



Royal College of  
General Practitioners



# Candidate BRIEFING PACK





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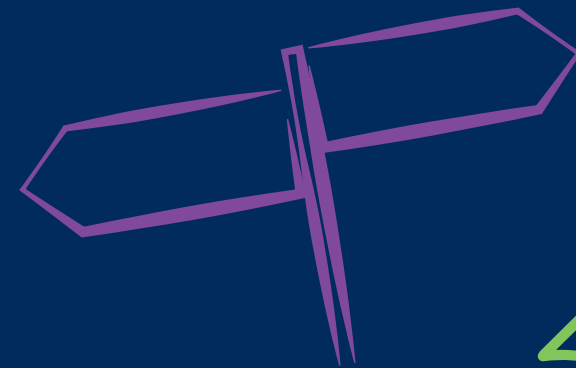
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**Valerie Vaughan-Dick MBE**

Chief Operating Officer



## Welcome

My name is Valerie Vaughan-Dick MBE, Chief Operating Officer of RCGP – the largest medical royal college in the UK with over 54,000 members. The College was founded in 1952, four years after the start of the NHS.

The College has a talented workforce of over 250 people who work to support our GP members in maintaining the highest standards of patient care. Every year, we help around 2,000 new GPs join the NHS. We are the voice of GPs on education, training, research, and clinical standards.

We keep our staff team motivated and inspired by valuing and rewarding the contribution they make, and by supporting everyone to develop to their fullest potential. We offer a wide range of benefits for working with us and invest in our people's learning and development. We recognise and promote the value of a diverse, dynamic and inclusive workforce.

Every team at the College contributes to the delivery of our Strategic Plan 2020-2023 – 'Putting members at the

heart of everything we do' which sets out what the College is going to do over the next three years to make rapid progress in translating that vision into reality and delivering tangible improvements to the working lives of frontline GPs.

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We work well together to deliver exceptional work and have won many awards over the years that we are extremely proud of.

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We encourage and inspire each other to make a difference for the people we support.

I'm very pleased that you are interested in joining the College and becoming part of our hardworking, talented, and vibrant workforce who help to make a difference to patients' lives every day.

We very much look forward to receiving your application.

*Valerie*





**Mark Thomas**

Executive  
Director of  
Policy and  
Engagement



## Welcome

I am really pleased that you have taken the time to find out about a role within my directorate.

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We offer a range of exciting opportunities for people who are passionate about making a difference, at one of the most respected and influential healthcare bodies in the UK.

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Through our work, we support GPs to deliver better care to their patients and once appointed you will have the opportunity to become part of a talented and committed team.

My directorate leads on shaping government and NHS policy on healthcare issues across the UK, promotes research and innovation, and communicates on behalf of GPs to the media, politicians and the public.

We also support the College to engage with members, staff and external stakeholders, through our digital engagement team, and locally and within the devolved nations, through our faculty network and Devolved Councils.

My teams include Devolved Nations, English Faculties, PR and Corporate Communications and Policy, Research and Campaigns.

I look forward to receiving your application.

*Mark*





# About Us

Founded in 1952, the RCGP is the professional membership body for family doctors across the UK and abroad. With over 54,000 members, the College is the largest of the medical royal colleges by membership.



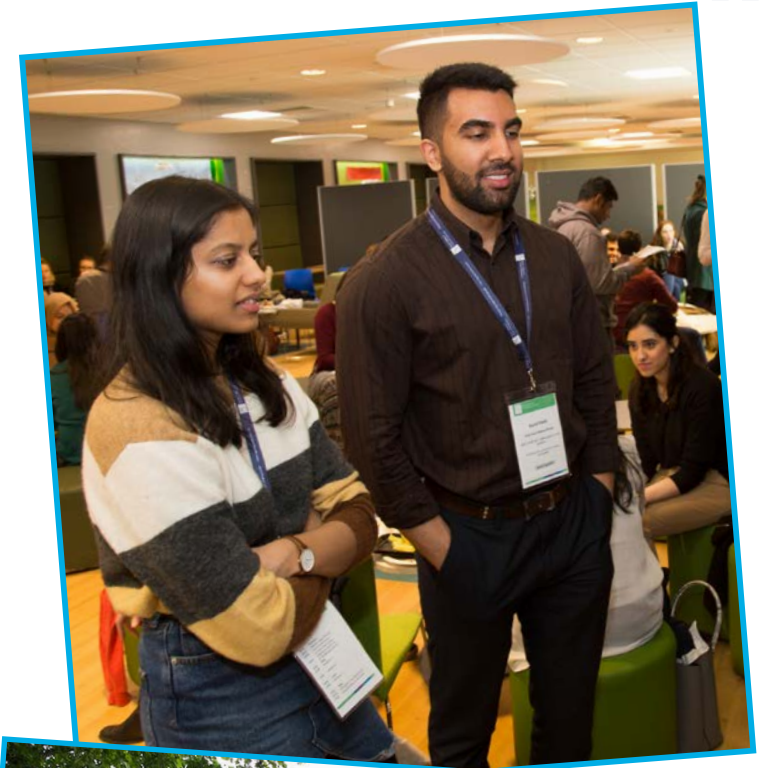
## What we do

Our purpose is to promote the best possible quality of health and healthcare by:

- setting the highest standards for general practice
- ensuring GPs have the best possible training
- supporting GPs throughout their professional lives to deliver the best possible service
- leading the profession and demonstrating the value of general practice
- developing general practice as the foundation of effective and sustainable primary care worldwide
- using resources efficiently to support our members and develop the College sustainably.

Based in our prestigious offices at 30 Euston Square London NW1, the College also has a network of faculties serving members locally and a devolved council in each of the nations of the UK.

Further information about the College can be found on our [website](#).





## Organisational structure

The College Leadership Team comprises the UK Officers, Chairs of Devolved Councils, Chair of Trustees, and members of the Executive Management Team (EMT) – led by the Chief Operating Officer and responsible for the strategic management of the College.

## The Executive Management Team

### Chief Operating Officer

Valerie Vaughan-Dick MBE

### Executive Director

Policy and Engagement – Mark Thomas

### Executive Director

Professional Training & Standards – Fiona Erasmus

### Executive Director

Membership, Development & Education – Ben Clacy

### Executive Director

Planning and Resources – Harriet Jones





## Council

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Our Council is an elected body of leading GPs from across the UK. It is led by Professor Martin Marshall, who as Chair of Council is the College's principal spokesperson. There are 18 nationally elected council members who usually serve a three-year term, with six places coming up for election each year. The President is elected by national ballot every two years. Officers are elected or reconfirmed by the Council each year. The Council also elects the Chair of Trustees and three other trustees.

Council has a number of sub committees and boards, controlling key policy issues such as:

**Scientific Foundation Board**

**Medical Ethics Committee**

**Fellowship and Awards Committee**

## Faculties

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We support our members through a network of local faculties – the local face of the College and elect members to Council. There are 32 faculties each with their own board, who work voluntarily upholding our vision, purpose and priority goals.

## Devolved Councils

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There are devolved councils in Scotland, Northern Ireland and Wales who ensure that the work of the College remains relevant across the UK.

## Trustees

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The administrative governance of the College is the responsibility of a Board of Trustees comprising GPs and lay members. Trustees have a number of committees to ensure the appropriate scrutiny of the College's activities:

**Planning and Resources**

**Audit and Risk**

**Nominations**

**Governance**

**Remuneration**

Trustees also create task and finish groups from time to time to address specific requirements.

## Officers

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The College has five honorary officers (excluding the Chair), including an Honorary Secretary who has responsibility for ensuring the governance of the College meets our regulatory framework, decided periodically by Council.

## Leadership group

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Leadership group is the working group of Officers and the EMT, which meets monthly.



# Benefits of working for us

Our people bring talent, passion, imagination and drive to our work every day – an enormous contribution that deserves to be rewarded!

We care about our people, as much as we care about our purpose, members, officers and other stakeholders. We aim to support everyone to be the best they can be and make the College a truly great place to work.

So, it makes sense that our employee policies should support the lifestyle you choose and offer a rewards and recognition programme that makes you feel valued.



## Leave

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**Annual leave:** 27 days per annum plus bank holidays (pro rata for part time employees). You can buy five days additional annual leave and sell up to two days annual leave. This will be pro rata for part time employees.

**Employer supporter volunteering scheme:** Up to two paid days to volunteer (pro rata for part time employees).

**Flexi-time:** Our flexi-time system allows you to vary your start and finish time to ensure you fulfil your contractual commitments to the College. There is also the ability to bank time to allow you to carry out personal/family commitments.

**Special leave:** Special leave with pay includes bereavement (compassionate) leave, emergency family / time off for dependents leave, moving to a new house.

## Finance

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**Pension scheme:** We operate a contributory pension scheme where you contribute a minimum 4% per month through salary sacrifice – the College pays 8% per month.

**Life assurance:** Life assurance is provided at six times your salary, during employment. This benefit only applies to employees who are in the pension scheme.

**Long service award:** We give a financial award for staff achieving long service.

## Professional development

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**Membership of professional body fees:** If membership is relevant and appropriate to the job we will pay for one professional membership a year.

**Study grants and loans:** Applications considered for study grants of up to £1,000 and loans of up to £3,000 for courses of study that are relevant to your role subject to budget.





**Learning and development:** We are committed to providing opportunities for your ongoing learning and development, helping you learn and grow through a combination of formal and informal learning.

**eLearning:** You can upskill via our eLearning portal, which offers a variety of learning content including bite sized courses and resources.

**Mentoring scheme:** Our mentoring scheme supports individual learning, growth and development. It is an opportunity for you to collaborate with colleagues outside of your immediate teams, sharing learning, knowledge and experience.

## Health and wellbeing

**Employee assistance program:** Provided by Axa Healthcare and offers an employee support helpline, information services, 24 hours a day, 365 days a year.

**Eye care vouchers:** We contribute £20 towards eye tests and £55 towards spectacles for VDU use.

**On-site gym:** Our London head office has a fully equipped gym that is free to use.

**Well scheme:** Once you have passed probation we will pay up to £50 per rolling year for you to attend a course, evening class, fitness suite, or other activity which will benefit your wellbeing.

## Family friendly

**Occupational leave:** Maternity, paternity, adoption, parental and shared parental leave.

**RCGP Plus:** Discounts on products and services from a wide variety of brands and retailers.

**Searcys:** A 10% discount at Searcys venues.

## Travel and transport

**Bike loan:** Cycle to work scheme interest free loan, permanent staff only.

**Season ticket loan:** Available once you have completed your probation period.

**Bike storage:** Large inside bike store to leave your bike dry and safe at our 30 Euston Square, London office.





# RCGP Strategic plan 2020 – 2023

*“Putting members  
at the heart of  
everything we do”*



## Our mission and values

Our mission is to encourage, foster and maintain the highest possible standards of patient care in general practice, across the UK and worldwide.

We do this by working with our members: to define the skills that GPs need; to provide them with education and support to deliver quality patient care; to shape the future of general practice; and to be the voice of the profession.

Our values describe the principles that guide us as we work to achieve our mission. We strive to demonstrate:

**Compassion** – for our patients, the populations we serve, our members, our colleagues and ourselves.

**Inclusivity** – we value diversity as part of our communities and treat each individual with equal respect.

**Sustainability** – we look to the future and care about the long-term wellbeing of our members and colleagues, our profession, our patients and the world around us.

**Accountability** – we take responsibility for the results of our actions and continuously strive to be the best that we can be.

