



Royal College of Anaesthetists

Examinations Quality and Standards Manager

Directorate: Education, Training and Examinations

Reports to: Head of Examinations

Band: C

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 Examinations and the Examinations Development and Assurance Group (EDGA), this role will drive quality improvements in anaesthetic, written and clinical oral examinations for the Fellowship of the Royal College of Anaesthetists examinations and its faculties of intensive care medicine and pain medicine.

This role will be responsible for developing and reviewing assessment policies, procedures and systems that will drive up standards and reduce the risk of error. This role will work collaboratively across our examinations and the College to improve our systems.

1.2 Key tasks and responsibilities

Examinations Quality Assurance and Standards

- Maintain quality control standards of examinations in accordance with the examination specification agreed with the General Medical Council (GMC)
- Review and apply quality assurance processes for the delivery of examinations according to best practice
- Manage and keep under review the process and procedures for the development of questions for the FRCA, FFICM and FPMRCA examinations using best practice in item writing and development and to ensure that examinations meet the style requirements, correct formatting and are free of typographical errors
- Review the production of question papers and ensure that these are in line with procedures, on time and of the highest standards of quality and accuracy, and implement change as required
- Ensure that marking, grading and results procedures are carried out accurately and effectively, according to agreed procedures and within a timely manner
- 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 the College'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 Managers 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 EDAG, which monitors the quality and standards of all FRCA and faculty examinations and provides assistance in quality and standards matters
- Attend the EDAG meetings and where required, the FRCA and faculty examinations and training committees
- 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 examinations
- Assist the Head of Examinations on external examinations communication requirements where needed

Project Management, Quality Improvement and Governance

- Establish and keep up to date a comprehensive development plan for processes and procedures for the examinations; ensuring that there is also a plan for training and upskilling the Examinations Team on any changes
- Support the management of processes 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

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

Signature:

Name:

Date: