



Royal College of Anaesthetists

Training & Membership Administrator (FPM)

Directorate: Clinical Quality and Research

Reports to: Professional Affairs Manager (FPM)

Grade: 6

1.1 Job purpose

The Faculty of Pain Medicine's (FPM) lead administrator for matters relating to training, assessment and membership. This role will act as the first point of contact for FPM members.

1.2 Key tasks and responsibilities

Training

- Manage and interact with all trainee-related projects and processes including trainee registration
- Lead on Quality work streams including: coordinating surveys, analysing data and running the process for regional feedback
- Lead on Workforce including: answering all relevant queries; maintaining all data relating to workforce; assisting the statistical lead in the analysis of data and preparing reports and presentations and ensuring all workforce developments are appropriately communicated
- Manage the lists, meetings and appointment processes for regional trainers
- Assist the College Examinations department where required with Faculty Examinations, including administering the exam prizes and assisting with the running of the exam events

Essential Pain Management (EPM)

- Administer the EPM project in conjunction with the Head of Faculties:
 - Work with the Clinical Leads to organise and arrange aspects (flights, resources) of the EPM courses overseas and in the undergraduate sphere
 - Collect and analyse data from the course feedback for formal reporting
 - Keep an up to date list of the course instructors and produce newsletters; keeping them abreast of the overall project
 - Maintain liaison with the other global EPM project groups and funding providers
 - Monitor and report on project funding
 - Contribute towards papers and reports on EPM

Membership

- Act as first point of call for all trainee and member queries and manage the FPM inbox
- Coordinate membership applications:
 - Organise application forms, regulations and maintenance of membership database
 - Ensure applicants applying for individual categories of Fellowship and Membership meet the allocated criteria and liaise as necessary to resolve problems and issues with application forms and eligibility

Committee Work, Relationships and Team Working

- Serve as secretary for all relevant Committees and working parties 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 relationships with the Dean, Vice Dean and Chairs/Committee members, including briefing them on the areas detailed above
- Support the workload of the team, including assisting with the induction of new members of staff, the introduction of Administrators to new areas of work and assisting in general matters
- Undertake any other duties which might reasonably be required by the Head of Faculties or the Faculties Manager
- Cover the work of the Faculties department, where required
- Regular liaison and cross-work with team members and 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
<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.

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

- 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: