



Royal College of Anaesthetists

Assessment and Quality Data Manager

Directorate: Education, Training and Examinations

Reports to: Head of Training

No. of Direct Reports: Up to 3

Grade: 4

1.1 Job purpose

In collaboration with the Training Manager, the purpose of this role is to provide managerial support and oversight in the operations of the Training department relating to the anaesthetic training programme, ensuring that the service offered to trainees and trainers is prompt, effective and informed, and meets the needs of anaesthetists at each stage of their career.

This role is responsible for the robust application of the workplace based assessment methods, rules and strategies for the anaesthetic and Acute Care Common Stem (ACCS) training programmes in accordance with the guidance and regulations outlined in the curricula. The role is also responsible for the oversight, management, analysis and reporting of data and insights relating to the specialty's training programme.

The role holder is responsible for the management, continual development and value maximisation of the College's Lifelong Learning platform. This aspect of the role will also involve the management of a helpdesk service to members in collaboration with a wider team of staff.

The role holder will be expected to work closely and develop good working relationships 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.

These services are an essential function of the College's core business and decisions will impact the delivery of training to trainee anaesthetists, their trainers and other stakeholders nationally. The role holder is therefore required to develop a comprehensive knowledge of the relevant regulations, rules, systems and processes involved and be able to offer and disseminate guidance and clarification appropriately.

1.2 Key tasks and responsibilities

Assessment and Quality of Training Programme Management

- Ensure that both the workplace based assessment strategies for the Anaesthetic and ACCS curricula are up-to-date and represent best practise in the delivery of postgraduate anaesthetic training
- Ensure that trainees, trainers, and external administrative teams (including colleagues) are informed of updates and changes to curricula associated workplace based assessment policy in the most appropriate way; maintain a given strategy for disseminating such information
- Responsible for ensuring key guidance and associated documents are up to date and regularly updated to reflect current policy

- Liaise with the GMC, the Training Manager and other members of the team in relation to gaining approvals for changes to the curricula and associated assessment strategy, along with administrative processes
- Responsible for ensuring relevant sections of the College website are updated and remain current
- Develop and manage data sets and reporting to support the evaluation and quality assurance of anaesthetic training programmes
- Develop and manage the regular reporting of Lifelong Learning associated data, and other data reports to College management and committees
- Responsible for ensuring the specialty is appropriately represented in the GMC's National Training Survey (NTS)
- Adhere to information sharing protocols required under Data Protection legislation and/or General Data Protection Regulations (GDPR)
- Monitor systems and processes for areas of development/improvement
- Maintain a thorough understanding of the wider responsibilities of the team, including but not limited to, undergraduates, recruitment and workforce, Medical Training Initiative and Anaesthesia Associates

Systems Support – Lifelong Learning Platform (LLP)

- Ensure appropriate high quality support is delivered to users of the College's LLP
- Understand the requirements of the College/staff/users by maintaining and prioritising their needs to ensure that the team is working on projects that maximise business value and deliver necessary solutions and functionality to end users
- Produce monthly reports for the Head of Training and Finance team
- Develop and maintain the overall vision of the LLP and its innovation roadmap
- In conjunction with the clinical reference group, produce reports and recommendations regarding the overall vision and roadmap of the LLP to the Education, Training and Examinations Board and the Senior Management Team (SMT)
- Develop and manage streamlined and efficient business processes for capturing requests for change and enquiries from all key stakeholders, providing the interface between users, the IT provider and other stakeholders
- Develop and regularly liaise with a network of clinical Lifelong Learning Leads across the UK
- Develop streamlined and efficient business processes for the recording and maintenance of issues, incidents and risks
- Identify actions needed to resolve issues, incidents and risks and ensure protocols are applied effectively
- Produce letters and prepare reports and other documents for committees and internal meetings, as required
- Lead for training, revalidation and professional development related systems, in respect of any on-going College technology review or implementation
- Manage and sign off 'User Acceptance Testing' on any new system developments, providing support to colleagues and external users participating, as required

Relationship Management / Customer Service Management

- Responsible for ensuring that the quality and integrity of the data used to support the work of the Training team is appropriate
- Responsible for ensuring 'help-desk' queries are dealt with in a timely manner and that this workload is distributed appropriately across the team, in collaboration with the Training Manager

People Management, Relationships, Collaboration and Team Working

- Provide direction, support and constructive feedback for team members through regular 1:1 meetings
- Conduct half and full year appraisals with team members setting SMART objectives aligned to the directorate and team strategy

- Encourage and support team member's personal development
- Build a collaborative, mutually supportive and high performing team
- Manage underperformance effectively through open, transparent and consistent processes

Financial and Asset Management

- Authorise purchases in the Head of Training's absence, in line with the College's finance regulations
- 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

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 assessment and quality assurance
- Guide the provision of specialty input to the development of national guidance documents, as required
- Collaborate with Health Education England, devolved nations, other medical colleges and faculties, and other stakeholders on all electronic recording of training, revalidation and professional development matters
- Represent the College at stakeholder meetings relating to electronic recording of training, revalidation and professional development

Project Management and Governance Responsibility

- Highlight opportunities for business development aligned to the department operational plan
- Monitor project implementation and stakeholder information
- Identify and address aspects of service that may require improvement, through the development and implementation of new working practises and processes

Other Duties

- Deputise for the Head of Training, as necessary

1.3 Qualifications, skills, knowledge and experience

- Ability to maintain a working knowledge of the ever evolving healthcare landscape, particularly in relation to postgraduate medical education and training, as well as a detailed understanding of the processes underpinning the College's Lifelong Learning platform
- Understanding of common data reporting tools and experience of structuring queries
- Excellent organisational and communications skills (both verbal and written)
- 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 understand, interpret, analyse and report notifications of risks and issues, as well as simplify change requests
- Understanding of and the ability to carry out, line management duties and principles
- Educated to degree level, or equivalent work experience

Desirable:

- Prior experience of working in a membership organisation and/or the medical education sector
- Project management training and/or formal qualification

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

- 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: