



Royal College of Anaesthetists

Careers & Workforce Coordinator (FICM)

Directorate: Clinical Quality and Research

Reports to: Board & Training Projects Manager (FICM)

Grade: 5

1.1 Job purpose

The Faculty of Intensive Care Medicine's (FICM) administrative lead for matters relating to workforce, recruitment, careers and practitioners. This role is responsible for the FICM's quality management work streams.

1.2 Key tasks and responsibilities

Career and Workforce

- Coordinate the projects of the Careers strategy including:
 - Creating and maintaining careers resources
- To be the lead coordinator for matters relating to Workforce, to answer all relevant queries and to present updates to the Board and other groups, as required
- Lead for the Workforce Census including developing the census format in conjunction with the lead clinicians and managing any internal and external consultations and pilot exercises
- Identify objectives and outcomes for the census, including any reporting tools
- Maintenance of all data relating to workforce and integration across other FICM areas
- Assist the statistical lead in the analysis of data and preparing reports and presentations
- Ensure all workforce developments are appropriately communicated (i.e. website)
- Liaison with other organisations and stakeholders (including the devolved nations) where required

Recruitment and Quality

- Lead on Recruitment work streams including:
 - Liaise with recruitment provider throughout including creating the person specification and website content; attend the Birmingham interviews on behalf of the Faculty
 - Run the Training Day in conjunction with the Clinical Lead
 - Coordinate interviewers and timetable allocation
 - Coordinate the regional documentation available on training units
- Lead on Quality work streams including:
 - Coordinate, design, run and analyse the ICM trainee survey
 - Produce data reports (trainee survey/attrition) and work with the Associate Director of Faculties to develop longitudinal analysis and quality watch lists.
 - Co-produce final quality reports
 - Running the process for regional feedback

Advanced Critical Care Practitioners (ACCPs)

- To be the lead coordinator for matters relating to ACCPs and their curriculum
- Coordinate ACCP membership applications:
 - Coordinate application forms, regulations and maintenance of membership database

- Ensure applicants meet the allocated criteria and liaise as necessary to resolve problems and issues with application forms and eligibility
- To develop the ACCP webpages and other resources
- Coordinate the Optional Skills Framework projects:
 - liaison with external stakeholders
 - organise task & finish group meetings, take minutes and follow-up on actions
 - organise production of the final guidance document.
- Coordinate delivery of the FICM ACCP Accreditation Scheme for Higher Education Institutions (HEIs), including:
 - Relationship management of the HEI as they move through the accreditation process.
 - Ensuring all paperwork and evidence submission requirements are completed prior to the accreditation visit
 - Making all arrangements for and attending the Accreditation Visit
 - Coordinating production of the Accreditation Report to set standards and timescales
- Ensuring the HEI is correctly billed and invoiced at each stage of the process

FICM Pharmacists (PSC)

- To be the lead coordinator for matters relating to the Pharmacy Sub-Committee (PSC), members and their work streams
- Coordinate Pharmacy membership applications:
- Coordinate application forms, regulations, and maintenance of membership database
- Ensure applicants meet the allocated criteria and liaise as necessary to resolve problems and issues with application forms and eligibility
- To develop the Pharmacy webpages and other resources

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 Board and Training Projects Manager
- Undertake any other duties which might reasonably be required by the Associate Director of Faculties or the Board and Training Projects Manager
- Liaison and cross-work with other College departments

1.3 Qualifications, skills, knowledge and experience

- Experience of handling administrative work of a considerable variety/volume and prioritising successfully under pressure
- Experience of organising long-term and complex events, which may include projects, courses or examinations
- Experience of committee administration including minute taking and report writing
- Ability to demonstrate a high level of accuracy in all written and database work
- Excellent IT Skills, including; Microsoft Word, Outlook and Excel
- Excellent interpersonal and communication skills (oral & written), including the ability to work with senior members of the organisation and external agencies with confidence

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

- 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
- Focuses 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: