



Royal College of Anaesthetists

Business Coordinator

Directorate: Clinical Quality and Research

Reports to: Deputy CEO and Director of Clinical Quality and Research
Associate Director of Clinical Quality and Research

Grade: 5

1.1 Job purpose

The role holder will be required to provide proactive and confidential administrative support to the Deputy CEO and Director of Clinical Quality and Research ("Director") and support the wider Clinical Quality and Research teams on specific and more general areas of work. For the more general areas of work, the role holder will report directly to the Associate Director of Clinical Quality and Research ("Associate Director").

This role will have responsibility for managing College representation on external committees and the consultation process known as Consultation, Partnerships & Endorsement (COPES) process. In addition to, providing support to the patient and public involvement workstream.

This role is outward-facing, involving liaison with clinicians and working closely with council members.

1.2 Key tasks and responsibilities

Personal Assistant to Deputy CEO and Director of Clinical Quality and Research

- Manage all correspondence for the Director; provide secretarial support, such as drafting and typing emails, letters, documents or presentations
- Maintain effective communication with the Director at all times and arrange regular meetings
- Ensure the Director is aware and informed of all meetings and events and add them to their calendar
- Manage Director's electronic inbox, calendar, appointments, contacts and task list
- Arrange meetings, travel and accommodation for the Director as required
- Manage accurate and accessible electronic filing systems
- Proof read external documents e.g. Bulletin articles, annual reports etc.
- Manage supporting papers for the Director's meetings, conducting research and providing briefings where necessary; including electronic copy in calendar with relevant notes
- Manage timetable for directorate meetings and social lunches
- Process expenses, invoices, raise purchase orders and verify services and goods received, as and when required
- Record and monitor the departmental credit card expenditure
- 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
- Draft, finalise and maintain the tracker for all directorate MOUs
- Undertake such other duties as may reasonably be required by the Director

Support to the Assistant Director of Clinical Quality and Research

- Provide secretarial support to the Associate Director, as and when required
- Ensure the Associate Director is aware and informed of all relevant meetings and events and add them to their calendar

Secretary and/or Deputy to Assigned College Boards/Committees

- Serve as Secretary as required to assigned Clinical Quality and Research Boards/Committees and its Chairperson, including drafting agendas, preparing papers, coordinating logistical arrangements, taking minutes of meetings, coordinating follow-up actions and managing all general correspondence to the Board

Representation on External Committees and External Surveys

- Manage the College's process for representation on external committees and external surveys
- Maintain the database of College representatives on external committees
- Maintain the database of College "Subject Matter Experts"
- Coordinate the process of recruiting representatives and obtaining regular updates from representatives
- Act as the key point of contact for College representatives
- Coordinate the external survey process

Consultation, Partnerships and Endorsement (COPES) Process

- Manage the COPES process and ensure it runs efficiently and all deadlines are met
- Provide consistently high quality customer service to all stakeholders

Patient and Public Involvement

- Provide support to the Patient and Public Involvement Manager
- Provide administrative support to relevant working groups

General Support to the Directorate

- Arrange meetings for Heads of Departments, as required
- In the absence of team members or during busy periods, provide support to the directorate (appropriate training will be provided)
- Assist in key meetings and events as directed by the Director and Associate Director
- Undertake any other duties that might be reasonably required by the Director and Associate Director

1.3 Qualifications, skills, knowledge and experience

- Proven experience as an Executive Assistant and/or Personal Assistant at a senior level, preferably in a Royal College or Healthcare organisation
- Experience of committee servicing at board level
- Experience of successfully managing senior stakeholders/relationships across multiple levels
- Experience of managing a varied and extensive workload, juggling multiple tasks and prioritising under pressure
- Experience of contract and budget management
- Proven track record of effective project and/or programme management and understanding of project management principles
- An understanding and commitment to equality, diversity and inclusion
- Excellent communication skills, including verbal, written and presentation
- Excellent time management and the ability to manage the time of others and work to deadlines
- Good analytical skills
- Knowledge of GDPR and an understanding of confidentiality

- Ability to work effectively, independently and with minimal supervision
- Intermediate level MS Office (Excel, Word, PowerPoint, SharePoint) skills; familiarity with CRM databases
- Educated to degree level, or equivalent work experience

Signature:

Name:

Date: