

Job Description

Section 1 – Description

Job Title: Education Assistant

Location: Royal College of Physicians of Edinburgh (RCPE), 11 Queen Street, Edinburgh

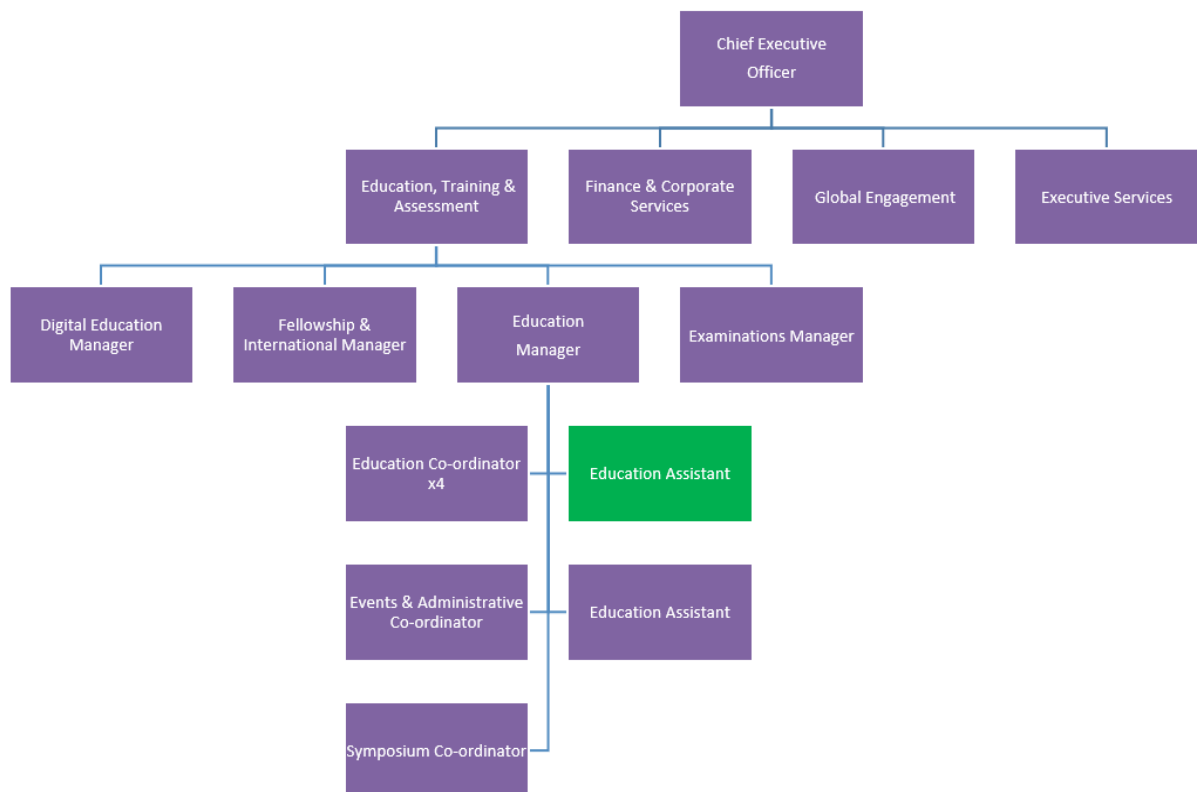
Reports to: Education Manager

Date: September 2025

Section 2 – Job Purpose

To provide administrative support for an annual programme of education events, which includes a range of symposia, courses, webinars and International Medical Updates (IMUs).

Section 3: Organisation Chart



Section 4 – Dimensions

Event Support:

- Support approximately 20-25 education events per year.
- 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.
- 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 when using the College's booking system, Eventbrite.
- Monitor event live webstreams – supporting delegates and liaising with the AV and IT departments on any streaming issues.
- Support other College events as required such as New Fellows Day.

Administrative support:

- Annual archiving of 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 and update relevant webpages.
- Prepare and send departmental digital mailings as directed.
- Create and improve on 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).
- Learn video and podcast editing skills to support the team where needed on an ad-hoc basis.
- Support the CPD Coordinator with the administration of CPD applications.

Section 5 - Main Responsibilities

- Provide administrative support, working closely with other Education Assistants, for education events, which includes a range of symposia, courses, webinars and International Medical Updates (IMUs).
- Provide event delivery 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 event programmes including preparation of delegate information, feedback surveys, and issuing CPD certificates electronically.
- 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 the Education Manager the post-holder will be largely responsible for forward planning their own workload, starting with dates for 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.
- Monitor and moderate delegate interaction using Slido.

Section 8 – Internal and External Relationships

Internal

Director of Education, Training & Assessment

Education Manager

Education Assistants, Event/Education Coordinators, Digital Education Team, CPD Coordinator, other College Staff

Fellows & Members

RCPE Committee(s)

External

UK and international delegates

Sponsors and exhibitors

Section 9 – Person Specification - Knowledge, Skills and Experience 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.
- Ability to manage potentially conflicting priorities, and remain calm under pressure.
- Well-developed IT skills including MS Office software and the ability to use video conferencing software.
- 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.

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.