

## JOB DESCRIPTION

### SECTION 1: HEADINGS

**JOB TITLE:** ADMINISTRATIVE/EDUCATION ASSISTANT

**LOCATION:** DEPARTMENT OF EDUCATION AND TRAINING, RCPE, EDINBURGH

**REPORTS TO:** HEAD OF EDUCATION AND TRAINING

**DATE:** 26 JUNE 2015

### SECTION 2 JOB PURPOSE

This is a full-time post to provide clerical and organisational support to committees and events, to input data from online bookings, to communicate with delegates, prepare delegate information and badges before education events, to research potential sponsors of events, to circulate electronic and paper publicity for RCPE education events and products, and to provide ad-hoc support to HoD as directed

### SECTION 3 ORGANISATION CHART

See attached (page 4)

### SECTION 4 DIMENSIONS

#### Committee support:

- Support department or external working groups as required.

#### Event support:

- Working closely with the other Education Assistant, liaising with Event Co-ordinators to identify support they require, and taking responsibility for preparing delegate badges, turning point handsets, and information the afternoon before events take place
- Assisting the Education Assistant with processing registrations, and taking lead responsibility for registrations for assigned events
- Working on the registration desk to welcome and register delegates, taking credit/debit card payments where necessary (usually less than 5 per event – delegates should have booked in advance)
- Answering phone calls and responding to emails from delegates enquiring about the status of their booking

#### Clerical support:

- Annual archiving of files (usually in summertime), in liaison with Event Co-ordinators
- Assisting with departmental mailings (4/5 per year, up to 3,000 recipients, plus one of 8,000 recipients)
- To revise, develop and maintain current department spreadsheet of pharmacy contacts, and to add other types of sponsor

Fact-finding:

- Internet research to identify potential sponsors for RCPE Education, as directed
- Internet research to identify intranet leads in Boards/localities/hospitals and supporting the department's move to electronic promotion of events.

## **SECTION 5 MAIN RESPONSIBILITIES**

To provide additional capacity for the processing of registrations for RCPE and other educational events, following online booking by delegates, and to refund deposits paid by medical students who attend events (non-refundable to those who book but do not attend).

To provide clerical support for working groups as required: scheduling meetings, preparing and circulating agendas and papers, drafting minutes, supporting follow-up actions.

To provide support to Event Co-ordinators by the preparation of delegate information, badges and electronic handsets, usually in the afternoon before an event/course.

To provide practical support to Event Co-ordinators to assist the smooth administration of the department, specifically maintaining files, annual archiving and conducting mail-shots.

To research companies and organisations that may be interested in sponsoring RCPE Education, and to support Event Co-ordinators in contacting them, as requested.

To support the department's move to electronic promotion of education events by identifying people responsible for local intranets at Board/locality/hospital/practice level and approaching them to ask for agreement to post information of RCPE events as appropriate.

To contribute to the overall work of the Department as required.

## **SECTION 6 PLANNING AND ORGANISING**

In discussion with the Head of Department and the Education Assistant, the post-holder will be largely responsible for forward planning their own workload, starting with dates for providing support for education events, scheduling a forward programme of working group meetings around this, and then fitting in other duties.

## **SECTION 7 DECISION MAKING**

Notify Event Co-ordinators about progress with administrative preparations for events, and raising any issues of concern that arise.

Will identify potential sponsors of RCPE education and their contact information, expanding on current/past practice.

Will identify the appropriate people at local level to distribute electronic promotions of RCPE events.

Responsible for day to day organisation of workload and determining own priorities.

**SECTION 8 INTERNAL AND EXTERNAL RELATIONSHIPS**

The post will be managed and supported by the Head of Department of Education Training and Standards and will work closely with the Education Assistant, who this post has been developed to support.

The post-holder will support the Education Co-ordinators in the smooth running of events, and will have an attitude of being happy to help.

The post-holder will be in regular contact with department and College staff, and with Fellows and Members taking part in Working Groups.

The post has a strong emphasis on customer service as the post-holder will answer queries from UK and international delegates, sponsors and exhibitors.

**SECTION 9 KNOWLEDGE, SKILLS AND EXPERIENCE NEEDED**

Interest in education/event support.

Demonstrable experience of committee support and good organisational skills.

Good written and verbal communication skills with an ability to draft minutes.

Well developed IT skills including MS Office software.

Ability to manage potentially conflicting priorities.

Self starter and highly motivated.

Excellent team player, with the confidence to share experience and knowledge with colleagues.

Positive 'can do' attitude and ability to accommodate change.

**SECTION 10 JOB CONTEXT AND SPECIAL FEATURES**

The support required by the Education Co-ordinators 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 (7.30 or 8am) will be required and later evenings (to 6.30pm) may occasionally be required on event days. A system of flexible working is in operation to accommodate this.

