**Job Description**

**Section 1 – Description**

**Job Title:** Education Assistant

**Location:** Department of Education, Training and Assessment, RCPE, Edinburgh

**Reports to:** Education Coordinator Team Leader

**Date:** May 2022

**Section 2 – Job Purpose**

* To provide administrative support for education events, such as our programme of Evening Medical Updates, which are live streamed to up to 150 live-link sites around the UK and abroad, and for our annual rolling programme of 12 symposia. Example tasks include communicating with and organising live-link sites, supporting in-person and online delegates, preparing feedback surveys and collating responses, and providing webstream and Slido (interactive Q&A and voting system) support for education events where needed
* 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**

Committee support:

* Support departmental or external working groups as required

Event Support:

* Working closely with other Education Assistants, liaise with the Education Coordinator to identify support required, such as to prepare communications for established 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
* Answering phone calls and responding to emails from delegates and live-link sites
* 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, and Education Portal.
* Monitor event live webstreams – supporting delegates and live-link sites 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 a database and providing data for reporting as instructed by the Team Leader and Head of Department
* Maintain data on live-link sites and Slido questions, and update webpages accordingly
* Create and improve on standard operating procedures for new processes and systems
* Research and develop technological improvements to current processes and systems
* Support the administration of scholarships for the College’s joint MSc courses with the University of Edinburgh

**Section 5 - Main Responsibilities**

* To provide support for education events where required – using templates and standard operating procedures
* To monitor and moderate delegate interaction using Slido
* To prepare delegate information, develop and collate feedback surveys, webstream monitoring and issuing CPD certificates electronically
* To maintain and update event webpages, such as up-to-date information on participating live-link sites for Evening Medical Updates
* To contribute to the overall work of the Department as required

**Section 6 – Planning and Organising**

* In discussion with the Team Leader 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 Education Coordinators

**Section 7 – Decision Making**

* Notify Education Coordinators 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 Coordinator Team Leader
* Education Assistants
* Education Coordinators
* Digital Education Manager
* Fellowships and International Manager,
* 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 and digital 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.