![RCoA - Royal College of Anaesthetists]

Education & Standards Manager (FICM)

Directorate: Clinical Quality and Research

Reports to: Associate Director of Faculties

No. of Direct Reports: 2

Grade: 4

1.1   Job purpose

The Faculty of Intensive Care Medicine's (FICM) operational lead for all matters relating to professional standards, publications and education, including leading the new education and new standards strategy projects. This role is responsible for managing key communications channels of the FICM, including the newsletter and Dean's e-newsletter.

1.2   Key tasks and responsibilities

Professional Affairs (including Legal and Ethical matters)
- Lead on Professional Standards work streams and projects
- Manage the Faculties responses to consultations including all queries relating to them and exercising the appropriate level of discretion as well as liaising with Faculty representative on external committees
- Project manage the development process for new and existing publications including coordinating all reviews, undertaking design work and organising publication
- Act as the first point of call for all enquiries from concerned members of the public, clinicians, health professionals and the media, including data protection
- Manage the review of national provision standards including liaison with external stakeholders
- Project manage the development of FICM standards strategy, including development of new areas of work and liaison with national stakeholders
- Manage the work of the Legal and Ethical Policy Unit and all related correspondence
- Liaise with legal professionals to undertake reviews and legal engagement
- Oversea production of appropriate ethical guidance
- Deliver brainstorming colloquia events on legal and ethical discussions

Communications and Design
- Oversee and edit the FICM Newsletter, including:
  - Generate ideas for general content, articles and design concepts
  - Create and implement timelines and liaison with editors, authors and printers to ensure deadlines are met
  - Organise the design and layout in accordance with FICM Branding Guidelines
- Oversee the design and layout of other FICM documents such as flyers, information leaflets, guidance documents and other publications, including their timescales and printing
- Actively promote the FICM to outside organisations
- Coordinate all member communications, including the Dean's Digest (e-newsletter)

Audit
- Manage the national forum for review of data held for audit and research
- Develop positive relationships with external stakeholders, including the Intensive Care National Audit & Research Centre

- Act as the first point of call for queries related to audit projects
- Manage future projects and work streams as the newly-formed group develops

Lead Secretary to all Relevant Committees of the FICM
- Serve as Secretary for FICM Board and Executive meetings including:
    o Drafting agendas and associated papers
    o Draft minutes of meetings
    o Initiate follow-up actions
- Serve as Lead Secretary for and all relevant other Committees of the FICM and oversee work of team members acting as direct secretaries for these committees, including reviewing and approving agendas, minutes and actions and offering support and guidance
- Draft papers and reply to correspondence on behalf of the Chairs, Attend Faculties' Board meetings and all relevant internal and external committees, subcommittees, forums and advisory and working groups and provide administrative and policy support and advice

People Management, Relationships, Collaboration and Team Working
- Supervise the work of team members, including managing any issues that arise from their projects and events
- Provide direction, support and constructive feedback for team members through regular 1:1 meetings
- Conduct half and full year appraisals with team members setting SMART objectives aligned to the directorate and team strategy and ensure objectives are met
- Encourage and support team members' personal development
- Build a collaborative, mutually supportive an d high performing team
- Manage underperformance effectively through open, transparent and consistent processes

Operational, Project and Developmental Work
- Oversee day-to-day project management and delivery of new FICM website, in conjunction with the Associate Director of Faculties
- Project manage Faculty's End of Life Care and Life After Critical Illness initiatives and any of their subsequent work-streams and working parties
- Work with the team to develop a new educational strategy for FICM, including development of the existing e-ICM resource and new e-learning provision
- Oversee and deliver project plan for the 10th anniversary of the Faculty, including a wider engagement campaign and engagement with overseas organisations
- Ensure excellent working relationships with internal and external colleagues and with other national bodies to support the development of the Faculties' strategic objectives
- Support team members with their work, including guideline development, consultation responses and ad-hoc projects
- Support or undertake ad-hoc or planned projects including producing final reports and advising on implementation and timelines
- Work with the team members responsible for e-communications to ensure a harmonious communications plan
- Maintain knowledge of major issues affecting the Faculties, including but not limited to:
    o Standards and guidelines
    o E-learning and event provision
    o Revalidation & Continuing Professional Development
    o Research and audit
    o Legal and ethical matters

1.3   Qualifications, skills, knowledge and experience

- Previous experience of working in a membership organisation and/or the medical education sector would be beneficial, and customer service experience
- An understanding of, and the ability to put in to practise, line management duties and principles
- Strong organisational skills and communication skills, both written and verbal
- Demonstrable ability to understand, interpret and simplify complex information from a variety of sources
- Educated to degree level (or equivalent), or qualified by experience

Desirable:

- Training and/or qualification in project management

1.4   Core Competencies

These competencies will help you understand and deliver the high performance required for this role at the College. These performance standards and behaviours will be assessed during the interview process and developed through the appraisal process.

