Shortlist interviews are scheduled for 16 May and selection interviews are scheduled for 22 May 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 (Council) 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 Education, Professional Practice and Business and Resources) supported by about 100 other employees.

The Communications Directorate/Membership Operations Team

Members are the lifeblood of the RCR and we are looking for someone to ensure that members' interactions with us are seamless, easy and professional. You will use your strong planning and communication skills to coordinate and deliver: membership lifecycle activities, workload and resource planning, and robust data processes, whilst providing insightful analysis on our members so that we

are as effective and efficient as possible.

Passionate about customer service and all over the detail, you will drive positive interactions and engagement with our members and potential members by identifying and implementing improvements to their experience, while supporting the team (through day-to-day supervision) to meet SLAs and deadlines. You'll also be the first port of call for queries from the team to ensure an exceptional service is delivered.

Results driven and collaborative in approach, you'll be a key player in supporting the Membership Operations Manager to maintain high retention rates, reach KPIs and objectives, embed new initiatives and respond to current and future membership needs.

The diagram below represents the permanent structure of the team, however a few temporary positions are currently in place to support some project work.

Where the job fits





Job description

Job title:	Membership Operations Team Leader
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

As the Membership Operations Team Leader you will use your strong planning and communication skills to coordinate and deliver membership lifecycle activities, workload and resource planning, robust data processes, and provide insightful analysis on our members. Your approach to continual reviews and improving the way we work, and the service provided, will drive positive and engaging interactions with our members and potential members.

Your role will support the Membership Operations Manager to maintain high retention rates and reach KPI targets. By assisting with day-to-day supervision through motivating and coaching, and providing clear direction on daily and planned priorities, you will co-ordinate the administrative team to meet SLAs and deadlines, and ensure exceptional service is delivered to our members.

Main areas of responsibility

• Administration, delivery and co-ordination • Supervision, resource and workplanning • Membership data, integrity and CRM • General

Responsibilities

a. Administration, delivery and co-ordination

1. Coordinate and deliver the members' annual renewal processes and manage communications channels and copy, to ensure that we maintain high retention rates and provide clear and accurate communications. This includes:
 - Deliver renewals on RCR systems to ensure operational processes can be completed and valid data is held, and communications channels are updated to facilitate a successful and seamless experience for members. This includes leading on system, functional and interface testing.
 - Support development of renewal communications across management.
 - Provide data to manage communications, provide insight, track KPIs and deliver regular reports on progress to a variety of RCR colleagues.
 - Manage and co-ordinate an annual call campaign to support KPI and retention targets.
2. Manage RCR Direct Debit activities to ensure robust data and communication, to ensure we are compliant with the Direct Debit Guarantee Scheme and taking ownership of cyclical activities that occur throughout the month including the monthly collection.
3. With oversight from the Membership Operations Manager, manage the member life cycle and regularly review

operational processes, policies and practices to ensure they are efficient, provide insight and deliver a seamless process and experience.

4. Be the point of contact to assist and support members of the Operations Team in relation to member escalations and queries and escalate as required to the Membership Operation Manager.
5. Assist the Communications Director and Membership Operations Manager in the development and implementation of the membership recruitment strategy or other initiatives by embedding into daily operational activities, through planning, training, support and required outputs for reporting.
6. Respond to complaints and refer complex scenarios to the Membership Operations Manager for assistance.
7. Provide continuity of service by providing back up and query resolution to assist Operational activities. This extends across daily and cyclical activities.
8. Be an advocate and spokesperson for membership operational activities as required for internal and external stakeholders.
9. Work closely with the Customer Insight Officer to understand different membership groups and their needs/ how to engage them in the College, implementing learning within the teams' processes, procedures and communications plans.
10. Build relationships with colleagues across the RCR to support needs of the Operations team, to assist with queries, knowledge, member experience and impacts to workload planning.

b. Supervision, resource and workload planning

11. Supervise the Operations Team in line with goals and objectives agreed by the Operations Manager, providing motivation, coaching, and direction on a day-to-day basis, and identifying training needs and development opportunities.
12. Manage and plan current and future workload, working closely with the Operations Manager, to ensure the Operational team reaches Service level Agreements (SLAs), meets deadlines, and provides exceptional service. Identifying in advance and implementing solutions for peak periods, resourcing needs and activities. Escalating to the Membership Operations Manager as needed.
13. Work with the Membership Operations Manager to identify and understand needs of future campaigns, activities, KPIs and objectives to support planning and communicating any conflicts of deliverables, based on resource or deadlines.
14. Produce weekly, monthly and annual planning documents to share with Operational team and Membership Operations Manager and continually review to ensure current reflection of expected activities.
15. Lead weekly meetings to provide direction and guidance on workload plans and priorities to Operations team.
16. Deputise for the Operations Manager in their absence.

