**Job Description**

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| SECTION 1: HEADINGS**Job Title: Administrative/Education Assistant** **Location: department of Education and training RCPE, Edinburgh****Reports To: Head of Education and Training** **Date: 9 August 2012 (updated at 17 April 2019)** |

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| **SECTION 2 Job Purpose** This is a full-time post to provide clerical and organisational support to committees, , to communicate with delegates, prepare delegate feedback surveys before education events and collate their responses, to support physicians when using the CPD diary, to circulate electronic and paper publicity for RCPE education events and products, and to provide ad-hoc support to the Head of Department as directed. |

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| **SECTION 3 Organisation Chart** See attached (page 5) |

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| **SECTION 4 Dimensions**Committee support:* Support department or external working groups as required.

Event support:* Working closely with the other Education Assistant, liaising with Event Co-ordinators to identify support they require, and taking responsibility for event feedback survey, and use of interactive presentation software such as slido
* Uploading interactive slides to slido for use within College events
* Monitoring slido interactions during events
* Assisting the Education Assistant with processing registrations
* Working on the registration desk to welcome and register delegates, taking credit/debit card payments where necessary
* Answering phone calls and responding to emails from delegates enquiring about the status of their booking
* Provide technical assistance to colleagues when using the College Events Calendar

Clerical support:* Annual archiving of files (usually in summertime), in liaison with Event Co-ordinators
* Preparing and sending departmental digital mailings
* Working closely with the CPD Co-ordinator to manage event applications for CPD and individual applications to use the CPD diary.
* Create annual reports analysing the gender balance of contributors to College education events, discounted registration fees provided to members and other areas as instructed by the Head of Department.
* Create standard operating procedures for new processes and systems
* Run training sessions for colleagues on new processes and system
* Research and develop technological improvements to current processes and systems

Fact-finding:* Research technological improvements to services we already offer, such as survey software and ways to interact with delegates during events both in Edinburgh and internationally
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**SECTION 5 MAIN RESPONSIBILITIES**

To provide additional capacity for the processing of registrations for RCPE and other educational events, following online booking by delegates.

To provide clerical support for working groups as required: scheduling meetings, preparing and circulating agendas and papers, drafting minutes, supporting follow-up actions.

To provide support to Event Co-ordinators by the preparation of delegate information, online feedback surveys, and speakers’ interactive presentations.

To monitor and moderate delegate interaction using slido

Post event, to participate in the analysis of feedback and to send e-certificates to delegates.

To provide practical support to Event Co-ordinators to assist the smooth administration of the department, specifically maintaining files, annual archiving and conducting digital mailings.

Collaborate with colleagues in London and Glasgow regarding maintenance of the Federation CPD diary and the UK Physicians CPD App

To contribute to the overall work of the Department as required

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| **SECTION 6 Planning and Organising**In discussion with the Head of Department, the post-holder will be largely responsible for forward planning their own workload, starting with dates for providing support for education events, scheduling a forward programme of working group meetings around this, and then fitting in other duties. |

**SECTION 7 Decision Making**

Notify Event Co-ordinators about progress with administrative preparations for events, and raising any issues of concern that arise.

Identify potential improvements which could be made to departmental processes

Responsible for day to day organisation of workload and determining own priorities.

**SECTION 8 Internal and external Relationships**

The post will be managed and supported by the Head of Department of Education Training and Standards and will work closely with the Education Assistants and Education Co-ordinators.

The post-holder will support the Education Co-ordinators in the smooth running of events, and will have an attitude of being happy to help.

The post-holder will be in regular contact with department and College staff, and with Fellows and Members taking part in Working Groups.

The post has a strong emphasis on customer service as the post-holder will answer queries from UK and international delegates, sponsors and exhibitors.

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| **SECTION 9 Knowledge, Skills and Experience Needed** Interest in education/event support.Demonstrable experience of committee support and good organisational skills.Good written and verbal communication skills with an ability to draft minutes.Well-developed IT skills including MS Office software.Ability to manage potentially conflicting priorities.Self-starter and highly motivated.Excellent team player, with the confidence to share experience and knowledge with colleagues.Positive ‘can do’ attitude and ability to accommodate change. |

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| **SECTION 10 Job Context and Special Features**The support required by the Education Co-ordinators is cyclical and will require the post-holder to be flexible regarding hours of work. Normal hours will be 9am to 5pm Monday to Friday with an hour for lunch, but some early starts (7.30 or 8am) will be required and later evenings (to 6.30pm) may occasionally be required on event days. A system of TOIL is in operation to accommodate this. |

**Head of Quality Research & Standards**

**Head of External Relations & Policy**

**Education & Training Staff**

Learning Co-ordinator & Technologist

Online Education Officer

Education Co-ordinator x 4

Administrative/Education Assistant x 4

Education Engagement Officer

Project Manager MTI x2

Senior Production Editor

Editorial Assistant

 **Head of**

**Assessment**

**Head of Corporate Governance**

**Head of**

**Heritage**

**Corporate Services Staff**

**RCPE**

**Chief Executive**

**Head of Education**

**& Training**

**Head of Corporate Services**

**Quality Research & Standards Staff**

**Heritage Staff**

**External Relations & Policy Staff**

**Corporate Governance Staff**

**Assessment Staff**