



Royal College of
General Practitioners

JOB DESCRIPTION

1. JOB DETAILS	
Job Title:	Devolved Nation Support Coordinator
Job Holder:	
Reports to:	Head of RCGP Northern Ireland
Date:	October 2021

2. JOB PURPOSE

To provide a support function to the Devolved Nations, including Faculty Offices to:

- Ensure that all finance administration is processed for payment and that all queries are successfully resolved for the Devolved Nations and Research Team.
- To liaise with colleagues across the Devolved Nations and central college to ensure that the Devolved Nations meet their obligations for, but not limited to, health & safety, records management, facilities, brand guidelines and website content.
- Assume responsibility for the coordinating and disseminating of information and communications between the Devolved Nations, central college and the English Faculties.

3. DIMENSIONS

1. Fulfil the finance administration function on behalf of the Devolved Nations and the Research Team based in Euston Square.
2. Coordinate the records management for the Devolved Nation teams.
3. Coordinate all property and maintenance activities of the Devolved Nation offices.
4. Coordinate Devolved Nation input into website development and updates as and when appropriate.
5. Lead on all aspects of College brand and style guidelines across the Devolved Nations and Faculties.
6. Coordinate all elements of Health and Safety reporting across the Devolved Nations.
7. Reception cover for the Edinburgh office.
8. Coordinate and disseminate information and communications between the Devolved Nations, central college and the English Faculties.
9. To help facilitate ad hoc project work.

4. KEY RESULT AREAS

1. To fulfil the finance administration function on behalf of the Devolved Nations and the Research Team based in Euston Square raising requisitions, purchase orders and liaising with the Finance Team in London for payment. Ensuring resolution of queries and maintaining accurate records of transactions for auditing purposes.
2. Ensure that all staff are aware of the retention policy and schedule and obligations under GDPR for the maintenance of College records. Attendance at Records Management meetings as the DN representative and liaising between local offices and central college on any queries, and updates.
3. Represent the DN offices at the operational property management meetings, disseminate any relevant information and coordinate any responses required from the Devolved Nations.
4. Lead and manage all required H&S reporting, including leading on and monitoring necessary remedial actions and improvements where identified. Raising issues on behalf of any of the DN offices and/or staff. Creating a DN report for the quarterly Health & Safety committee meetings, feeding back on significant issues and annual checks and reports.
5. Review weekly blogs and weekly digests as well as key external documents such as policy documents and manifestos, and all other Devolved Nation publications, including acting as the guardian of the College's brand and style guidelines to ensure consistency, accuracy, and brand compliance.
6. Coordinate the Devolved Nations input into the development of the new College website by liaising with IT on the requirements for the new website, ensuring that the views and strategic needs of the Devolved Nations are captured and understood as part of the development of the new website, and ongoing needs once the website is live.
7. Be the first point of contact in the Edinburgh office ensuring that all incoming calls are directed appropriately, that mail is distributed/posted and that general enquiries are handled in an efficient manner.
8. Work with the National Faculty Coordinator and the Faculty Manager Devolved Nations to ensure that new initiatives relating to the Faculty Strategy are rolled out simultaneously across the UK and that communications across the faculties are simultaneous and equitable across the UK. Be responsible for information dissemination to the Heads of Devolved Nations, Devolved Nation teams and Faculty staff as appropriate.
9. Work with the DN team to help facilitate ad hoc project work as and when required.

5. KNOWLEDGE, SKILLS AND EXPERIENCE

Education

Educated to HND or equivalent relevant professional qualification or experience.

Experience

- Experience of providing high level and complex administrative support.
- Experience of working under own initiative, multi-tasking and setting own deadlines.
- Experience of working in a busy office environment, to tight deadlines.
- Proven written and oral communication skills with personnel at all levels.
- Experience in dealing with personal, confidential and sensitive information.
- Knowledge of working in a membership or health related organisation is desirable.

Knowledge / Skills / Attributes

- Excellent time management skills with the ability to prioritise effectively to meet conflicting deadlines.
- Very high standards of attention to detail in all written material.
- Flexible and friendly attitude.
- Excellent customer relations skills and team working skills.
- Ability to identify, set, respond to and manage departmental deadlines and help others to do so.
- Able to work to deadlines and help others to do so.
- Ability to identify issues and opportunities and bring to others attention

6. COMMUNICATIONS AND WORKING RELATIONSHIPS.

Internal

- Executive Director, Policy & Engagement
- Head of RCGP Scotland, Wales & Republic of Ireland, Northern Ireland
- Faculty staff including National Faculty Coordinator and Head of English Faculties
- Devolved Council staff and Officers
- RCGP London staff and Officers
- Members
- Lay members.

External

- Key Stakeholders
- Professional Bodies

All post holders are expected to adhere to GDPR and ensure that they handle data in a manner that is compliant with the regulations.