c. Membership data, integrity and CRM

17. Develop processes to ensure we hold robust membership data.
18. Develop comprehensive and presentable reports to support data-led decision making, renewals tracking, KPI targets or to provide insights.
19. Maintain and manage records in accordance with the RCR's data protection policy and guidance.
20. 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



21. Provide requested data in relation to membership as requested by colleagues to assist them with insight, surveys or general membership statistics.
22. Assist the Membership Operations Manager in the production and monitoring of annual income and expenditure budgets for the Membership Operations team. This covers forecasting and re-forecasting of Membership Income and providing data led analysis and insight, to provide narrative forecasting versus actuals in subscription fees.
23. Management of budget lines assigned to operational activities, to ensure favourable terms are achieved.

d. General

24. Work across the marketing function to support where needed.
25. Support digital engagement as and when required.
26. Work collaboratively across the directorate and organisation.
27. 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.
28. Maintain and manage records in accordance with RCR's data protection policy and guidance.
29. Maintain documentation on all activities carried out

Key working relationships

Internal working relationships

- Membership Operations Manager – reporting to, providing support and sharing information.
- Membership Operations Team – working collaboratively, providing support and daily direction of the membership function.
- Colleagues – working collaboratively, providing data and information, in support of delivery of the membership function.
- Medical Director, Membership and Business – as regards the provision of data and information about membership activity.
- Data Protection Officer (Governance Officer) – as regards GDPR and governance matters.

External working relationships

- Members and Fellows of the RCR – providing information, guidance and support, including handling sensitive membership matters and subscriptions.
- External suppliers – delivery of membership benefits or campaigns
- Other royal colleges – networking and sharing information.

Scope and limits of authority

Decision making level	<ul style="list-style-type: none"> • Day-to-day decision-making on membership administration matters within agreed policies, protocols and guidelines. • Delivery of projects within areas of responsibility –membership administration and engagement activities.
Financial resources	<ul style="list-style-type: none"> • Monitoring spend within an agreed budget. • Processing membership subscription payments and supporting forecasting and reforecasting activities. • Delegated authority within the Scheme of Finance, Contracting in HR delegation.
Other resources	<ul style="list-style-type: none"> • Monitoring and maintaining robust membership data held on RCR systems. • Policy, SOPs, guidance documents and reports relating to areas of responsibility.
People management	<ul style="list-style-type: none"> • Support the Membership Operations Manager on a daily basis through effective communication, guidance and coaching and raising areas for training or development.
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none"> • Compliance with GDPR regulations • Compliance with the Direct Debit Guarantee Scheme • Compliance with Payment Card Industry Data Security Standard regulations. • Compliance with the Scheme of Financial, Contractual and HR delegation.



The person

Essential (E) or
Desirable (D)

Knowledge, qualifications and experience	
Knowledge of membership systems and procedures.	E
Experience of managing a high degree of administration processes efficiently and implementing improvements.	E
Knowledge and experience of using a database and managing data quality	E
Experience in prioritising, planning and managing various different tasks/workloads in order to achieve personal and team targets.	E
Experience of managing the Direct Debit cycle and associated processes	D
Experience of monitoring budget spend and forecasting of income.	D
Demonstrable experience of supervising a team to work effectively and consistently to achieve departmental and individual targets and provide quality customer service to applicants, members and other stakeholders.	E
Skills and abilities	
Accurate use and understanding of English, to effectively communicate with different stakeholders demonstrate communication skills (oral and written) and ability to explain complex issues clearly and ability to adapt style to different audiences.	E
Excellent interpersonal skills and the ability to build professional relationships with a range of colleagues, and including internal and external stakeholders.	E
Clear and analytical thinker with the ability to exercise sound initiative, judgement and discretion and think through issues to offer practical solutions.	E
Ability to interpret data to identify key messages and theme and deliver this through meaningful reporting.	E
Good IT skills, including use of Word, Outlook and Excel (intermediate level)	E
Ability to work with a high level of accuracy and attention to detail	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 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.

