



## Role Description

<b>Job Title:</b>	Quality Improvement and Research Administrator
<b>Reports to:</b>	Quality Improvement Manager
<b>Line reports:</b>	N/A
<b>Contract terms:</b>	Permanent 35 hours per week
<b>Salary</b>	£28,895
<b>Location:</b>	London-based, with hybrid working

The Royal College of Ophthalmologists (RCOphth) is a membership organisation and the voice of the profession, with over 4,000 members in the UK and overseas. Our role is to champion the specialty, set standards of training and practice, and influence change to make a difference to the lives of patients with eye conditions.

### Job Purpose

The post holder will provide administrative support across several key functions of the department, focusing mainly on clinical job description approval and sourcing of volunteers to attend appointment panels across the UK (Advisory Appointments Committee), quality improvement initiatives, and committee administration.

### Main responsibilities

#### AACs and Job Planning

- Responsibility for administration of the College's Advisory Appointments Committee and ophthalmologist job planning advice service and Coordinating volunteers to attend Advisory Appointment Committees (AACs)
- Administering the approval process for UK ophthalmologist job descriptions (c. 200 a year), assigning work to relevant Council Representatives and supervision of the progress of approvals to meet the average 3 week turn around
- Providing general advice and guidance to stakeholders on job descriptions in accordance with the agreed job description guidance
- Department document management and archiving including documents on the RCOphth website, managing document status spreadsheet used by department team and comms team

#### Quality Improvement (QI)

- Support the QI Manager and QI Coordinator in the delivery of the College's QI workstreams
- Provided administrative support for the delivery of the RCOphth Review Service
- Support the coproduction of guidance documents with members e.g. scheduling meetings, proofreading and formatting documents

- In conjunction with the QI team, support delivery of the National Ophthalmology Database audits by answering queries, administration of the sign-up process for participating centres and invoicing process

#### Departmental Administration

- Providing support to other members of the team as and when required including responding to queries
- Liaison with other College Departments to ensure members and other stakeholders' experience of any interactions with the College is proactive, positive, and efficient
- Work with the colleagues to make full use of the Contact Relationship Management system's functionality to support achievement of the College strategic plan
- Administering department committees e.g. appointments for chairs and committee members, scheduling meetings, agenda setting, minute taking and following up on actions
- Assisting with other administrative process to support the work of the department team including Database administration including data entry and reporting

#### **Other**

- Carry out from time to time and as directed, any other duties as required in addition to the above that will be both reasonable and within your capabilities.

## **Inclusion and Diversity statement**

RCOphth is committed to encouraging inclusion, equity and diversity among our staff, and eliminating unlawful discrimination, harassment and victimisation by complying with the Equality Act 2010. We want a working environment where individual differences and the contributions of all staff are recognised and valued. To do this, we will proactively tackle discrimination and disadvantage and ensure that no individual or group is directly or indirectly discriminated against for any reason. We expect all employees to champion and live our values through their work at every opportunity.

### **Our values are:**

#### **Inclusion**

- ✓ actively welcoming a diversity of experiences and perspectives
- ✓ everyone being respected and encouraged to participate regardless of their background or role

#### **Integrity**

- ✓ being open and honest, demonstrating accountability in all its work
- ✓ evidenced-based and transparent decision-making, utilising a range of data, information, expertise and experience

#### **Innovation**

- ✓ creating novel opportunities to advance and deliver on its aims, anticipating changing circumstances
- ✓ actively welcoming fresh ideas and approaches
- ✓ fostering a climate of ambition and excellence drawing on expertise from across the College's communities

#### **Improvement**

- ✓ being a learning organisation, reflecting on both successes and mistakes
- ✓ continuous and sustainable development across all its activities

## Person Specification

	<b>Criteria</b>
<b>Knowledge, Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>• Previous administrative experience in a similar role</li> </ul>
	<ul style="list-style-type: none"> <li>• Knowledge and experience of Microsoft applications, including Word, Excel, Outlook and PowerPoint</li> </ul>
	<ul style="list-style-type: none"> <li>• Understands the importance of accurate and timely data entry</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Committed to providing excellent customer service</li> </ul>
	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills, the ability to build rapport and work effectively with staff and stakeholders</li> </ul>
	<ul style="list-style-type: none"> <li>• Ability to identify issues and solve problems logically</li> </ul>
	<ul style="list-style-type: none"> <li>• Excellent written and communication skills</li> </ul>
	<ul style="list-style-type: none"> <li>• Ability to contribute new ideas and suggest improvements to ways of working</li> </ul>
	<ul style="list-style-type: none"> <li>• Ability to work on own initiative and meet strict deadlines</li> </ul>
	<ul style="list-style-type: none"> <li>• Respects and cooperates with colleagues, working effectively with other departments when needed</li> </ul>
<b>Personal Qualities (Attributes)</b>	<ul style="list-style-type: none"> <li>• Commitment to equity and diversity and understanding of how this applies to own area of work</li> </ul>
	<ul style="list-style-type: none"> <li>• Committed to own continuing professional development</li> </ul>
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>• The post holder may occasionally be required to work some evenings and work away from home in the UK</li> </ul>

## Staff benefits

We offer a friendly and supportive working environment and make sure our employees are well looked after with a great benefits package, which includes:

Work life balance and family friendly benefits:

- Hybrid working (2 days in the office, 3 from home)
- 25 days of annual leave, increasing to 30 days with length of service (plus bank holidays and office closure between Christmas and New Year)
- 1 day of paid leave to move house
- Enhanced parental leave

Planning for your future:

- Employer pension contributions up to a maximum of 12%.

Career development

- All staff are offered opportunities for learning and development, in addition to a comprehensive e-learning package
- Study loans

Travel

- Season ticket loan
- Cycle to work scheme

Wellbeing

- Summer Fridays (staff can finish 90 minutes early from mid July to the end of August)
- Enhanced Employee Assistance Programme (with access to free counselling sessions)
- Health Cash Plan

## How to apply

Please submit your CV (maximum 2-pages) and a covering letter (maximum 1 page) to [staff.vacancies@rcophth.ac.uk](mailto:staff.vacancies@rcophth.ac.uk). The cover letter must explain what makes you suitable for the role. Please use the Job Description for reference.

Interviews will be held at our office in Euston on **Thursday 6<sup>th</sup> March**. Please indicate if you are likely to need any reasonable adjustments to successfully complete this interview.

Applicants must already have the right to work within the UK without restriction. Only shortlisted candidates will be contacted.

The closing date for applications is **Wednesday 26<sup>th</sup> February**.