

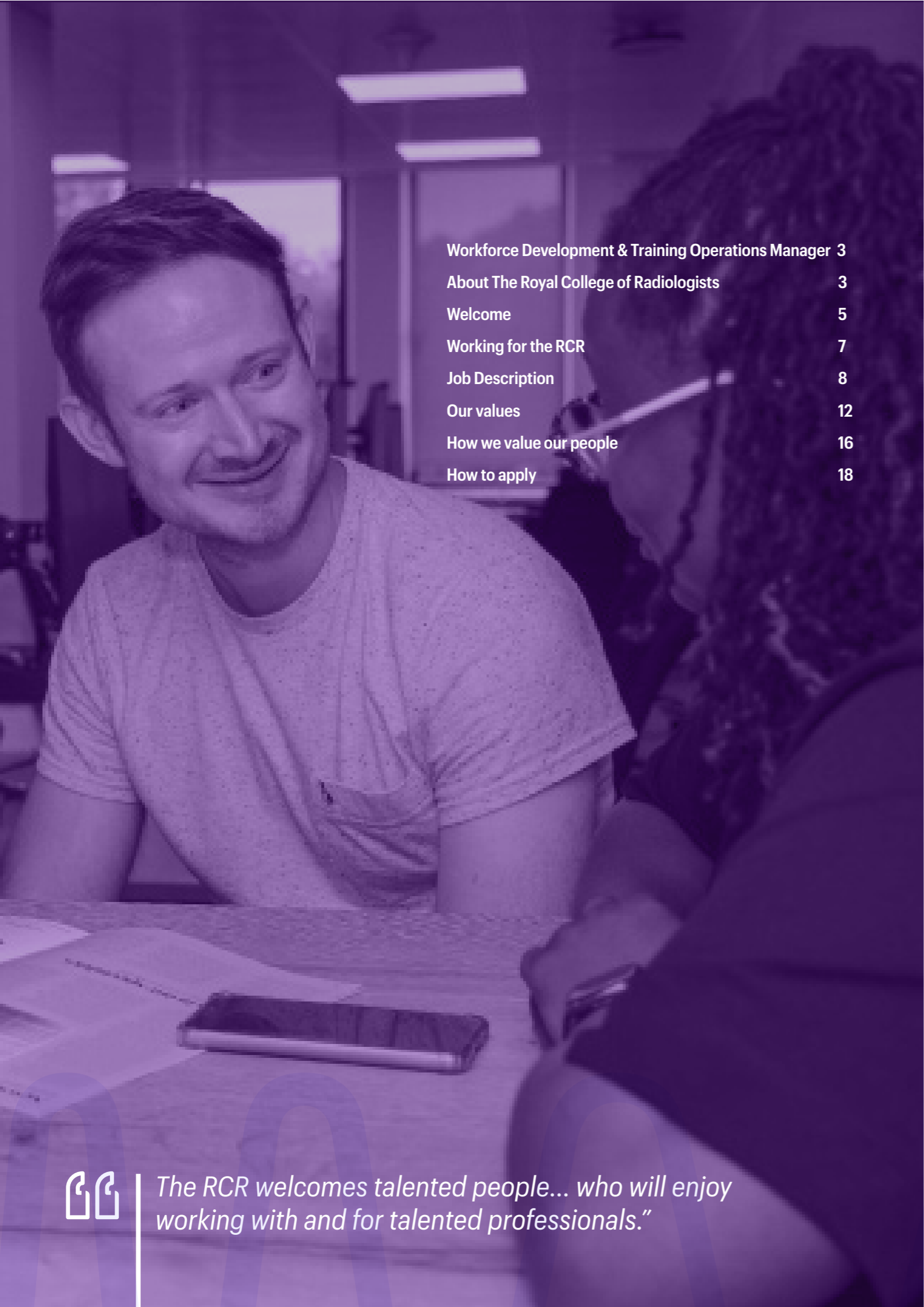


The Royal College of Radiologists

Workforce Development &
Training Operations Manager
Candidate pack



The Royal College of Radiologists



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

Workforce Development & Training Operations Manager

Salary:	£54,869 - £60,644 per annum dependent on experience, plus excellent benefits
Location:	Central London, with flexible working
Hours:	Full-time/35 hours per week
Contractual status:	12 month fixed term secondment cover
Closing date for applications:	23:59 31 May 2026
Interview date:	Shortlist interviews are scheduled for 9 and 10 June and selection interviews are scheduled for 16 June 2026.

About The Royal College of Radiologists

Are you interested in making a real difference in the healthcare sector to improve imaging and cancer care for all?

At The Royal College of Radiologists (RCR), we're the leading professional membership body for clinical radiologists and clinical oncologists and a registered charity who educate and support doctors throughout their career. With over 18,000 members in the UK and internationally, together we're contributing to the advancement of each new generation of doctors and helping to improve patients' lives.

We require a broad range of skills and experience to deliver our strategic goal of increasing the clinical radiology and clinical oncology workforce, which will ultimately lead to improving imaging and cancer care services for all.

If you're inspired by our **strategy** and **values**, and are passionate about helping us meet our ambitious goals in an environment that celebrates differences, values diversity and recognises that everyone here plays a role in the success of the College, then we encourage you to consider a career at the RCR.



Welcome

Thank you for your interest in working with the RCR. I hope that you will find the information in this Candidate Pack useful, in addition to the content on our website: www.rcr.ac.uk

The last few years at the RCR have seen much growth and development. We have improved the range and quality of the services and support offered to our membership. We have grown the external profile of the RCR's work and increased awareness of the value of our medical specialities to patients and the public. We have created life-saving guidance and expanded our work globally to many different countries. We've revised how we train and examine our doctors to ensure they continue to be the best in the world, plus much, much more. We are ambitious to continue this success and build into the future.

Our Strategic Priorities from 2019 are:

Workforce

Support excellent, safe patient care by working collaboratively on team-wide standards across imaging and oncology. Define our doctors' professional needs for the future and shape sustainable workforce models for our patients and our specialties to realise them.

Be the experts

Highlight to the public and stakeholders the contribution our specialties make to safe, evidence-based and cost-effective patient care. Contribute meaningfully to the debate on the future of healthcare both in the UK and overseas.

Professional learning

Develop our educational offer to support our doctors to meet the challenges of practice, working with others where appropriate, sharing ideas where possible. Adopt new educational models rapidly to ensure continuing equity of access to high-quality products.

Membership value

Support all members and Fellows to deliver the best care for patients, for their entire career regardless of where or how they practice.

Our College

Shape a College that is demonstrably agile and responsive, accountable and open, supporting our specialties and the patients we treat.

The RCR is growing – in what we achieve, our income and our staff. We are a great team that focuses on improving the lives of patients through our doctors. Our culture is friendly and ambitious, underpinned by a continuing commitment to develop and support all our employees.

We are a *London Living Wage Employer* (www.livingwage.org.uk) not only for our employees, but also in respect of our contractors.

The RCR welcomes talented people who share our ambition, commitment who will enjoy working with and for talented professionals.

I look forward to hearing from you.

Yours sincerely



Working for the RCR

The RCR is a membership body and a registered charity. The trustee board is mainly made up of practising clinical oncologists and clinical radiologists and is accountable to the membership at large. Each specialty has its own Faculty which agrees policy and the range of support, advice and guidance offered to doctors in the specialty. The executives of the RCR are the eight Officers (doctors) who work closely with the senior management team (the Chief Executive and Executive Directors for Communications, Education, Professional Practice and Business and Resources) supported by about 140 other employees.

The Education & Professional Practice Directorate/Workforce Development and Training Team

Patients need more Clinical Radiologists to support early diagnosis and Clinical Oncologists to promptly treat those diagnosed with cancer with both radiotherapy and drug-based treatments. As Operations Manager, you are the key enabler of growing these two exceptionally important pools of doctors, working with a vibrant, friendly and talented team to navigate the various pathways to make this happen. The role could suit someone with experience of casework management. The team will hold a blended caseload of activities, some of

which are pervasive and others which follow annual planning cycles. The successful candidate will work with the team to grow the number of consultants on the specialist register, whether that be residents, global doctors coming to the UK, and those who wish to gain entry to the specialist register via the portfolio pathway. Each of these routes has its own regulatory framework and the Operations Manager will be an expert in each of them, offering advice to the team around particularly complex issues.

We are constantly evolving our portfolio of products and services and the successful candidate will work closely with both the Head of Workforce Development & Training and the Workforce Initiatives Manager to prepare for new initiatives becoming business as usual. We want to make our operational processes as efficient and effective for our members and other doctors we work with. Continuous improvement is fundamental to this and the Operations Manager, with their wide remit will be expected to streamline and standardise processes as far as possible without compromising on quality.

We are looking for an exceptional team manager who can support and motivate the team to grow our workforce and someone who is not afraid to step in and lend a hand when needed.

Where the job fits





Job description

Job title:	Workforce Development & Training Operations Manager
Responsible to:	Head of Workforce Development & Training
Responsible for:	N/A
Contract terms and hours:	12 month fixed-term, full time
Location:	63 Lincoln's Inn Fields, London WC2A 3JW with flexible working
Flexible working:	Employees are required to work from the office for at least 40% of their working week.

The role

Overall purpose

The WDT Team is split into three distinct but interlinked functions; strategic development and support, development, and operational delivery. This role is responsible for overseeing all our workforce operations, including the successful delivery of high quality training in the UK, managing applications from global members to join the UK workforce via Portfolio Pathway, reporting back on progress against objectives and ensuring an equitable balance of work between team members to deliver high quality outcomes.

As we seek to evolve our pathways to the UK workforce, the Workforce Development & Training Operations Manager will work closely with the Workforce Initiatives Manager to plan for ongoing support for new developments, ensuring the team is appropriately trained and resourced to deliver the intended outcomes as they integrate into business as usual.

Main areas of responsibility

- a. Delivery of high-quality support for specialty training
- b. Timely management of global workforce initiatives including Portfolio Pathway, the closure of the Medical Training Initiative (MTI), and implementation of any MTI successor scheme
- c. Delivering excellent customer service
- d. Operationalising new workforce initiatives
- e. Team leadership and line management
- f. General

Responsibilities

- a. Delivery of high-quality support for specialty training
 7. Ensure ongoing delivery of specialty training across both specialties is monitored from recruitment through to completion of training, with issues identified and addressed as required, working in collaboration with the Workforce Initiatives Manager and Head of Workforce Development & Training where additional supporting documents/resources are needed
 8. Manage the provision of support to trainers in all matters related to the delivery of curricula
 9. Produce and maintain guidance documents and other online supporting information that helps residents and trainers to understand training processes
 10. Ensure that information systems and processes allow for the recording of all data relevant to residents' progression

11. Ensure that information systems are in place to provide accurate records of residents' progress and status, from the point of entry to training until the award of a Certificate of Completion of Training (CCT)
12. Draw on a range of information sources to enable the RCR to understand and act on the quality of training in our specialties, both nationally and by region, monitoring this against the GMC Quality Framework

b. Timely management of global workforce initiatives including Portfolio Pathway, the closure of the Medical Training Initiative (MTI), and implementation of any MTI successor scheme

13. Oversee the successful processing of Portfolio Pathway applications within established GMC timescales
14. Develop, review, and maintain Portfolio Pathway advice and guidance in accordance with applicant needs and expectations, legislation, and specialty specific and GMC requirements
15. Communicate relevant new information (e.g. about regulatory changes) to committee members and other relevant stakeholders
16. Support and develop the Portfolio Pathway panel of experts to keep pace with increasing demand
17. Monitor and report on operational activity in this space, using data to analyse trends, sharing insights across the organisation and with boards and committees as appropriate
18. Manage any issues arising, liaising closely with stakeholders to do this. Escalate any high-risk issues to the Head of Workforce development & Training.

c. Delivering excellent customer service

19. Ensure a timely response to customer enquiries, working with direct reports to deliver an effective and knowledgeable 9-5 telephone service across the team
20. Build and maintain knowledge of all business processes across the team, minimising the risk of single points of failure and ensuring efficient working within the team
21. Maximise the use of technology where possible to release staff time for customer interactions and engagement
22. Act on evolving intelligence, developing engaging customer focussed resources to support customers in light of emerging trends.

d. Operationalising new workforce initiatives

23. Work closely with the Workforce Initiatives Manager and Head of Workforce Development & Training to bring new initiatives into business as usual, establishing scalable approaches to ways of working across the team
24. Work closely with the Workforce Initiatives Manager to ascertain resource implications of new initiatives in contemplation, reflecting on the potential impact on resources within your team
25. Draft standard operating procedures and ensure that our systems are developed to meet the needs of your team.

e. Team leadership and line management

26. Lead, motivate, performance manage, and develop the team in accordance with RCR policies and the Scheme of Financial, Contractual and HR Delegation
27. Manage operational workload within agreed timescales ensuring equity of workload across the team
28. Promote effective communication between members of the Workforce Development & Training team of the wider Education & Professional Practice Directorate and other relevant members of RCR staff and stakeholders
29. Manage records (attendance and absence) of direct reports using the RCR's electronic HR system.



f. General

30. Maintain and manage records in accordance with the RCR's data protection policy and guidance
31. Maintain documentation on all activities carried out
32. 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

- Workforce Initiatives Manager - all new initiatives will ultimately need to be built into business-as-usual operations. You will work closely with this peer to make this happen.
- Medical Directors, Education & Training - these are the clinical leads for workforce development and trustees of the RCR. You will work with them to agree plans to progress and importantly, what to stop.
- Exams team - exams will be a key milestone in the majority of your stakeholders' journeys, so you need to keep abreast of developments in this area.

External working relationships

- General Medical Council - the regulator sets the standards for training, assessment, and specialist registration and will be a key stakeholder in new developments you may initiate.
- Statutory Education Bodies - responsible for delivery of specialty training, but also likely to drive new workforce initiatives which will come to your team.
- Heads of School and Training Programme Directors - in many instances they will be key stakeholders to new initiatives in contemplation.
- Other royal colleges – networking, sharing information, collaborative working on joint ventures.

Scope and limits of authority

Decision making level	<ul style="list-style-type: none"> • Responsible for managing own work and that of direct reports • Responsible for making decisions that will enable the team to meet objectives and targets. • Day to day staff management including performance and attendance
Financial resources	<ul style="list-style-type: none"> • Annual department budget of circa £500,000 • Income target of £100,000 • Processing payments to value of £5,000
Other resources	<ul style="list-style-type: none"> • Responsible for organisational data collection, quality, and maintenance relevant to team's work
People management	<ul style="list-style-type: none"> • Direct management of four staff • Work with a large pool of clinical contributors to deliver work of the team
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none"> • Ensure compliance with the RCR Scheme of Delegation • Ensure compliance with GMC and NHS legislative requirements, particularly in the areas of Portfolio Pathway and global recruitment activities



The person

E Essential (E) or
D Desirable (D)

Knowledge, qualifications and experience	
Experience of developing and managing a high performing operational team	E
Knowledge and understanding of UK healthcare workforce strategy, including post graduate medical education	E
Experience in setting and managing budgets	E
Skills and abilities	
Accurate use and understanding of English.	E
Excellent manager of people, capable of inspiring individuals to deliver strategic ambition	E
Able to build and sustain great working relationships with a diverse range of stakeholders globally	E
A great communicator, both orally and in writing	E
Able to prioritise own work and work of team to deliver agreed outcomes	E
Accuracy and attention to detail	E
Customer focussed, able to garner insights to support ongoing improvement of activities	E
Solution focussed, capable of rising to challenges set	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, and monthly town hall meetings where staff can share updates and ask questions. We even have our own social committee and organise regular fun events, which are a great way for you to get to know your co-workers.

Excellent pension scheme and life assurance

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

Hybrid working

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

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

Wellbeing support

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

Generous annual leave allowance

Working hard is important, but taking a break matters just as much. Everyone gets 25-day annual leave allowance per year.

Interest-free season ticket loan and cycle to work scheme

To make sure you're able to get into the office in the way that best suits you we offer all staff the option to take out an interest-free season ticket loan to help cover the cost of travelling, as well as a cycle to work scheme for those of us who like to be more active on their commute. If you do choose to cycle in, we have somewhere safe to leave your bike and showers to use if you want to freshen up before work.



Festive spirit

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

Making a real difference

In addition to all the great benefits we've listed

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

Equality and diversity

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

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

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

You can find our equality, diversity and inclusion 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 31 May 2026

Please submit a CV and a covering letter (of no more than a page and a half) submitted as Full name, Role, CV/CL 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 RCR can only consider applicants who already have the independent right to work in the UK. We are unable to offer visa sponsorship for any role.

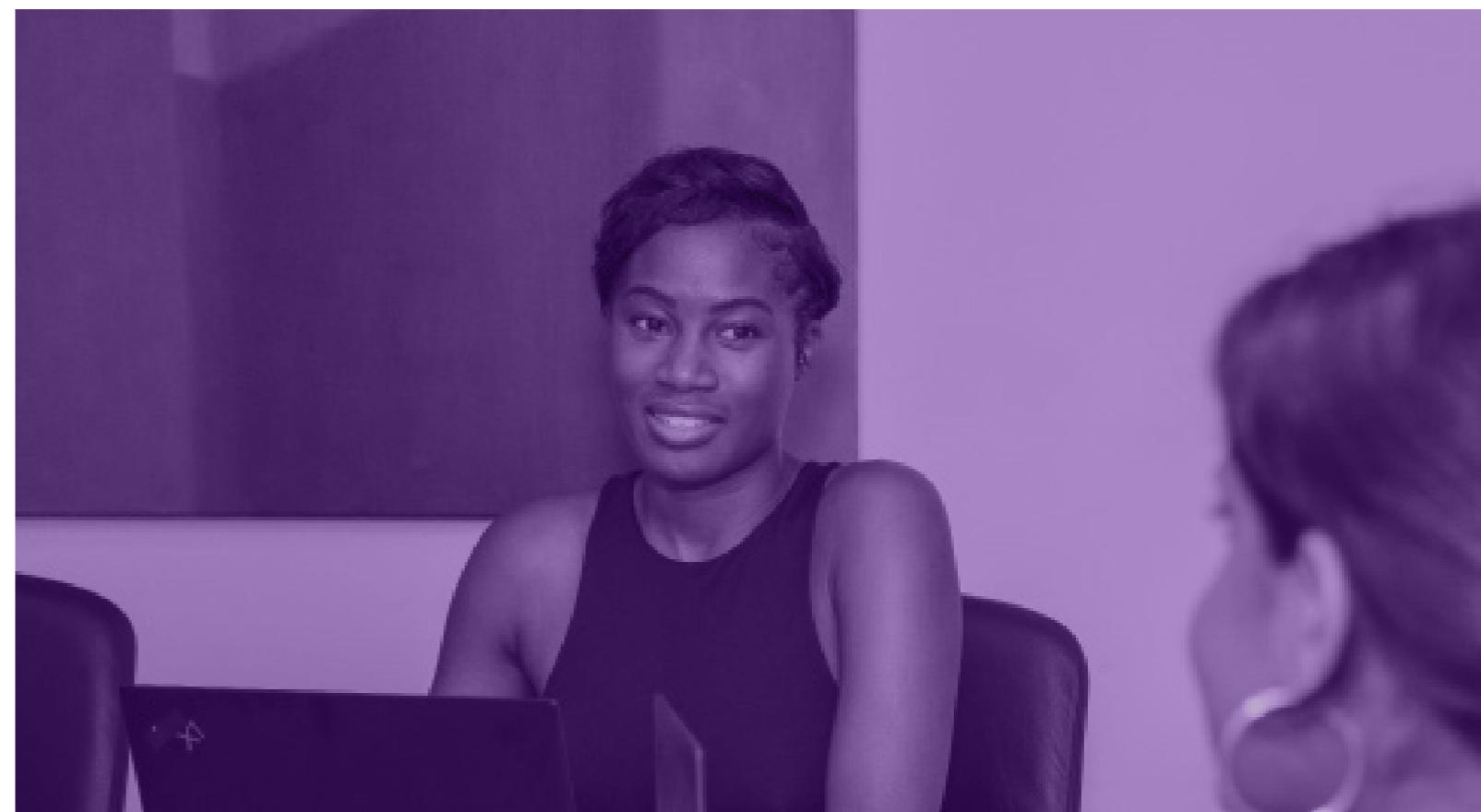
The application process is the first chance we have to assess your suitability for the role you're applying for, and as such, we ask that your application is written by you, and that you do not use AI tools such as ChatGPT to create your application. Where we suspect AI tools have been used to create 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 9 and 10 June 2026.

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

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