



Royal College of Anaesthetists

Standards & Design Coordinator (FICM)

Directorate: Clinical Quality and Research
Reports to: Education & Standards Manager (FICM)
Grade: 5

1.1 Job purpose

The Faculty of Intensive Care Medicine's (FICM) coordinating lead for all matters relating to professional standards and publication, including guidance and patient safety. This role is responsible for designing and coordinating key communications channels of the FICM, including its magazine.

1.2 Key tasks and responsibilities

Professional Affairs

- Lead on Professional Standards work streams and projects
- Coordinate 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
- Coordinate the review of national provision standards, including:
 - Manage the overall review process
 - Coordinate all authors, editors and revisions
 - Liaise with multiple senior external stakeholders
- Coordinate the project to develop a Quality Improvement resource for the Faculty
- Coordinate the patient safety work of the Faculty, including:
 - Coordinate the introduction of quarterly Safety Bulletins
 - Work with the Safety Lead on one off safety updates
 - Liaise with external bodies, including NHS Improvement and individual hospitals

Legal and Ethical

- Coordinate the work of the Legal and Ethical Policy Unit and all related correspondence
- Liaise with legal professionals to undertake reviews and legal engagement
- Oversee production of appropriate ethical guidance
- Deliver brainstorming colloquia events on legal and ethical discussions

Smaller and Specialist Units

- Manage the Faculty's engagement with smaller and specialist units
- Coordinate the work streams that arise from the faculty wide advisory group
- Work with team members across FICM to ensure all areas of work incorporate smaller and specialist units

Communications and Design

- Produce the FICM Newsletters, 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

- Undertake the primary edit of all articles
- Organise the design and layout of other FICM documents such as flyers, information leaflets, guidance documents and other publications, including their timescales and printing
- Proactively promote the FICM to outside organisations
- Work with the Education & Standards Manager and the Education & Engagement Coordinator to ensure a unified approach to the Faculty's e-communications

Committee Work, Relationships and Team Working

- Serve as Secretary for all relevant Committees and working groups including preparing agendas and papers, advising on items, minute taking, developing and undertaking action points, exercising independent judgment and taking appropriate action within his/her areas of competence
- Develop a relationship with the Dean, Vice Dean, Chair and Board/Committee members, including briefing them on various issues that may arise
- Support the workload of the Faculties Administrators in the team, including assisting with the induction of new members of staff, the introduction of Administrators to new areas of work and assisting with general matters
- Cover for the work of the Faculties Administrators and the other Faculties Coordinators, where required and deputising, where appropriate, for the Education & Standards Manager
- Undertake any other duties which might reasonably be required by the Associate Director of Faculties or the Education & Standards Manager
- Liaison and cross-work with other College departments

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 into 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
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none">• Puts operational plans into action• Isn't afraid to make decisions• Ensures right people, right time, right place• Identifies new opportunities
Strategic Leadership
<ul style="list-style-type: none">• Defines corporate vision and values• Handles all matters with sensitivity• Scans the horizon• Develops strategy, taking into account all external drivers

Signature:

Name:

Date: