



## Job Description

### Section 1 – Description

**Job Title:** Education Manager

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

**Reports to:** Head of Education, Training and Assessment

**Date:** February 2023

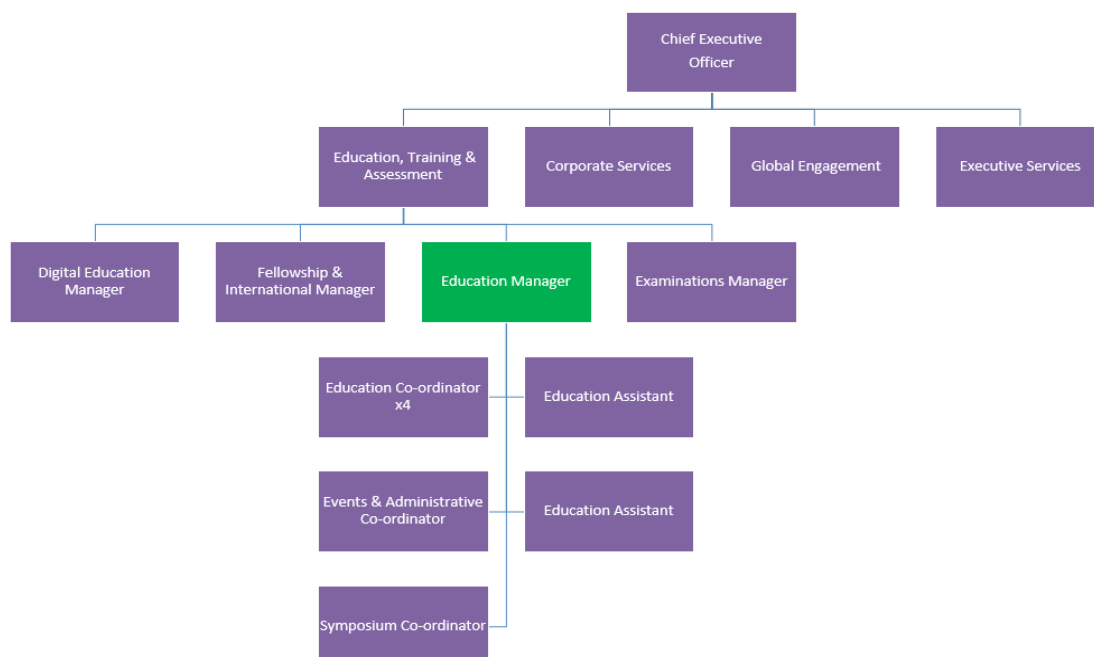
### Section 2 – Job Purpose

Reporting to the Head of Education, Training & Assessment and the Director of Education, the post holder will be responsible for operationally implementing the department's education and training strategy and business plan as well as leading the team of Education Co-ordinators and Education Assistants.

The post holder will oversee a suite of courses, workshops and programmes in partnership with senior clinicians and course leaders and will deliver the governance and operational aspects of online, hybrid and live event delivery, as part of the department's rolling education programme.

The post-holder will line-manage six Education Co-ordinators and two Education Assistants, will manage and allocate the programme for the year and working with the Head of ETA evaluate and evolve the department's processes, and implement changes and improvements across the team.

### Section 3 – Organisation Chart



## **Section 4 – Dimensions**

- Line-manage six Education Co-ordinators (3x FTE, 3x PTE) and two Education Assistants (2x FTE).
- Assume operational responsibility for overseeing the delivery of around 60 education events annually, being the first line of escalation for the Education Co-ordinators.
- Have oversight of the department's capacity and programme viability and identify resourcing needs.
- In collaboration with the Head of Department, have oversight of the development and delivery of sponsorship in order to help fund the department's education offer.
- Develop and deliver a series of courses and workshops, including the development of new workstreams alongside the Director of Education ensuring commercial viability.
- Support the Education Executive which meets 5 times per year, providing reports and key metrics to support the group aims.
- Report internally on the engagement of the education and training programmes in order to support strategic and operational committees.

## **Section 5 - Main Responsibilities and Role**

The role oversees several workstreams and as a result requires the post holder to be flexible and highly organised.

### **Delivery of events and support**

- Manage the team of Education Co-ordinators in running events and producing online event content.
- Working with co-ordinators, ensure that all delegates are provided with the correct information with regards to the event programmes, webstream access, registration, CPD, feedback and certificates and are given appropriate information regarding membership of the College.
- Oversee all operational aspects of delivery, online, hybrid and in person.
- Work with colleagues across the team and college.
- Liaise with the Fellowship and International Manager on availability and capacity for delivering international events.
- Be source of advice and expertise for new requested workstreams.

### **Committee support:**

- To provide administrative and governance support to the Education Executive (usually 5 meetings a year), including taking minutes and drafting agendas, producing reports and papers to support the Education Executive strategy, business plan and annual action plan and ensuring actions are completed.

### **Communication:**

- To oversee the development of the department's communications internally and externally.
- Work with colleagues across the team and college on messaging and publicity.
- The post-holder will use knowledge and insight to advise the team on the best way to utilise promotional and digital tools in order to drive greater access and interest in the college's education offer.

### **Digital/web streaming:**

- Work with IT/AV to delivery live webstream events.
- To work with the IT department on the development of the Events Calendar, liaising with other departments to incorporate their feedback into the development process.

## **Section 6 – Planning and Organising**

- Be responsible for the development and implementation of an outline working programme on a rolling 12 – 18 month timetable, as events and projects are allocated from Committees and shared across the department.
- Develop and implement specific operational plans for each course, workshop and event ensuring deadlines are created and achieved.

- Support the Head of Department with annual business and financial planning for budgets and delegate targets.
- Contribute to the department's strategy and 5year Business plan as well as reviews and audits ensuring the education offer maps the needs of Fellows and Members.

## **Section 7 – Internal and External Relationships**

### **Internal**

Education Co-ordinators and Education Assistant (line-management responsibility)

Online Education Team

International team

Events, AV and IT teams in relation to central services required

Communication team

### **External**

Delegates, Committee Members and Office Bearers

Commercial partners e.g. sponsors

Partner organisations in joint or collaborative events

Providers of software and digital solutions (i.e. Online Surveys, Slido)

## **Section 8 – Person Specification - Knowledge, Experience, Skills and Style Required**

### Essential

- Educated to degree level or equivalent.
- 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 College staff, physicians and other healthcare professionals and external organisations in the medical, academic and commercial sectors (including stakeholders whose first language may not be English).
- Excellent IT Skills, including standard Office applications (word processing, spreadsheets, power point, and email/internet).
- A flexible approach with the ability to plan own workload, to work both independently and in a team, and to deal with multiple tasks sometimes competing priorities.
- Excellent organisational skills and attention to detail with a demonstrable record in meeting deadlines and using own initiative.
- Experience of line-management.
- Ability to work across and build relationships with other teams in order to ensure a coordinated and smooth service.

### Desirable

- Relevant professional qualification.
- A background in Higher or Further Education or an understanding of working within a learning and development environment.
- Positive 'can do' attitude and ability to accommodate change.

## **Section 9 – Job Context and Special Features**

- This role has line management responsibility for co-ordinators who will deliver work for several teams and/or committees in college, including the International Team, the Trainee and Members' Committee, the Education Executive, the Symposium Committee, the Membership Team, and will involve liaison with colleague across college to manage expectations about available resource and to inform job planning for the co-ordinators.
- The role has the responsibility to ensure the smooth operational running of the department and support to the Head of Department and Office Bearers.