

# Job description

## Chief Assessment and Quality Officer – The Federation of the Royal Colleges of Physicians of the UK

<b>Vacancy reference</b>	FED105
<b>Grade</b>	9
<b>Location</b>	London
<b>Department</b>	Federation of the Royal Colleges of Physicians of the UK
<b>Reports to</b>	Federation Chief Executive Officer
<b>Contract type</b>	Permanent
<b>Working hours</b>	35 hours a week. Standard working hours between 9am and 5pm, Monday to Friday. <i>You will agree your working pattern with your line manager.</i>

### Role context

The Federation of the Royal Colleges of Physicians of the UK (“the Federation”) is a collaboration between the three physician colleges of the UK: The Royal College of Physicians, the Royal College of Physicians of Edinburgh, and the Royal College of Physicians and Surgeons of Glasgow.

It plays a pivotal role in setting curricula and assessment standards and, through a range of activities, influences the quality of physician training and medical practice. It conducts examinations, defines training standards, provides education and research activities and advises the government and the profession on health and medical matters.

The Federation is not a legal entity. As such, staff are employed through the Royal College of Physicians, but our work is in support of and delivered on behalf of the three Colleges.

We are committed to a hybrid working model in which most staff work flexibly, spending a minimum of 6 days a month in the RCP London office. We are committed to an inclusive culture and welcome applications from all sections of society.

## The purpose of your role

You will provide strategic and operational leadership for the end-to-end assessment process in an environment that is poised for significant change and innovation. You will play a central role in guiding the strategic evolution of the assessment process, including:

- Championing strategic transformation by leading the delivery of high-quality, accessible and resilient assessment processes with robust controls and strong regulatory compliance, while fostering a culture of innovation and continuous improvement
- Integrating assessment operations, governance and policy into a coherent, high-performing function aligned to organisational strategy, regulatory requirements and stakeholder expectations
- Empowering and developing teams through an inclusive, high-performing culture that promotes collaboration, professional growth and accountability
- Using data and evidence to navigate complexity, drive improvement and communicate clear, actionable insights to boards, staff groups and external stakeholders
- Building and sustaining strategic relationships with key stakeholders, including the GMC, member colleges and delivery partners, to ensure the Federation's assessments continue to set high standards for educational and professional excellence.

The COO leads and is accountable for the Federation's broader organisational performance, operational infrastructure, systems, services and sustainability, while the CAQO is accountable for assessment standards, integrity, delivery and quality assurance. Both roles operate in close partnership, with clear individual accountability for their respective domains.

As a member of the executive leadership team, you will contribute to the wider strategic direction, performance and leadership of the Federation.

## How we'll measure your success

Success in the role will be demonstrated through the delivery of high-quality, secure and fair assessments, strong organisational leadership and continuous improvement across all aspects of assessment delivery.

We will measure this based on:

- Achievement of agreed strategic and operational objectives
- Consistent delivery of multiple workstreams to achieve measurable outcomes
- Demonstrated ability to lead, motivate, and empower teams, ensuring clarity of purpose
- Constructive engagement and collaboration with stakeholders across all workstreams
- Tangible evidence of driving change, improving processes and embedding innovation
- Positive feedback from internal colleagues, partners and external stakeholders
- KPIs (including but not limited to: candidate satisfaction scores, error rates and turnaround times)
- Active contribution to collective team success and the achievement of the Federation's wider objectives
- Consistent demonstration of, and contribution to, our values.

# What you're responsible for

## Strategic leadership and operational oversight

- Lead the Federation's end-to-end assessment strategy, ensuring delivery, innovation and assurance are aligned to organisational objectives
- Responsible for the complete lifecycle of assessment delivery, from design and planning through to delivery, marking, results and evaluation, ensuring a fair, secure and consistent experience for candidates and stakeholders
- Shape the long-term strategy for assessment delivery in partnership with the CEO, Executive Medical Director, Medical Director for Assessment and COO, ensuring alignment with the Federation's mission, regulatory requirements and strategic priorities
- Work closely with the Medical Director for Assessment to ensure alignment between clinical leadership, academic standards and operational delivery
- Integrate assessment operations, governance and policy to deliver a coherent, high-performing assessment function
- Anticipate developments in assessment policy, technology and regulation, helping position the Federation as an innovative and trusted leader in postgraduate medical assessment.
- Ensure assessment operations are resilient, with robust mitigation of operational and delivery risks
- Champion equality, diversity and inclusivity across all aspects of assessment design, delivery and experience, ensuring assessments are accessible, fair and free from bias.