VALUE: EXPERT
COMPETENCY: Empathy with the College and its business
DESCRIPTION: Understands the fundamentals of what the College does, its mission, vision, values and culture. Uses this information to grow and develop the College and its people

Support & Delivery
• Applies knowledge of business to day-to-day activities • Understands team function and how it fits in overall College • Develops a team spirit • Applies a "can do" approach • Understands impact of own role on wider College functions (and vice versa)
Management
• Applies their professional expertise to the College • Thinks commercially • Acts as a College ambassador • Delegates fully and effectively • Develops, motivates and engages teams and individuals • Plans resources effectively • Leads by example
Strategic Leadership
• Champions key direction and strategy • Encourages and demonstrates entrepreneurialism and cross-College working • Encourages a high-performance culture • Understands impact of external changes on the College

VALUE: INCLUSIVE
COMPETENCY: Collaboration and Communication
DESCRIPTION: Works collaboratively and co-operatively with colleagues to get the job done and responds positively to change. Communicates widely and effectively. Appreciates diversity and equal opportunities for all.

Support & Delivery
• Is a team player, open to others' views • Adapts communication style to situation • Keeps others informed and updated

| Willing to give and receive feedback |
| Listens and responds effectively |
| Values different perspectives |

Management

| • Communicates effectively and openly, ensuring key messages are cascaded and everyone's views are heard |
| • Works with peers to influence effectively and consistently |
| • Deals with conflict between individuals and teams |
| • Works with partners to enhance the reputation of the College |
| • Ensures transparency and credibility |
| • Networks appropriately |
| • Ensures and enables an inclusive culture |

Strategic Leadership

| • Articulates a shared vision |
| • Presents in an engaging manner |
| • Ensures conflict and risk is mitigated |
| • Champions diversity and values |

VALUE: POSITIVE
COMPETENCY: Customer Focus
DESCRIPTION: Builds relationships with customers by understanding, anticipating and responding to their needs. Takes responsibility to complete work in order to exceed expectations.

Support & Delivery

| • Answers phones in a timely way |
| • Understands customer needs, stresses and pressures |
| • Understands impact of own actions |
| • Manages own time |
| • Meets and exceeds targets |
| • Does what they say they'll do |
| • Makes recommendations for improvements |

Management

| • Future-proofs |
| • Builds relationships |
| • Equips others to deal with customers |
| • Sets targets, ensuring they are met |
| • Ensures customer is aware of relevant College services and products |
| • Uses knowledge and expertise to ensure customer satisfaction |
| • Plans for the future to improve services |

Strategic Leadership

| • Knows competitors |
| • Addresses external conflict |
| • Focusses on the long-term |
| • Is aware of changes and impact on others |
| • Overcomes barriers to improvement |
| • Manages risk |

VALUE: FORWARD-THINKING
COMPETENCY: Conceptual Flexibility
DESCRIPTION: Takes the initiative and thinks flexibly and innovatively in order to propose solutions and deal with ambiguity. Builds trust and credibility through self-awareness.

Support & Delivery
• Acknowledges success and failure and learns from them
• Works on own initiative and finds better ways of doing things
• Acknowledges problems and suggests solutions
• Remains open-minded
• Adjusts to changing needs
• Is aware of self and others
• Contributes and adds value to operational plans

Management
• Encourages others to find solutions
• Creates an open forum for innovation
• Implements operational plans and manages risks
• Realises when things are going wrong and fixes them
• Maintains personal credibility

Strategic Leadership
• Approaches issues with fluidity and flexibility
• Makes improvements at a corporate level
• Implements solutions at a strategic level
• Welcomes innovation from colleagues and empowers them
• Challenges the status quo

VALUE: AMBITIOUS
COMPETENCY: Shared Vision
DESCRIPTION: Acts quickly and decisively, seizing opportunities and adding value.

Support & Delivery
• Sets personal objectives which meet operational and strategic plans
• Adapts to changing priorities
• Analyses problems and resolves them
• Understands the impact of operational plans on own role
• Deals with colleagues fairly and consistently
• Keeps focused in the light of changing priorities
• Sets high personal standards

Management
• Puts operational plans into action
• Isn't afraid to make decisions
• Ensures right people, right time, right place
• Identifies new opportunities

Strategic Leadership
• Defines corporate vision and values
• Handles all matters with sensitivity
• Scans the horizon
• Develops strategy, taking into account all external drivers

Signature: ....

Name: ....

Date: ....