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 midnight 23:59 Sunday 12 May 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.

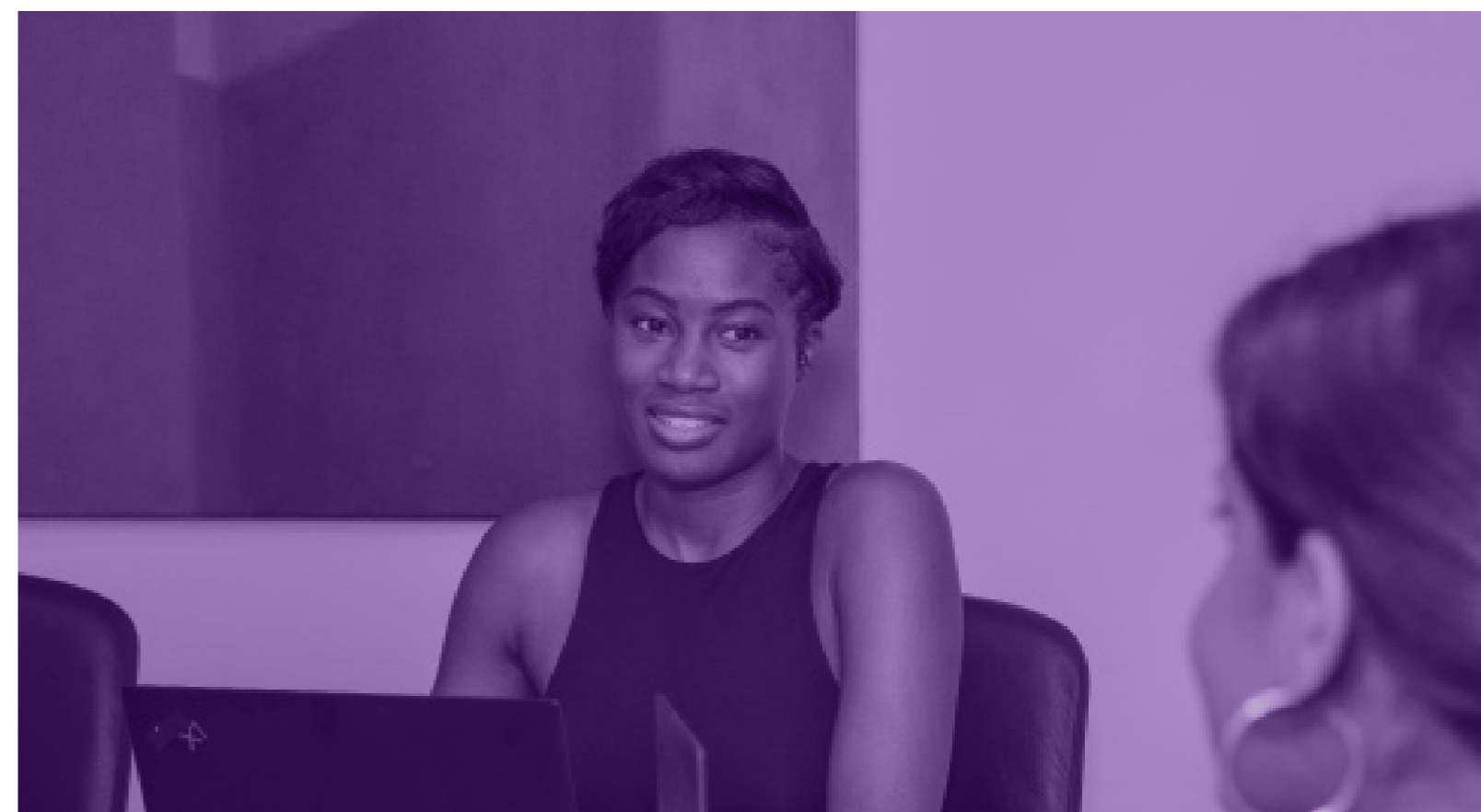
The application process is the first chance we have to assess your suitability for the role you're applying for, and as such, we ask that your application is written by you, and that you do not use AI tools such as ChatGPT to create your application. Where we suspect AI tools have been used to create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

Shortlisted candidates will be invited to attend first stage interviews on 16 May 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





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