**Integrity** – we are honest, open-minded, ethical, evidence-based and fair.

## Our priorities

General practice is under huge strain. Patient demand has escalated, in terms of both volume and complexity, while successive governments have failed to invest in the family doctor service appropriately. As a result, we now have a severe shortage of GPs grappling under pressures that are unprecedented for the profession.

Our landmark publication *Fit for the Future* outlines the College’s vision for revitalising the profession over the next decade and supporting general practice to meet the health needs of the future – for the benefit of GPs and their practice teams, as well as patients and the wider NHS.

This strategy sets out what the College is going to do over the next three years to make rapid progress in translating that vision into reality and delivering tangible improvements to the working lives of frontline GPs.

Its title is ‘Putting members at the heart of everything we do’ because having a strong, active membership is critical – not just to the College, but to the profession and to patients. Only through our engagement with our members can we have the impact that we desire in enabling GPs to provide the best possible care and creating an environment in which general practice can flourish.





# Our priorities for 2020 – 2023

## Priority 1

Shape and deliver practical solutions to tackle workload pressures

## Priority 2

Develop the College into a dynamic and inclusive membership community

## Priority 3

Promote the contribution of general practice and the role of the GP

## Priority 4

Ensure members place a high value on their College membership





# How to apply

Candidates should apply online via **our website**.

A covering letter and detailed CV is required. The CV should include names and contact details of two referees and also a short supporting statement which addresses the criteria as set out in the person specification.



## Recruitment timetable

Stage	Key dates
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## Job Description

1. JOB DETAILS	
Job Title:	RCGP Scotland Governance Coordinator
Reports to:	Head of Scotland
Date:	July 2022

2. JOB PURPOSE
Coordinate the governance function of RCGP Scotland, ensuring that the relevant committees and groups are fully supported and operate efficiently.

3. DIMENSIONS
<ul style="list-style-type: none"><li>• Provide full administrative support to agreed Scottish committees and groups (Scottish Council, Executive Committee, Scottish Patient Forum, GP Recruitment &amp; Retention Advisory Group) including, but not limited to, liaison with committee members, planning of annual meetings calendar, maintenance of database records, arrangement of meetings, preparation of agendas including agenda setting meeting with Officer team, writing cover sheets and governance papers as required, collating and issuing necessary paperwork, attending meetings and minute-taking, monitoring and follow up of actions and associated activities.</li><li>• Be responsible for ensuring that Scottish Council and other relevant committee members, officers, representatives and key staff are provided with comprehensive and professional information (through packs where necessary) relating to the governance structures, requirements, byelaws and procedures of Scottish Council, including issues such as Officers' terms of office, data protection, conflicts of interest, AGM proceedings, training/induction as appropriate</li><li>• Ensure all new committee/group members are provided with a comprehensive induction pack, to progress and promote the work and scope of RCGP Scotland and to provide clarity on roles and responsibilities.</li><li>• Ensure mechanisms are in place to identify when committee and group members (including Scottish Council Chair/Deputy Chair) are due to demit office, recruit and, where necessary, elect committee members (including annually elected Scottish Council ballot members), new RCGP Scotland Officers (three-year cycle), committees' Chairs, etc. and administer the related recruitment processes as required.</li></ul>

- Ensure meetings are planned well in advance and that required officers/staff are briefed and aware of obligations.
- Organise the Scottish Council AGM including collating and issuing necessary paperwork, attending and minute-taking ensuring an accurate reflection of the meeting is presented.
- Ensure the smooth running of the online Scottish Patient Forum, liaising with the Forum Chair and Policy & Public Relations Officer.
- Seek ways in which to streamline processes, developing guidelines and processes when necessary, and to improve the administration process.
- Ensure accurate digital and hardcopy filing and archiving procedures are in place and that all records are maintained in accordance with organisational protocol and in accordance with General Data Protection Regulations requirements.
- Maintain an accurate register of all RCGP Scotland committee and group members and ensure the member database and appropriate sections of the RCGP website is kept updated.
- Monitor and collate data regarding activity for RCGP committees including an accurate and up to date register of members special interests and EDI data for reporting purposes.
- Meet regularly with counterparts in the Devolved Nations, Faculty Support Team and UK governance teams, sharing best practice and streamlining and aligning governance and secretariat processes as appropriate.

#### 4. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

##### **Education**

Educated to HND or equivalent relevant professional qualification or experience.

##### **Experience**

- Experience of committee organisation, including planning and executing meetings as well as overseeing governance functions
- 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
- Knowledge of working in NHS, other health related organisations or a membership organisation is desirable

##### **Knowledge / Skills / Attributes**

- Proven written and oral communication skills with personnel at all levels
- Excellent minute taking skills
- Excellent diary and time management skills with the ability to prioritise effectively to meet conflicting deadlines;
- Excellent time management skills with the ability to meet competing deadlines essential
- Very high standards of attention to detail in all written material
- Flexible and friendly attitude

- Excellent customer relations skills and team working skills;
- Excellent literacy skills
- Strong experience and detailed knowledge of MS Office software
- Proven ability to work using own initiative
- Experience in dealing with personal, confidential and sensitive information.

## 5. KEY RESULT AREAS

1. Ensure committees, specifically Scottish Council and Executive Committee, are administered and maintained efficiently and that processes are in place to ensure effective and efficient administration of all committee and related activity.
2. Attend committee meetings and liaise with RCGP Scotland staff and colleagues towards ensuring meeting papers and minutes are prepared to a high standard of accuracy and are distributed in a timely way, within RCGP guidelines.
3. Provide a secretariat function for the RCGP Scotland GP Recruitment and Retention Advisory Group, ensuring processes are in place to ensure effective and efficient administration of the group.
4. Provide administration support and coordination to the online Scottish Patient Forum, maintaining and updating the MS Teams space as necessary and liaising with Forum Chair and Members.
5. Administer and maintain records and databases as required, ensuring adherence to archive protocols and GDPR requirements.
6. Ensure meetings are planned well in advance and that required officers/staff are briefed and aware of obligations.
7. Be responsible for ensuring that Scottish Council and other relevant committee members, officers, representatives and key staff are provided with comprehensive and professional information (through packs where necessary) relating to the governance structures, requirements, byelaws and procedures of Scottish Council, including issues such as Officers' terms of office, data protection, conflicts of interest, AGM proceedings, training/induction as appropriate, in order to progress and promote the work and scope of RCGP Scotland and to provide clarity on roles and responsibilities.
8. Be proactive in ensuring that committees are adequately staffed, anticipate when Officers or nationally elected Ballot Members will demit office and initiate and administer recruitment and appointments as necessary.
9. Be a reliable source of reference for information on the Scottish Council Rules, Faculty Byelaws and other instruments of governance of RCGP Scotland.
10. Ensure efficient filing and archiving procedures are in place.
11. Work within the requirements of the General Data Protection Regulations, and other relevant legislation.
12. Be an interested and active member of the staff within RCGP Scotland and with the wider RCGP, working closely with others to ensure that the College is seen as a responsive, courteous and efficient organisation both by its members and other key organisations.

## 6. COMMUNICATIONS AND WORKING RELATIONSHIPS

### Internal

Head of RCGP Scotland  
 Chair of RCGP Scotland  
 Deputy Chair (Policy) of RCGP Scotland

RCGP Scotland staff team  
RCGP Scotland Executive Committee  
Scottish Council members  
RCGP Scotland committee and group members  
Members and Fellows of the College  
Other Devolved Council Managers and Staff  
Executive Director of Policy and Engagement  
Personnel at RCGP HQ  
RCGP Governance Team

**External**

Key Stakeholders and external organisations  
Scottish Government Ministers and staff  
Lay representatives

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