



Royal College of Anaesthetists

Business Coordinator

Directorate: Membership, Media and Development

Reports to: Director of Membership Media and Development

Grade: 5

1.1 Job purpose

To provide comprehensive and day-to-day administrative support and assistance to the Director of Membership, Media and Development whilst supporting the wider functioning of the directorate, working alongside heads of functions, managers and staff.

The Business Coordinator will also support the directorate in achieving its strategic objectives, including world class customer service by providing proactive administrative support to cross team projects, as identified with the Director.

This role provides secretarial support to the Membership, Media and Development Board, the Chair and its members, in fulfilling its objectives within the College strategy. In addition to, providing administrative assistance and support to the College's Nominations Committee, Heritage and Archive Committee, and the Education and Professional Development Committee.

This role is responsible for all day-to-day work in relation to the College's heritage and archive, in conjunction with the Heritage and Archive Committee.

1.2 Key tasks and responsibilities

Assistant to the Director of Membership, Media and Development

- Manage the Director's diary and appointments, while offering support in managing the email inbox, especially in periods when the Director is absent on leave
- Arrange travel and accommodation for the Director, as required
- Manage all correspondence for the Director; provide secretarial support, such as drafting and typing emails, letters, documents or presentations
- Manage accurate and accessible filing systems
- Assist with supporting papers for Director's meetings, conducting research and providing briefings where necessary
- Process expenses, invoices, raise purchase orders and verify services and goods received, as and when required
- Proofread external documents e.g. Bulletin articles, annual reports etc.
- Maintain effective communication with the Director at all times and arrange regular meetings
- Undertake such other duties as may reasonably be required by the Director, including providing support to the teams within the Membership, Media and Development directorate

Board, Committee and Working Group Support

- Serve as Secretary for the Membership, Media and Development Board, relevant Committees and Working Groups; primarily the Education and Professional

Development Committee and the Nominations Committee in addition to other short life working parties as directed and agreed by the Director

- Develop excellent working relationships with the Chairs of the Committees and working groups, including briefing them on various issues that may arise
- Draft and deliver agendas and any associated papers for discussion at relevant committees
- Organise catering, room booking and any AV requirements
- Draft minutes accurately and in a timely fashion
- Initiate follow-up actions in conjunction with the Chair, Director, Head of or Manager as appropriate, exercising independent judgment and taking appropriate action within his/her areas of competence
- Draft covering papers and meeting summaries for the Director and Board Chair
- End to end management of the College's nominations process, which includes but is not limited to: Coordinating received nominations, producing letters advising nominees of their awards, updating College records, managing the production of medals and certificates and liaising with the events team on citations and presentations
- Coordinate and compile the Membership, Media and Development directorate updates for the quarterly RCoA Advisory Board Meetings

Directorate Support

- Act as the main administrative contact (both internally and externally) for the directorate, dealing diplomatically and sympathetically with all enquiries and liaising with other members of the College to ensure good communications
- Arrange and attend a regular cycle of team and directorate meetings, as agreed with the Director drafting agendas, when required
- Support the customer facing work of the teams within the directorate by providing additional cover to phone lines and email inboxes
- Support the maintenance of directorate webpages, providing an objective eye and picking up errors
- Support the Director in compiling, monitoring and updating the operational plan and risk register for the directorate liaising with heads of, managers and staff to ensure this is kept up to date
- Coordinate and facilitate inter-departmental, directorate and/or external meetings to support specific projects and short life working parties
- Act as the first point of contact for complaints related to the directorate

Heritage and Archive

- Provide secretariat support to the Heritage and Archive Committee; booking meetings, taking minutes and logging actions
- Provide support to the Honorary Archivist, Lives of Fellows project and RCoA staff requiring archive materials
- Support the delivery of the Lives of the Fellows project
- Ensure the relevant Heritage webpages on the Colleges website are kept up to date, relevant, reporting on quarterly traffic and usage
- Respond to all heritage and archive information requests from both members and staff
- Coordinate the College's digital archive to ensure all teams are aware and actively provide digital materials for retaining as part of the College Archive

1.3 Qualifications, skills, knowledge and experience

- Proven experience as an Executive Assistant or Business/Team Coordinator, preferably in a membership organisation or within the medical education sector
- Proven track record of effective project and/or programme management and understanding of project management principles including implementing project plans

- Proven experience of managing all aspects of committee administration, including preparation of agendas and collation of supporting papers, recording minutes and actions arising from meetings, booking, venues, restaurants, catering and AV
- Experience of minute taking and supporting senior level boards and committees
- Proven experience of managing a varied and extensive workload, juggling multiple tasks and prioritising under pressure
- Experience of successfully managing senior stakeholders/relationships
- Knowledge of GDPR and an understanding of confidentiality
- An understanding and commitment to equality, diversity and inclusion
- Experience of drafting official responses and communications
- Excellent communication skills, including verbal, written and presentation
- Excellent organisational skills
- Demonstrable ability to understand, interpret, and simplify complex information from a variety of sources
- Ability to work effectively, independently and with minimal supervision
- Excellent time management, including being able to manage the time of others and work to deadlines
- Ability to work collaboratively across multiple levels
- Ability to work methodically and accurately when under pressure
- Intermediate level MS Office (Excel, Word, PowerPoint, SharePoint) skills; familiarity with CRM databases
- A commitment to maintaining high customer care standards and upholding organisational values
- Educated to degree level, or equivalent work experience

Signature:

Name:

Date: