**Information for Applicants**

**External Relations & Quality Governance Assistant**

**£25,092**

**Edinburgh**

**35 hours**

**Fixed Term Contract – 1 year**

We are looking for a helpful and efficient administrator with excellent organisational and communication skills who enjoys providing a high standard of administrative support to colleagues and internal and external and stakeholders. The successful candidate will be responsible for providing general administrative services to the External Relations & Policy Department and the various workstreams of the Quality Governance Collaborative (QGC) and its work with the World Health Organization and other external organisations.

The External Relations and Policy department is responsible for the management of the College’s communications across all channels and includes policy development, media relations, and marketing and design activities to promote the College and actively contribute to the broader business objectives.

The Quality Governance Collaborative is an independent non-governmental body within the Royal College of Physicians of Edinburgh that is committed to developing a new, integrated approach to quality governance in healthcare. The QGC brings together multi-professional groups to improve the practice of quality governance and ensure that health systems continue to deliver for patients.

The College is looking for an enthusiastic candidate: a self-starter with a positive attitude.  Excellent communication skills are required together with meticulous attention to detail and a flexible approach with the ability to work both independently and in a team, and to deal with multiple tasks and competing priorities. Candidates should have excellent IT skills, demonstrate substantial general administrative experience, and be experienced in event planning and project coordination.

**About the Royal College of Physicians of Edinburgh**

The College is an independent professional membership organisation and registered charity, which exists to support the profession to deliver the gold standard in healthcare provision.

Our five year strategy includes five main aims to:

* Promote excellence through evidence-based medical practice, research and policy.
* Improve public health and healthcare through international partnerships with multi-disciplinary clinicians and the public.
* Be the professional voice of physicians.
* Achieve international recognition as an innovator in medical education, training and standards.
* Share and promote our medical heritage.

We represent over 13,000 Fellows and Members worldwide by improving their skills and knowledge, setting standards and developing policy and guidance. The College helps qualified doctors to pursue their careers in specialist (internal) medicine through our world-renowned education and training programme. We ensure that the views and practical clinical experiences of our membership are taken into account by health policymakers throughout the UK and communicated to the media and the public. We provide resources and information to support and facilitate professional development for physicians throughout their careers.

**The Role**

* To provide administrative support to the External Relations & Policy department and the Quality Governance Collaborative programme, including its Fellowship programmes and World Health Organization (WHO) collaboration
* To organise and administrate the activity of the External Relations & Policy department and the Quality Governance Collaborative (events, courses, conferences, workshops and lectures) and maintain the work plans
* To provide administrative support to the External Relations & Policy department, the Quality Governance Collaborative Director, Office Bearers, the QGC Faculty and other senior colleagues involved in the delivery of the programme, and College steering groups as required
* To provide organisational and administrative support to the QGC Fellowship, including liaising with Fellows, drafting agendas, minute taking, actioning decisions, reviewing and progressing the programme, and managing the portal
* To answer telephone and email enquiries about QGC events, the programme, and the Fellowship, providing a high standard of customer service
* Minute Secretary for the Steering Groups, Committees, the QGC Steering Board, and other meetings and events as required
* To coordinate activities, including liaising with third parties and external organisations
* Coordinate all communications with invited contributors (speakers and chairs) to the Fellowship and for events to ensure that their contribution is delivered in line with the planned programme, and that appropriate information and support is provided, consents are gained and formal thanks are given
* Undertake all administrative tasks to ensure the efficient organisation and smooth running of all events
* Identify sponsorship opportunities for events and liaise with external organisations interested in providing sponsorship
* Work with the marketing team to ensure events are promoted and publicised to the appropriate audiences and manage a database of contacts
* Manage registration desk and other front of house arrangements (catering, exhibitors, AV, electronic voting system and live links by video and webstream) at events and meetings
* Gather and process information as required, to assist with preparation of reports and other documents

**The Person**

* Excellent 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
* Exceptional people skills with a dedication to providing a high level of customer service
* Excellent IT skills including of standard office applications (word processing, spreadsheets, power point, email/internet), with the ability to learn bespoke databases and other packages as required
* A flexible approach with the ability to plan own workload, to work both independently and in a team, and to deal with multiple tasks and competing priorities
* Excellent organisational skills and attention to detail with a demonstrable record in meeting deadlines
* Experience of event planning and a practical understanding of good practice in project coordination
* Experience of co-ordinating learning and development events and supporting committees

***Desirable:***

* Educated to degree level in a relevant subject
* Experience of the health sector and governance issues
* Experience of working in a membership organisation

**Remuneration Package**

The salary for this role will be £25,092 per annum plus benefits. Additional benefits include:

* Pension: with employer contributions of 9%.
* Holidays: 23 days annual leave (with incremental increase over five years) and 11 days public holiday/College close downs.
* Life assurance scheme.
* Long-term income protection scheme for those unable to work due to illness.
* Cycle to Work scheme.
* Discounted rates for use of the venue for personal events.

**How to Apply**

* All applicants are required to submit a completed application form.
* A CV may be included with your application.
* Please send your application form and supporting documentation in **word format only** (not converted to .pdf).

**Closing Date:**  Midday on Monday 6 January 2020

**Interviews:** Monday 27 January 2020

**Informal enquiries to:** Lisa Rooke, Head of External Relations and Policy – 0131 247 3688 or l.rooke@rcpe.ac.uk

**Completed applications should be returned to:** [people@rcpe.ac.uk](mailto:people@rcpe.ac.uk)

Or, to HR Department, Royal College of Physicians of Edinburgh, 9 Queen Street, Edinburgh, EH2 1JQ.