## People and culture

- Coach and develop direct reports and the wider assessment team, developing a collaborative high-performing culture. Ensure all colleagues have clear accountabilities, performance measures and goals and nurture assessment expertise within the assessment directorate and across the organisation
- Ensure the assessment function is organisationally structured and resourced to support efficient and effective delivery of work
- Build long-term organisational capability and resilience in assessment expertise, ensuring appropriate succession planning and depth of leadership across the function
- Embed a culture of excellence, innovation and accountability across all assessment teams.
- Act as the point of escalation for resolving conflict and contentious issues with sensitivity, tact and diplomacy.

## Innovation, improvement and transformation

- Drive continuous improvement and efficiency across assessment activity, and lead assessment-specific transformation programmes aligned to wider organisational transformation led by the COO
- Lead modernisation initiatives across assessment delivery in partnership with organisational transformation and infrastructure activity led by the COO

- Foster a culture of innovation and agility, encouraging teams to identify and implement new approaches that enhance performance and candidate experience
- Champion the ethical and responsible use of AI and data within the assessment process.

### **Governance, quality and regulation**

- Lead escalation and crisis management, ensuring clear decision-making, communication and rapid resolution in time-critical situations
- Ensure systemic identification, monitoring and mitigation of strategic, operational and reputational risks relating to assessment delivery
- Act as the senior expert advisor to the CEO and Board, providing authoritative insight and horizon scanning on emerging risks, opportunities and innovations
- Ensure full compliance with GMC and internal quality assurance frameworks
- Establish and maintain robust assessment-specific systems to monitor quality, manage risk and uphold the integrity of all assessments, within the Federation's overall governance and risk framework
- Ensure timely escalation of material risks, incidents and emerging issues to the CEO and Board, maintaining transparency and organisational assurance
- Ensure robust controls and safeguards are in place to protect assessment integrity, including cybersecurity, data protection and prevention of fraud or malpractice in digital and in-person assessment environments
- Lead business continuity and disaster recovery planning for assessment delivery.
- Provide high quality assurance reporting on assessment delivery to the Board and the GMC, and contribute to corporate governance processes led by the CEO
- Act as the Federation's senior accountable officer for assessment standards, representing and defending decisions with regulators, partners and external stakeholders where required.

### **Stakeholder engagement**

- Build and sustain strong partnerships with a wide range of stakeholders including the Royal Colleges, delivery partners, examiners and exam board members
- Own strategic relationships with assessment delivery partners and suppliers, ensuring effective collaboration and digital transformation
- Ensure a high-quality and responsive candidate experience across all assessment activity.
- Work with the executive team to enhance the Federation's reputation through thought leadership and contributions to national and international dialogue on assessment, innovation and standards
- Communicate clearly and credibly with diverse audiences including the Board and external stakeholders
- Represent the Federation at national and international forums, conferences and working groups to influence policy and share best practice as required
- Act as a recognised leader in postgraduate medical assessment, contributing to policy, thought leadership and the advancement of best practice.

## Financial and resource management

- Accountable for the financial sustainability and performance of the Federation's assessment activities within the Federation's overall financial framework
- Lead on the effective allocation of financial and operational resources, ensuring budgets are aligned to strategic priorities, deliver value for money and ensure cost optimisation
- As budget holder for the Exams business, ensure forecasts and budgets are robust and challenged
- Support your direct reports in effective resource and budget management across their respective areas
- Oversee supplier and procurement relationships to secure high quality, reliable and cost-effective services
- Ensure long-term sustainability through prudent planning and strategic investment in systems, technology and people.

## Other duties

- Keep up to date with changing policies and knowledge related to postgraduate medical education and assessment including regulatory requirements and policy areas relevant to the Federation
- Adhere and comply with the provisions of the RCP's Health and Safety Policy.
- Adhere and comply with all RCP data protection and security policies and procedures.
- Undertake all duties and responsibilities in compliance with the rules and regulations encompassing equal opportunities
- Contribute to the wider work of the Federation
- Any other duties as may be reasonably expected and which are commensurate with the level of the post.

## Your experience includes

### ***Qualification, education and knowledge***

#### *Essential*

- Qualification or equivalent experience in leadership and management
- In depth understanding of equality, diversity and inclusion requirements, with a strong commitment to ensuring fair and accessible assessment experiences for all candidates.

#### *Desirable*

- Strong understanding of issues affecting medical workforce and training in healthcare
- In depth knowledge of postgraduate medical education structures and processes
- Understanding of regulatory approaches to the quality assurance of postgraduate medical education.

## Experience, skills and abilities

### *Essential*

- Significant experience in leading large teams with clarity, empathy and authority in high-stakes and time-sensitive environments
- Proven ability to create and communicate a compelling vision, fostering a high-performing and values-driven culture
- Strong decision-making skills, demonstrating sound judgement and the ability to balance competing priorities for diverse stakeholders
- A deep commitment to delivering exceptional outcomes for candidates, customers and partners while ensuring full regulatory compliance
- Significant experience in assessment leadership, educational measurement or equivalent high-stakes environments
- Excellent data analysis skills to interpret complex results and provide actionable insights.
- Strong strategic and operational leadership, with the ability to translate organisational priorities into practical and measurable delivery plans
- Demonstrated ability to contribute to corporate strategy and work collaboratively as part of an executive team to deliver organisational objectives
- Experience of working effectively with boards and committees, demonstrating sound judgement, transparency and accountability
- Financial leadership and budget management skills, highly numerate with proven experience of holding responsibility for organisational budgets, a strong track record of strategic financial planning and budget management
- Familiarity with data protection (GDPR) and information security standards.
- Strong grasp of risk management and assurance processes, with experience identifying and mitigating operational, regulatory and reputational risks
- Proven experience in managing and inspiring cross-functional teams within a complex, matrix environment
- Excellent relationship building and partnership skills, engaging confidently with executive leadership, senior clinical leadership and regulatory bodies
- Strong commercial awareness and business acumen, enabling sound financial and strategic decision-making that supports long-term sustainability
- Track record of developing and implementing organisational strategy and leading large-scale change that aligns people, performance and process
- Skilled in negotiation and conflict resolution, demonstrating tact, diplomacy and resilience under pressure
- Highly developed influencing skills, with the ability to bring diverse stakeholders together to achieve successful outcomes
- Outstanding communication skills, both written and verbal, with experience presenting complex or technical information to a range of audiences
- High level of digital literacy, with strong proficiency in MS packages and associated tools.
- Experience of managing and overseeing high-stakes assessments
- Commitment to continuous professional development and staying abreast of global assessment trends.

## Desirable

- Experience with digital assessment platforms, understanding of cybersecurity in assessment delivery and knowledge of data analysis tools for performance monitoring.
- Experience in assessment design and psychometrics
- Experience of implementing or overseeing the responsible use of digital and AI technologies, with appropriate governance and safeguards to improve efficiency and support decision-making
- Crisis communication skills for high-stakes scenarios.

## RCP 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.

*The RCP positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, transgender status, religion or belief, marital status or pregnancy and maternity.*

*The RCP is all about our people – our members, staff, volunteers and leaders. We educate, influence and collaborate to improve health and healthcare for everyone and know we can only do this by being inclusive, encouraging and celebrating diverse perspectives. Welcoming into our community people who represent the 21st-century medical workforce and the diverse population of patients we serve is a priority for us.*

As an employee/volunteer/temporary contractor you are expected to comply with all RCP data protection and security policies and procedures.