

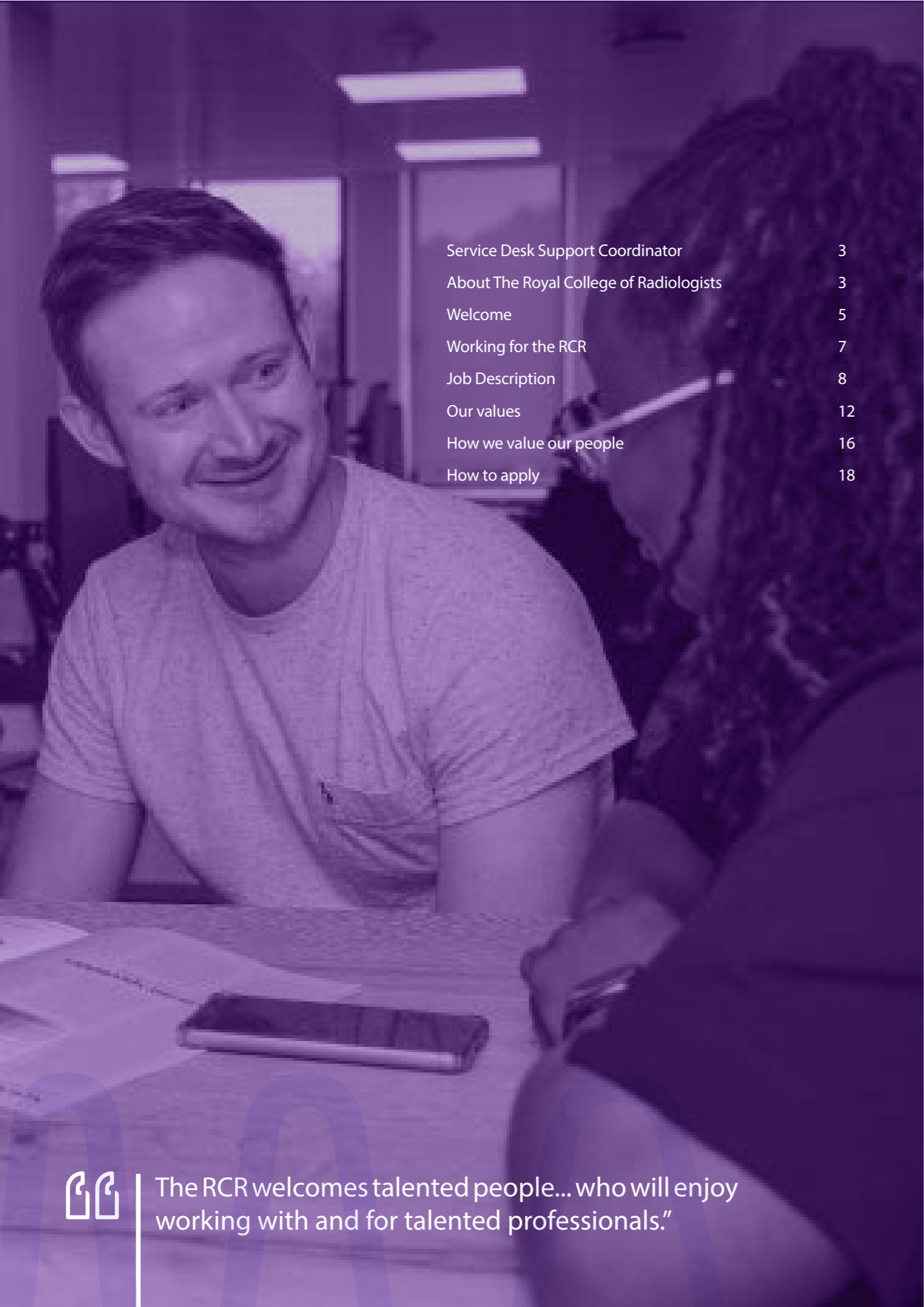


# The Royal College of Radiologists

## Service Desk Support Coor- dinator



The Royal College of Radiologists



Service Desk Support Coordinator	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."

## Service Desk Support Coordinator

Salary:	Starting at £31,200 per annum, plus excellent benefits
Location:	Central London, with flexible working
Hours:	Full-time/35 hours per week
Contractual status:	6 month fixed term
Closing date for applications:	23:59 22 September 2024
Interview date:	Shortlist interviews are scheduled for 25 September 2024 and selection interviews are scheduled for 2 October 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](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 (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.

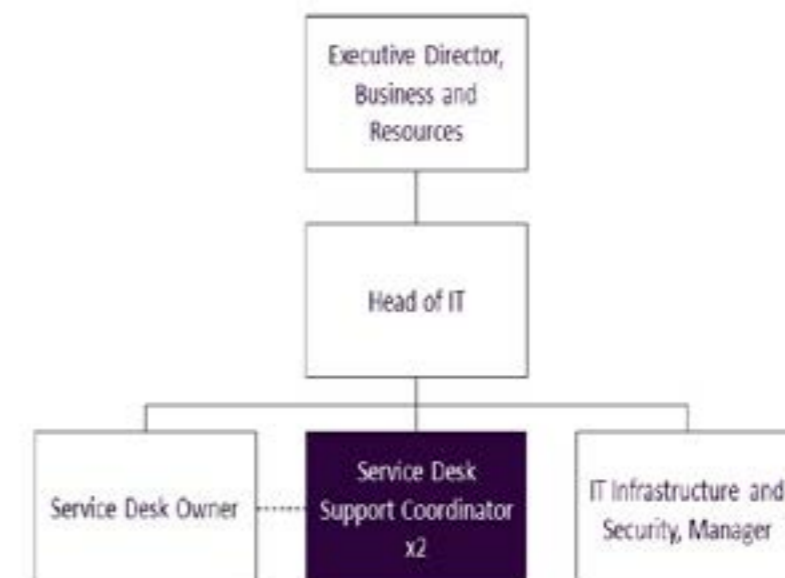
to them a high standard of support to achieve positive customer satisfaction outcomes.

### The Business and Resource Directorate/IT Team

The successful candidate will be part of a friendly and high performing IT team.

As a Service Desk Support Coordinator, you'll be responsible for providing end-user support, including staffing the IT Service Desk, and helping to maintain the College's IT infrastructure. With your excellent customer service skills, you'll work with a variety of internal and external stakeholders providing

### Where the job fits





# Job description

Job title:	Service Desk Support Coordinator
Responsible to:	Head of IT Day to day supervision from Service Desk Owner
Responsible for:	N/A
Contract terms and hours:	6 month fixed term contract, full time

## The role

### Overall purpose

The Service Desk Support Coordinator is responsible for providing first and second line support, helping to maintain the college's IT infrastructure and access to the RCR's IT services and facilities. The RCR is a Microsoft house, using Microsoft 365, Azure and Dynamics. The primary purpose is to support users and to ensure that they can access our resources and work as efficiently as possible. All service desk requests are managed via Jira, our ticketing system.

## Main areas of responsibility

• End User Support • Infrastructure Support • AV/VC Support • General

### Responsibilities

#### a. End User Support

1. Provide day-to-day hands-on resolution of user ICS problems and issues which affect any aspect of RCR's information systems: infrastructure hardware, software and associated facilities.
2. Ensure that service desk tickets are updated in ITSM system.
3. Maintain the user portal documentation.
4. Deliver user training for new and existing IT systems.
5. Escalate problems that are recurrent or require longer term or specialist attention to improve service quality and reliability.

#### b. Infrastructure Support

6. Carry out preventative maintenance of servers and systems, in line with the IT Change Management procedure where appropriate.
7. Perform daily operational tasks and carry out any appropriate follow up actions with guidance from Service Desk Owner.
8. Maintain and keep current the IT knowledge base.
9. Liaise with external service providers as required to assist in resolving technical problems.
10. Log all calls to external service providers and keep records as required for effective contract management and service improvement.
11. Ensure that resources are deployed as required, such as laptops, docking stations and AV/VC equipment.

#### c. AV/VC Support

12. Commission meeting rooms with IT and AV equipment.
13. Commission and support examination sittings that require computers.
14. Maintain documentation on all systems and related activities .
15. Work with the external contractor to commission and document the AV/VC systems and then hand over to facilities to manage on a day-to-day basis – provide assistance as required.

#### d. General

16. Administer incoming invoices to ensure our suppliers are paid promptly.
17. Maintain and manage records in accordance with the RCR's data protection policy and guidance.
18. Maintain documentation on all activities carried out.
19. Support the RCR's sustainability policies
20. 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

- Colleagues in the IT department – working together to provide an excellent customer service.
- Colleagues in Facilities – working collaboratively to provide a capable videoconferencing experience in our meeting rooms.
- The elected Officers – provide training on new systems, guidance and IT support.
- All College staff
- Other RCR stakeholders including examiners

### External working relationships

- External platform and infrastructure support providers – raise technical issues to the appropriate supplier in order to maintain a reliable IT infrastructure for users at the College.



## Scope and limits of authority

Decision making level	Direction and work priorities are determined by the Head of IT in collaboration with Service Desk Owner
Financial resources	Ensure all peripheral purchases are conducted through an approved supplier
Other resources	Preparation of AV and VC facilities for meetings. Shared responsibility for infrastructure.
People management	N/A
Legal, regulatory and compliance responsibility	Ensure activities are compliant with the Data Protection Act & UK GDPR.



## The person

	Essential (E) or Desirable (D)
<b>Knowledge, qualifications and experience</b>	
One year's experience, or equivalent, of first or second line experience in a Windows environment	E
Good knowledge of all Microsoft Office products	E
Good knowledge of IT security principles	E
Good understanding of networking principles.	D
Excellent understanding of PC builds, including installation of software packages	E
<b>Skills and abilities</b>	
Accurate use and understanding of written and spoken English and able to adapt style to different audiences.	E
Good presentation skills.	D
Good interpersonal skills, including ability to provide support and guidance to colleagues across the RCR.	E
Able to identify improvements to ways of working, and suggest solutions to problems	E
Able to work effectively within the team, and collaboratively with colleagues across the RCR, to deliver tasks and projects.	E
Self-starter, confident to initiate and progress work, knowing when to consult or involve others	E

### Other Requirements

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

- Candidates must have the right to work in the UK to be able to apply for positions at the RCR
- Ability to manage own time effectively and prioritise own work.
- 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 taking on new tasks and committed to own continuing professional development.
- Demonstrable commitment to providing a professional customer service to colleagues, members and stakeholders.
- Ability to maintain confidentiality and information security in line with our data protection policy and guidance.





## Our values



### People focus

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



### Integrity

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



### Making a difference

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

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



## Behavioural competencies

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

### Communicating effectively

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

### Working together

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

### Personal effectiveness

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

### Customer focus

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

### Embracing change

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



# How we value our people

## Benefits

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

### A modern and welcoming working environment

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

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

### Excellent pension scheme and life assurance

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

### Hybrid working

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

generate amazing and innovative ideas.

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

### Wellbeing support

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

### Generous annual leave allowance

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

### Interest-free season ticket loan and cycle to work scheme

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

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

### Festive spirit

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

### Making a real difference

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

## Equality and diversity

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

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

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

You can find our equality, diversity and inclusion commitment here as well as our equality and diversity policy here.



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







# How to apply

The closing date for applications is 23:59 22 September 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 25 September 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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