



Royal College of Anaesthetists

Specialty Training Administrator

Directorate: Education, Training and Examinations

Reports to: Training Manager

Grade: 6

1.1 Job purpose

The primary purpose of this role is to provide support and guidance to Anaesthetists throughout their training programme to the award of a CCT, as well as administering the online system for maintaining anaesthetic training records. This service is highly valued by the College's members and as a 'front-line' role requires the incumbent to develop a comprehensive knowledge of the relevant regulations, systems and processes involved.

The role-holder will focus on ensuring written correspondence received in the training department is dealt with in a timely and professional manner. Actively monitoring the Training department's email management systems is vital in ensuring that we offer the highest levels of service to our members. As they develop an understanding of the systems, the role-holder will be expected to offer guidance to colleagues and management to ensure the whole department is managing emails effectively.

1.2 Key tasks and responsibilities

CCT Training Administration

- Provide information and guidance to others or directly responding to enquiries, about anaesthetic specialty training (including Acute Care Common Stem [ACCS]), and referring queries to committees as necessary
- Process requests and applications from trainees taking time out of the training programme, for various reasons, including calculating training completion dates for approval and advising applicants and trainers on the outcomes
- Provide support to users of the College's Life-Long Learning systems
- Maintain training records in the relevant systems and applying housekeeping protocols effectively
- Produce letters and prepare reports and other documents for committees and internal meetings
- Liaise with the General Medical Council (GMC) and other Colleges and Faculties as required
- Ensure guidance and policy documents relating to anaesthetic specialty training are up to date
- Monitor volumes of incoming traffic in the department's email management systems and reporting exceptional circumstances to the Training Manager

Project Support

- Provision of general administrative support to ongoing team-wide projects including arranging stakeholder events, liaising with regulatory and other third party bodies, administering relevant software applications, and maintaining project records

Committee Support

- Provision of 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

1.3 Qualifications, skills, knowledge and experience

- Prior experience of working in a membership organisation and/or the medical education sector would be beneficial
- Proven customer service experience
- Experience of providing secretarial support to formal committees, including minute-taking
- Strong organisational skills, IT skills, and communication skills (both written and verbal)
- Demonstrable ability to understand, interpret, and simplify complex information such as regulations
- Educated to GCSE level, or equivalent

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.

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| 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 |

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| 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.

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| 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.

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| 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 |
| <ul style="list-style-type: none"> • 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 |
| <ul style="list-style-type: none"> • 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: