



Job Description

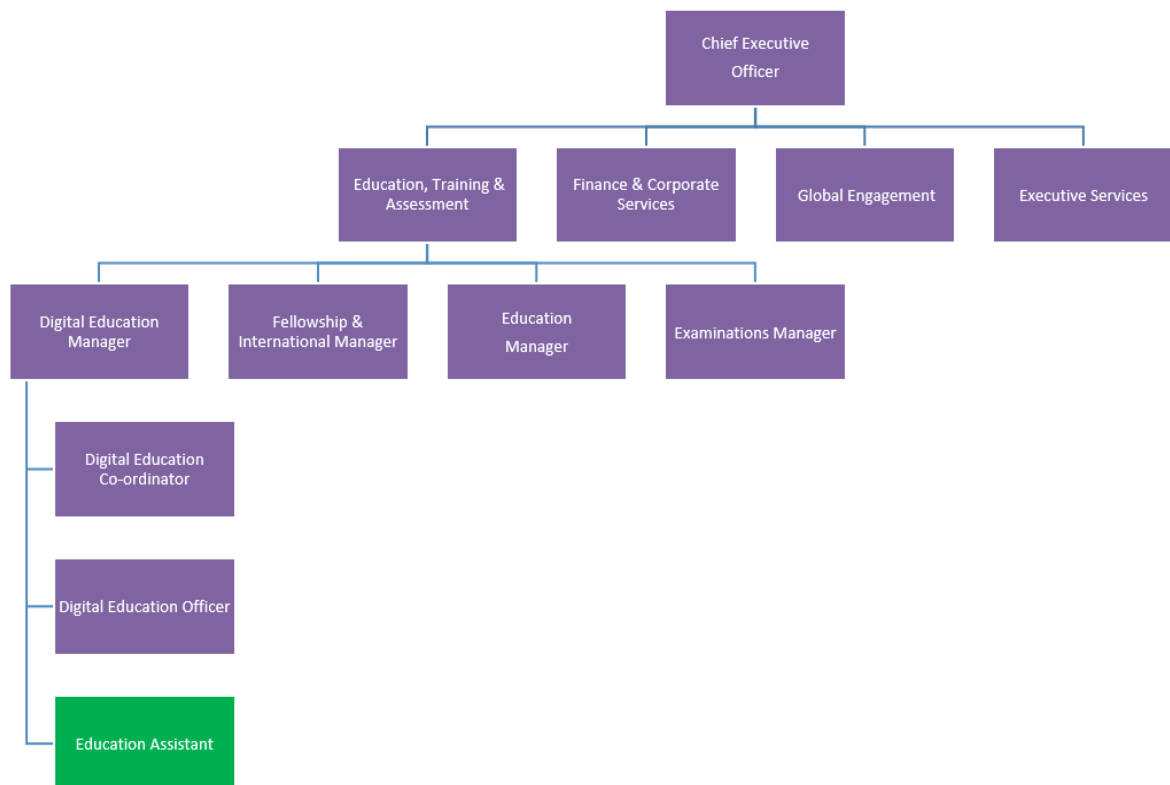
Section 1 – Description

Job Title: Education Assistant – Evening Medical Update programme
Location: Royal College of Physicians of Edinburgh (RCPE), 11 Queen Street, Edinburgh
Reports to: Digital Education Manager
Date: September 2025

Section 2 – Job Purpose

To provide administrative support for an annual programme of education events, primarily our programme of Evening Medical Updates (EMUs), which are livestreamed to individuals and live-link sites around the UK and abroad. This role builds and maintains important relationships with the programme's live-link sites.

Section 3 – Organisation Chart



Section 4 – Dimensions

(Numbers are indicative only)

Event Support:

- Liaise with the Coordinator for EMUs to identify support required, and prepare communications for established live-link sites and individual delegates (11 events per year).
- Arrange AV tests for EMU live-link sites.

- Work with other Education Assistants to process registrations for events, prepare event feedback surveys, collate feedback reports, and issue CPD certificates.
- Support Education Coordinators in welcoming and registering delegates at in-person/hybrid events and taking credit/debit card payments where necessary.
- Answer phone calls and respond to emails from event delegates and EMU live-link sites.
- Set up and monitor the College's interactive Q&A and voting system (Slido) at events.
- Support the delivery of online-only events using web conferencing tools effectively.
- Provide technical assistance to colleagues and delegates using the College's event booking system, Eventbrite.
- Monitor event livestreams – supporting delegates and live-link sites and liaise with the AV and IT teams on any streaming issues.
- Support other College events as required, such as New Fellows Day.

Administrative support:

- Archive files in liaison with Education Coordinators or Managers.
- Data collection and analysis such as for speakers' details and reporting as instructed by Education Managers or Education Coordinators.
- Maintain details on EMU live-link sites and update EMU webpages.
- Maintain and update any other relevant webpages.
- Prepare and send departmental digital mailings as directed
- Create and improve Standard Operating Procedures (SOPs) for consistent, efficient working.
- Research and develop technological improvements to current processes and systems.
- Service RCPE committee(s) where required.
- Financial tasks such as issuing refunds (training will be provided).
- Provide administrative support for podcasts (including liaising with guests and hosts).
- Prepare the team's entry for the staff newsletter.
- Research and develop improvements to current processes and systems.
- Support the CPD Coordinator with the administration of CPD applications.
- Learn video and podcast editing skills to support the team where needed on an ad-hoc basis.

Section 5 - Main Responsibilities

- Provide support for the EMU programme and other education events where required – using templates to communicate with live-link sites and delegates, following SOPs and data protection policies.
- Provide webstream and Slido (interactive Q&A and voting system) support for events where needed.
- Provide practical support to Education Coordinators to assist the smooth administration of the department and events.
- Provide support for other events including preparation of delegate information, feedback surveys, livestream monitoring and issuing CPD certificates where required.
- Maintain and update EMU webpages, including information on participating live-link sites.
- Answer phone calls and respond to emails from delegates.
- Provide ad-hoc support to work streams as directed.

Section 6 – Planning and Organising

In discussion with their line-manager the post-holder will be responsible for forward planning their own workload, starting with providing support for education events in coordination with the other Education Assistants and the Education Coordinators.

Section 7 – Decision Making

- Notify Education Coordinators and other relevant staff about progress with administrative preparations for events, and raise 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.
- To monitor and moderate delegate interaction using Slido.

Section 8 – Internal and External Relationships

Internal

Director of Education, Training & Assessment

Digital Education Manager

Education Manager, Education Assistants, Event/Education Coordinators, Digital Education team, CPD Coordinator, AV team, other College Staff

Fellows & Members

RCPE Committee(s)

External

UK and international delegates

Podcast guests

Sponsors and exhibitors

Section 9 – Person Specification: Knowledge, Experience and Skills Required

Essential

- Interest in education/event support.
- Demonstrable experience of providing routine administrative support and good organisational skills.
- Good verbal and written communication skills, with excellent attention to detail.
- Well-developed IT skills including MS Office/365 software, and the ability to use video conferencing software.
- Ability to manage potentially conflicting priorities, and remain calm under pressure.
- Self-starter, proactive and highly motivated.
- Excellent team player, with the confidence to share experience and knowledge with colleagues.
- Exceptional people skills with a dedication to ensure a high level of customer service.
- Positive 'can do' attitude and ability to accommodate change.
- Ability to identify own training needs and conduct self-directed learning and upskilling.
- Previous experience of a customer care environment

Desirable

- Video or podcast editing experience

Section 10 – Job Context and Special Features

The College is growing its learning and development portfolio and requires an individual who can work at pace, is digitally savvy and good at improving processes, whilst thriving in a customer orientated environment. The support required by the Education Coordinators is changeable and will require the post-holder to be flexible regarding hours of work. Support for the EMU programme requires evening work one Tuesday a month (excluding August).

This job description will be updated and amended from time to time in accordance with the requirements of the job and the changing needs of the College.