



Royal College of Anaesthetists

## Training Operations Manager

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Directorate: Education, Training and Examinations

Reports to: Head of Training

No. of Direct Reports: 3

Band: C

### 1.1 Job purpose

In collaboration with the other managers within the team, the purpose of this role is to provide managerial support and oversight in the operations of the Training Team relating to the anaesthetic training programme; ensuring that the service offered to trainees and trainers is prompt, effective and informed, meets the needs of anaesthetists at each stage of their career, and that their interests are properly represented in the relevant forums.

This role is responsible for the robust application of the Anaesthetic and Acute Care Common Stem (ACCS) training programmes in accordance with the guidance and regulations outlined in the respective curricula. In addition, this role is responsible for the managerial support and oversight in the operations of the team relating to the College's International Medical Graduates (IMGs) sponsorship schemes, as well as international training.

This involves working closely with the General Medical Council (GMC), local training providers (Postgraduate Deaneries and Schools of Anaesthesia), members of the public, anaesthetic trainees and more senior anaesthetists to communicate, monitor and uphold standards in training and assessment. Developing and maintaining productive working relationships across the Training Team and the College as well as the relevant College Officers, Committees and external stakeholders is therefore essential.

### 1.2 Key tasks and responsibilities

#### CCT Training Administration

- Ensure appropriate high-quality support is delivered to trainees and trainers, queries are dealt with in a timely manner and that this workload is distributed appropriately across the team
- Ensure Certificate of Completion of Training (CCT) / Certificate of Eligibility for Specialist Registration via the Combined Programme (CESR[CP]) / CESR recommendations to the General Medical Council (GMC) are accurate and made in a timely fashion
- Ensure key guidance and associated documents are up to date and reflect current policy
- Ensure information and guidance provided to others and in response to enquiries about anaesthetic specialty training (including ACCS), is accurate
- Manage and/or oversee requests and applications from trainees taking time out of the training programme, for various reasons, including calculating training completion dates on request and advising applicants and trainers on the outcomes
- Approve some CCT dates on behalf of the College's Training, Curriculum and Assessment Committee (Delegated level of authority)
- Participate in and ensure appropriate support is delivered to users of the College's Lifelong Learning Platform (LLP)

- Maintain training records in the relevant systems and manage appropriate housekeeping protocols effectively
- Develop and manage streamlined and efficient business processes to optimise the service provided using technology and the CRM, and monitor for areas of improvement
- Liaise with the GMC, other Colleges and Faculties, and wider stakeholders as required

#### Lifelong Learning Platform (LLP) Support

- Ensure appropriate first line support is provided to users of the College's LLP [online training portfolio]
- Monitor correspondence from LLP users to identify bugs, issues and areas for development within the LLP and work with the LLP Product Manager to develop potential solutions

#### International Training

- Maintain a comprehensive knowledge and understanding of the College's international training processes and initiatives
- Ensure high quality and timely advice and guidance is delivered to IMGs wishing to come to the UK for limited periods of time
- Ensure key guidance and associated documents are up to date and reflect current policy
- Monitor systems and processes for areas of development/improvement
- Provide guidance to the College's 'Bernard Johnson Adviser (International)' as required

#### People Management, Relationships, Collaboration and Team Working

- Maintain a thorough understanding of the wider responsibilities of the team, including but not limited to, undergraduates, recruitment and workforce, global partnerships and Anaesthesia Associates
- Provide direction, support and constructive feedback for team members through regular 1:1 meetings
- Conduct appraisals with team members setting SMART objectives aligned to the directorate and team strategy
- Encourage and support team members personal development
- Build a collaborative, mutually supportive and high performing team
- Manage underperformance effectively through open, transparent and consistent processes

#### Financial and Asset Management

- In line with the College's finance regulations, the role holder has a delegated level of authority to authorise purchases in the Head of Training's absence
- Develop work plans and monitor all component work streams to ensure delivery is within agreed budget
- Report any identified changes in resourcing levels or roles required to support the delivery of work

#### Committee Support

- Provide secretarial support to allied Committees and Chairpersons, including drafting agendas, preparing papers, coordinating logistical arrangements, taking and reporting of minutes, coordinating follow-up actions and processing of all general correspondence for the Committees
- Coordinate the work of the Training, Curriculum and Assessment Committee and any related work streams
- Participate as required in the Intercollegiate Committee for Acute Care Common Stem Training (ICACCST)

External Representation

- Attend School of Anaesthesia training committees on invitation and provide advice and guidance to Heads of School and Regional Advisers (Anaesthesia) as requested
- Attend and participate in regional educational supervisor training days on invitation
- Represent the College at stakeholder meetings and liaise with the GMC on issues relating to CCT
- Represent the College at stakeholder meetings relating to IMG sponsorship schemes
- Liaise directly with the GMC, Academy of Medical Royal Colleges (AoMRC) and other stakeholders on all international sponsorship matters
- Guide the provision of specialty input to the development of national guidance documents as required

Project Management and Governance Responsibility

- Ensure processes and procedures support the delivery of the Training Team's operational plan
- Monitor project implementation and stakeholder information
- Identify, deliver and manage projects to improve service levels and create more efficient systems of working
- Proactive contributor to management meetings and the running of the directorate

Other Duties

- Deputise for the Head of Training, as necessary
- Uphold and role model the values of the College

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

- Proven experience of working in a helpdesk and/or customer service environment
- Demonstrable experience of effectively managing a team and developing skills in others
- Understanding of and the ability to carry out line management duties and principles
- Proven experience of providing secretarial support to formal committees, including minute-taking
- Ability to understand, interpret and simplify complex information from a variety of sources
- Ability to maintain a working knowledge of the ever-evolving healthcare landscape, particularly in relation to postgraduate medical education and training
- Ability to develop and maintain effective working relationships with a variety of internal and external stakeholders
- Excellent organisational, IT, time management and communications skills (both verbal and written)
- Project Management principles e.g. PRINCE2 or Managing Successful Programmes (MSP)
- Educated to degree level, or equivalent work experience

Signature: .....

Name: .....

Date: .....