

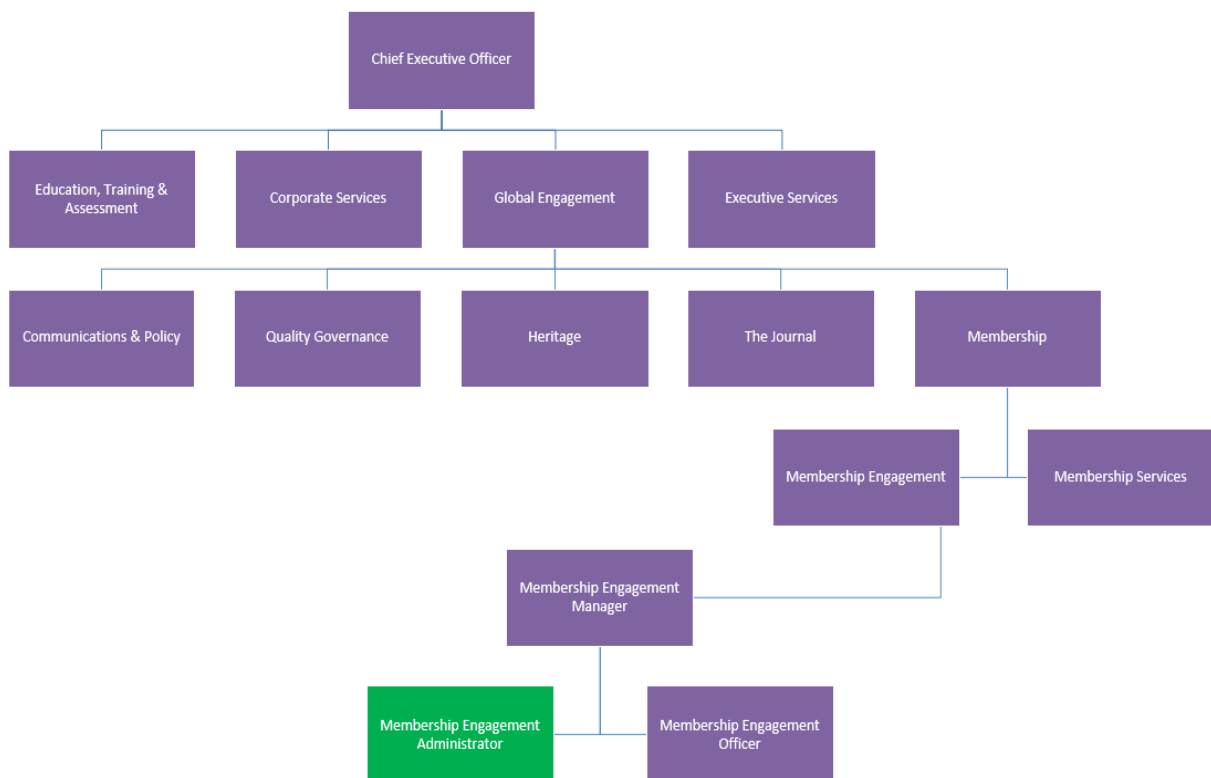
Job Description

Job Title: Membership Engagement Administrator
Location: Royal College of Physicians of Edinburgh (RCPE), 11 Queen Street, Edinburgh
Reports to: Membership Engagement Manager
Date: May 2026

Section 2 – Job Purpose

To provide administrative and delegate support for the projects, events and activities to the Membership Engagement Team with a large focus on the processing of registrations, submissions, bookings and data entry, alongside delivering a high-standard of customer service to our Members and Fellows. To provide organisational and administrative support to a number of Committees and groups within the College including the delivery of their small in person events where applicable.

Section 3 – Organisation Chart



Section 4 – Dimensions

(Numbers are indicative only)

Administrative support of events/activities:

- Arrange and administrate the delivery of the College's Senior Fellows' Club lecture series (up to 20-30 delegates per event, 9 events per year).
- Provide delegate support to the Membership Engagement team for symposia, conferences, evening meetings and lectures (up to 8 events a year).

- Provide additional support as assigned in relation to membership engagement activities in line with the College strategy and supporting external clients.
- Process applications and nominations for the College's portfolio of awards and medals.

Committee support:

- Minute Secretary and administrative support for College Committees and Working Groups as required (3 committees).
- Provide administration support for all elections and nominations required for the Committees as required.

Section 5 - Main Responsibilities

- To deliver high quality customer service and maintain good relationships with all clients including external organisations highlighting the value of College Membership and Fellowship.
- Provide delegate and event support to the Membership Engagement Officer.
- Collate all payments received for event registrations through WorldPay and payments taken over the phone
- Communicate with all delegates providing the registration support using templates as provided.
- Provide technical assistance to all delegates through the bookings via the Events Calendar or elsewhere.
- Monitor delegate interaction through various platforms including the College's Events Calendar, Slido and Online Surveys.
- Provide delegate support by generating certificates of attendance and summarising all feedback received.
- Generate reporting for other members of the Membership Engagement Team as and when needed.
- Provide practical onsite support on the day of each event to support the Membership Engagement Team.
- Maintain all relevant College websites with updated information.
- To support various College Committees and Working Groups, including liaising with committee members, drafting agendas, minute taking, actioning committee decisions, reviewing progress and reporting against key committee priorities.
- Take forward any new activities that may arise from Committee support as and when needed.
- Support the Membership Engagement Officer in the delivery of any formal elections or nominations as required by the College
- Work with colleagues to share, develop and update working procedures to ensure consistency and quality across all activities.
- To support the delivery of additional membership engagement activities when required

Section 6 – Planning and Organising

- Manage competing deadlines and prioritise work accordingly.
- Working with minimal direct supervision, prioritise weekly and daily workload to incorporate unforeseen or urgent issues without losing sight of set deadlines and ensure multiple tasks are dealt with.
- Providing timesheets when needed for any external client work.
- Maintain multiple email inboxes ensuring all work is actioned and responded to in good time.
- Working flexibly and accommodating change to plans whilst maintaining a positive attitude.

Section 7 – Decision Making

- Decide on appropriate timing, frequency and intensity of communication with contributors for all membership engagement activities including events and projects.
- Identify and share potential improvements which could be made to team processes.
- Responsible for day-to-day organisation of workload and determining own priorities.

Section 8 – Internal and External Relationships

Internal

Global Engagement department colleagues
RCPE staff members

External

Fellows & Members

Committees, Working Groups, registered participants and invited contributors

External suppliers

Other medical organisations: Postgraduate Deaneries, Specialist Societies, NHS Trusts and Boards

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

Essential:

- Exceptional people skills with a dedication to ensure a high level of customer service.
- Good written and verbal communication skills with the ability to establish and maintain effective working relationships with a wide range of individuals, both internal and external.
- Excellent IT skills including standard office applications (word processing, spreadsheets, PowerPoint, email/internet) and a firm understanding of databases.
- A clear understanding of financial processes and registration support for a fast paced environment.
- A flexible approach to work with the ability to plan own workload and pick up unplanned or additional work that falls on the wider team.
- Ability to work both independently and as part of a team, dealing with multiple tasks and sometimes competing priorities.
- Excellent organisational skills and attention to detail with a demonstrable record in meeting deadlines and using their own initiative.
- Excellent research skills, ability to conduct self-directed learning and upskilling, and be able to identify own training needs.

Desirable:

- Educated to degree level in a relevant subject, or equivalent experience.
- A background in Higher or Further education or understanding of working within a learning and development environment.
- Experience with video conferencing or webstreaming applications (WebEx, Teams, Zoom) for recording video and hosting meetings/events.

Section 10 – Job Context and Special Features

The College is developing its membership offer and requires an individual who thrives in a fast paced customer orientated environment to be able to support its growing portfolio. The person must have a high attention to detail, be digitally aware and be able to deliver work within prescribed timelines. The person must be adept at working with a wide variety of clients and adapting their working style accordingly. Awareness of the work delivered by physicians and an understanding of the healthcare sector would be advantageous.

Necessity to work out with normal working hours to support committee meetings and events is essential (a system of TOIL is in place to accommodate this).