

EA to the Registrar, Deputy Registrar and Executive Director of the Membership Support and Global Engagement (MSGE) department - Maternity Cover

Reports to: Executive Director of MSGE in the first instance.

Working hours: 35 per week. You will agree your working pattern with your manager.

Location: Royal College of Physicians, London.

Grade: 4

The purpose of your role

This maternity cover role provides EA support to the RCP Registrar, Deputy Registrar and the Executive Director (ED) for the Membership Support and Global Engagement Department. The work of these positions is complex, busy and characterised by a mixture of long-term priorities and a constantly changing portfolio of shorter-term priorities. The registrar, deputy registrar and ED roles involve a large number of meetings and projects with a wide range of stakeholders including very senior national and international professionals and officials.

This fast-paced and busy EA role requires insightful prioritisation and re-prioritisation, tenacity, problem-solving, negotiation and diplomatic communication with internal and external stakeholders. Integrity and confidentiality are essential. The EA will frequently need to re-prioritise, liaise with others and solve problems whilst the registrar, deputy registrar and ED are working elsewhere and unable to provide immediate direction or advice. This post has additional responsibilities which support the smooth running of the Directorate, including committee management and supporting with matters relating to member/fellows disciplinary, conduct and complaints.

How we'll measure your success

- Exceptional organisational skills with the ability to manage multiple and often complex tasks without close supervision, working in an office environment and online.
- Strong communication and interpersonal skills with the ability to develop excellent working relationships with internal and external stakeholders, including high-profile national figures.
- Maintain and upkeep administrative systems, striving for improvements, efficiency and effectiveness.
- Evaluate the evolving needs and requirements of the Registrar, Deputy Registrar and ED; suggest and implement new / best ways of working to provide the most efficient support.
Ensuring the smooth running of MSGE department in terms of managerial and department meetings, reporting and strategic away days.

What you're accountable for...

- You will be the first point of contact internally and externally, for information to and from the Registrar, Deputy Registrar and Executive Director.
- You will be proactive in managing the Registrar, Deputy Registrar and ED's business activities, including complex coordination of diaries, ensuring relevant papers are available and travel/accommodation arrangements are made, for all internal and external meetings. This includes maintaining awareness of external factors which directly impact the business activities of those you support and more widely across RCP.



- To communicate effectively (verbally and in writing) with people at all levels; prioritising (and when necessary, reprioritising) requests in a fast-changing environment; demonstrating insight, sensitivity and successful negotiation.
- To manage the diaries for all appointments, engagements, travel and accommodation for the Registrar, Deputy Registrar and ED. This will require knowledge of the RCP and Directorate portfolios and priorities to ensure appropriate prioritisation, re-prioritisation and problem-solving without close supervision.
- Filter, manage and resolve queries, ensuring they are directed to the appropriate person, recognising their urgency or importance, and following up where necessary to ensure satisfactory outcomes.
- Manage emails and correspondence for the Registrar, including triage and drafting replies.
- Assist visitors ahead of scheduled meetings and host visitors as necessary.
- Ensure the registrar, deputy registrar and ED are prepared for meetings, with materials, background and any relevant information/briefing, and support the preparation of high-quality presentations and documents or reports.
- Make arrangements for meeting rooms, AV facilities and catering requirements as required. This includes hybrid meetings.
- Working with the Deputy Director, MSGE and SAS Lead, act as committee manager for the SAS representative network, drafting agendas, taking minutes, managing committee membership and tenure to include recruitment, maintaining the membership database (CRM), and drafting of appointment and demitting letters.
- Support the Head of governance with any matters relating to member/fellow disciplinary, conduct and complaints. This includes tracking of all matters, drafting letters and preparing substantial investigation files.
- For meetings chaired by the Registrar or Executive Director, draft agendas, take minutes and ensure after-meeting actions are completed in a timely fashion and opportunities followed up.
- Support events at the RCP as required, offering flexible administrative support to other teams in MSGE when needed, provide support for projects and activities as directed by the Registrar, Deputy Registrar or Executive Director of MSGE.
- Coordinate and collaborate with the PA/EA team for senior officers and executive directors across the RCP.
- Organise and coordinate MSGE core meetings and reporting, including department meetings, managers meetings, strategic away days, reporting for Board of Trustees.
- Support the management and administration of short or longer-term working groups created to meet specific RCP requirements, this will often require tight deadlines and present issues with diary conflicts.
- Manage electronic filing/record keeping for correspondence and documents, including archiving as and when required.
- Manage expense claims and credit card reconciliation, create purchase orders for expenditure, monitor budget cost codes for travel and meeting expenses, and ensure activities are coded to the correct part of the budget.



- Provide proactive day-to-day administration for the department, such as: managing and monitoring office supplies (stationery, refreshments and equipment); requesting any required maintenance; updating the Directorate induction pack for new staff; updating organograms that illustrate the Directorate and team structures.
- Manage multiple inboxes, ensuring all enquiries are acknowledged and responded to by the Registrar.
- Co-ordinate applications, interviews, appointments, inductions and annual appraisals for college officers reporting to the Registrar.
- Draft and send correspondence from the registrar to members and fellows for various committee/role appointments and honorary fellowship elections.
- Manage over thirty external representatives on boards and committees including annual letters regarding tenure and obtaining meeting feedback/reports for the registrar.
- Overall support and management of the registrar's workload and pending actions.

Your experience includes

Essential

- A-level standard education or above
- Excellent knowledge and practice of Microsoft 365 particularly Word, Outlook, PowerPoint, Excel, SharePoint, OneDrive, Teams
- Evidence of continued professional development: a commitment to learning
- Experience of committee management including drafting of agendas with Chairs, preparing papers and accurate recording of meetings
- Excellent time management and task prioritisation skills
- Exceptional interpersonal skills: friendly and personable demeanour with a positive and pro-active approach to your work
- Experience of working with people from diverse groups: face-to-face and remotely
- Outstanding organisational skills: able to manage complex and changing portfolios, anticipate and re-prioritise as needs arise and proactively follow-up to ensure work is sustained / completed satisfactorily
- Ability to work flexibly, rapidly and independently
- Ability to synthesise information and discussions to identify key issues and write accurate notes and reports
- Outstanding attention to detail

Desirable

- Educated to degree level
- Experience of working in a senior administrative role and providing corporate support
- Experience of finance processes
- Experience of coordinating the running and delivery of projects
- Understanding corporate governance
- Experience of working in a charity or membership organisation
- Experience of working as part of/with remote/virtual teams
- Experience using Customer Relationship Management (CRM) systems
- Audio typing skills
- Analytical skills: ability to ascertain data required, collate and disseminate complex information
- Previous experience of working in the NHS, medical environment, membership body or charity

Grade 4

Job ref: MEM264

Our values

We are committed to **taking care**, **learning**, and **being collaborative**. These values drive the way we behave, how we interact with each other, and how we work together to achieve our vision and improve patient care.

We value taking care

This means we behave respectfully towards people, whatever their role, position, gender or background. It means we act as representatives of the RCP and take decisions in the interests of the organisation as a whole.

We value learning

This means we continuously improve through active learning and honest reflection, so that we grow personally and as an organisation, while striving for excellence. We support learning and development opportunities.

We value being collaborative

This means we work together towards the RCP's vision in a collaborative and professional way, understanding that individuals bring different strengths and approaches to our work. We value diversity and each other's contributions.