



Royal College of Anaesthetists

## Examinations Quality and Standards Manager

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Directorate: Education, Training and Examinations

Reports to: Head of Examinations

No. of Direct Reports: 0

Grade: 4

### 1.1 Job purpose

The College sets standards in anaesthetic education and training through the development and quality assurance of curricula, examinations and assessments.

The purpose of this role is to lead on the quality assurance and maintenance of standards for the high-stake, postgraduate medical examinations delivered by the College. Working with the Head of Examinations and the Assurance and Development Group, this role will drive quality improvements in anaesthetic, written and clinical summative examinations for the Fellowship of the Royal College of Anaesthetists examinations and its faculties of intensive care medicine and pain medicine.

### 1.2 Key tasks and responsibilities

Examinations Quality Assurance and Standards

- Manage the development of questions for the FRCA, FFICM and FPMRCA examinations using best practice in item writing and development
- Manage the efficient production of question papers and key documentation for item writing and ensure that these are in line with procedures, on time and of the highest standards of quality and accuracy
- Ensure that the processes for the delivery of examinations, results, QA, review and appeals of the examination are produced and reviewed according to best practice. Working with the team to ensure that all examination processes are reviewed, communicated and understood by staff and examiners
- Quality assure examinations and ensure that examinations meet the style requirements, correct formatting and are free of typographical errors
- Support the psychometric team in standard setting and analysis for the exams and assessments including the delivery of examiner performance metrics after each clinical exam diet
- Ensure that marking, grading and results, and appeals procedures are carried out accurately and effectively, according to agreed procedures and to schedule
- Work alongside the Standard Setting and Psychometrics Manager, to provide input into the monitoring and evaluation of each RCoA clinical exam, ensure standards are maintained, candidate and examiner feedback and experience on the exam delivery is captured and key concerns are identified and reported on for future improvement, development and delivery
- Maintain quality control standards of examinations in accordance with the examination specification agreed with the General Medical Council
- Work closely with the Head of Examinations to ensure assessment strategy is up to date, changes are communicated to all stakeholders and implemented as agreed

- Contribute to the development of RCoA's examination strategy to use technology to provide online assessment for written examinations, including the training of examiners and examiner supporting materials
- Lead on specific projects to improve processes and systems as appropriate in respect to continuous improvements and maintenance of quality procedures
- Fulfil such other duties related to the role as may be required including acting up in the absence of the Examinations Manager and representing the Examinations Team at relevant meetings

#### People Management, Relationships and Collaboration

- Provide direction, support and constructive feedback for team members on quality and standards issues
- Work collaboratively with internal managers and external examiners on quality and standards procedures
- Develop strong relationships with key internal and external stakeholders by working closely with the newly created FRCA Assurance and Development Group, which monitors the quality and standards of all FRCA and faculty examinations and providing assistance to exam Chairs in quality and standards matters
- Attend the FRCA Assurance and Development Group meetings and where required, the Examinations Strategy Group meetings, providing input and advice, as required
- Advise staff and examiners on developments and innovative ideas in the field of medical education and assessment
- Represent the College at external meetings as required

#### Communications and Member Engagement

- Maintain and promote a positive and helpful approach in regard to membership engagement
- Monitor and manage the delivery of information in respect of exams
- Assist the Head of Examinations on external examinations communication requirements

#### Project Management, Quality Improvement and Governance Responsibility

- Support the management of process requirements and developments in line with service need and to maximise efficiencies
- Ensure examinations are conducted with due regard for the College's Public Sector Equality Duty (PSED)
- Promote equality and diversity in all areas of the examinations
- Provide support and advice to assigned project managers

### **1.3 Qualifications, skills, knowledge and experience**

- Proven experience within a similar role and organisation
- Knowledge and understanding of the principles of assessment
- Experience of managing and developing quality assurance processes
- Experience of developing and implementing effective office systems
- Experience of managing, developing and motivating staff
- Experience of communicating with people at different levels
- Experience of assimilating data, statistical analysis and reporting
- Experience of commissioning and managing work with external suppliers
- Excellent interpersonal skills; demonstrating an ability to motivate, influence and gain the support of others and to have effective collaborative working relationships
- Excellent communication skills, both oral and written with the ability to set out and discuss complex issues clearly for a wide audience and to give presentations as required in a fluent and persuasive manner to people at all levels
- Excellent project management skills
- Proven experience of systems and process development

- Robust IT skills, with thorough working knowledge of Microsoft Office (particularly Outlook, Word, Excel and PowerPoint)
- Excellent information management skills and ability to develop and manage systems for recording and storing information and data
- Excellent stakeholder management skills and experience of working at a very senior level with a broad range of stakeholders
- Ability to exercise discretion in dealing with confidential or sensitive matters and be able to deliver difficult messages with diplomacy and tact
- Experience of managing an administrative function to enable senior positions / management teams to work effectively
- Ability to work autonomously; the post holder will receive a moderate level of supervision and direction from the Head of Examinations, Exams Manager and clinical examinations leads
- Ability to make informed decisions and troubleshoot
- Ability to identify areas for improvement and make recommendations for change
- Excellent time management
- A commitment to maintaining high customer care standards and organisational values
- Ability to work flexible hours and travel away from home to meet organisational requirements
- An undergraduate qualification or equivalent professional experience

Desirable:

- Knowledge of UK Postgraduate Medical Education
- Administrative experience in higher education
- Knowledge of medical training processes

#### 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.

<b>VALUE:</b>	EXPERT
<b>COMPETENCY:</b>	Empathy with the College and its business
<b>DESCRIPTION:</b>	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

<b>Support &amp; Delivery</b>
<ul style="list-style-type: none"> <li>• Applies knowledge of business to day-to-day activities</li> <li>• Understands team function and how it fits in overall College</li> <li>• Develops a team spirit</li> <li>• Applies a “can do” approach</li> <li>• Understands impact of own role on wider College functions (and vice versa)</li> </ul>
<b>Management</b>
<ul style="list-style-type: none"> <li>• Applies their professional expertise to the College</li> <li>• Thinks commercially</li> <li>• Acts as a College ambassador</li> <li>• Delegates fully and effectively</li> <li>• Develops, motivates and engages teams and individuals</li> <li>• Plans resources effectively</li> <li>• Leads by example</li> </ul>
<b>Strategic Leadership</b>
<ul style="list-style-type: none"> <li>• Champions key direction and strategy</li> <li>• Encourages and demonstrates entrepreneurialism and cross-College working</li> </ul>

- 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: .....