



## Job Description

### Section 1 – Description

**Job Title:** Education Assistant

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

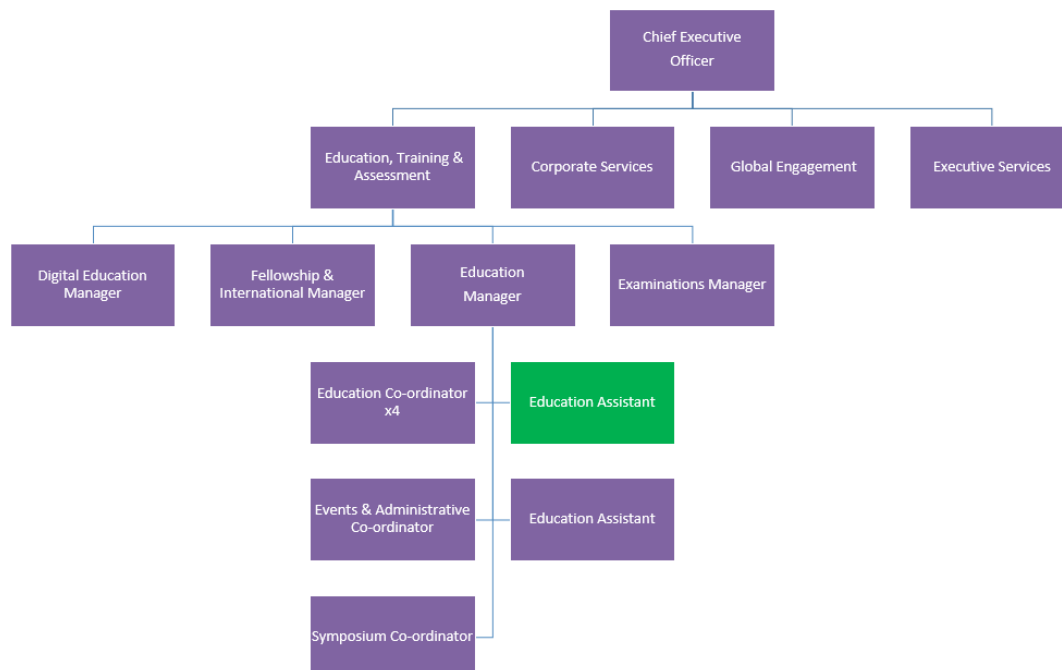
**Reports to:** Education Manager

**Date:** January 2023

### Section 2 – Job Purpose

- To provide administrative support for education events, which includes a range of symposia, courses, evening and international medical updates.
- The role will communicate with delegates, arrange invoices, prepare feedback and collate responses.
- To provide webstream and Slido (interactive Q&A and voting system) support for events where needed.
- To support the Fellowships and International Manager one day a week focussing on administration requests from the International Executive and other College representatives.
- To answer telephone and email enquiries about events, and the College in general, providing a high standard of customer service.
- To provide ad-hoc support to work streams as directed.

### Section 3 – Organisation Chart



### Section 4 – Dimensions

(Numbers are indicative only)

#### Event Support:

- Working closely with other Education Assistants, liaise with the Education Coordinators responsible for events assigned to support (for c. 17 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.
- Answering phone calls and responding to emails from delegates.
- Setting up and monitoring the College's interactive Q&A and voting system (Slido) at events.
- Provide technical assistance to colleagues and delegates when using the College's Events Calendar bookings system.
- Monitor event live webstreams – supporting delegates and liaising with the AV and IT departments on any streaming issues.

#### Administrative support:

- Annual archiving of files in liaison with Education Coordinators.
- Data entry of speakers' details into an Access database and providing data for reporting as instructed by the Education Manager and Head of Department.
- Maintain information on relevant webpages as directed.
- Preparing and sending departmental digital mailings as directed.
- Create and improve on standard operating procedures for new processes and systems.
- Research and develop technological improvements to current processes and systems.
- Book and keep oversight of international travel for the International Executive and other College representatives.

### **Section 5 - Main Responsibilities**

- To provide support for a range of education events where required – using templates and standard operating procedures to communicate with delegates.
- To monitor and moderate delegate interaction using Slido.
- To provide support for other event programmes including preparation of delegate information, feedback, webstream monitoring and issuing CPD certificates electronically.
- To maintain and update relevant webpages to provide practical support to Event Coordinators to assist the smooth administration of the department and events.
- To provide support for the International Executive administration.

### **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 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**

### **Internal**

Head of Department  
Education Manager  
Fellowships and International Manager  
Digital Education Manager  
Education Assistants and Education Coordinators  
College Staff  
Fellows and Members

### **External**

UK and International Delegates  
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 software and the ability to use video conferencing software.
- Ability to manage potentially conflicting priorities, and remain calm under pressure.
- Self-starter 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.

## **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 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 and later evenings will be required on event days. A system of TOIL is in place to accommodate this.