

# Role description

## RCP executive assistant to the executive director of communications, policy and research and the academic vice president

<b>Location</b>	Hybrid – In the office at the Royal College of Physicians, London (a minimum of six days a month) and working from home. The role holder is expected to work in the office on Wednesdays.
<b>Department</b>	Communications, policy and research (CP&R)
<b>Reports to</b>	External affairs project manager
<b>Hours</b>	35 hours per week
<b>Grade</b>	Grade 4 (starting salary £30,413 - £33,079)

### About the RCP

The Royal College of Physicians (RCP) is a professional membership body with 40,000 members in the UK and around the world working to improve patient care and reduce illness. Our activities focus on educating, improving and influencing for better health and care.

We champion an inclusive culture and welcome applications from all sections of society. We value taking care, learning and being collaborative. These values underpin everything we do.

Join us to help achieve our vision of a world in which everyone has the best possible health and healthcare.

### Purpose and scope

The executive assistant (EA) role provides support to the executive director (ED) of communications, policy and research and RCP academic vice president (AVP). The EA plays a key role in supporting the ED and AVP in the smooth running of the communications, policy and research directorate which is responsible for the RCP's influencing, communications, publications, events and heritage work. The EA will also be responsible for booking accommodation and travel for the Wales vice president.

The work of the ED and AVP is complex, busy and characterised by a mixture of long-term priorities and a constantly changing portfolio of shorter-term projects. Their roles involve many meetings and projects with a wide range of colleagues and stakeholders, including senior national and international professionals and officials. The academic vice president is the college lead for academic medicine and clinical research, the conferences programme and journals.

This fast-paced and busy EA role requires insightful prioritisation, tenacity, problem-solving, negotiation and diplomatic communication with internal and external stakeholders. Integrity and confidentiality are essential. The EA will frequently need to prioritise incoming requests, liaise with others and solve problems whilst the ED and academic vice president are unable to provide immediate direction or advice. The EA will be responsible for keeping colleagues informed of the AVP's schedule of meetings with stakeholders and ensuring briefings are prepared when required.

The EA role also supports their line manager, the external affairs project manager, and the executive director, with the smooth running of the directorate, including the planning and delivery of directorate meetings, staff engagement initiatives, coordination of the directorate's corporate reporting and research and support for individual projects.

The role sits in the policy and campaigns team within the communications, policy and research directorate with regular one to one reporting to the ED and AVP. It may suit someone with an interest in working in a policy and/or communications environment.

## RCP relationships and local networks

The EA will work closely with:

- The executive director of communications policy and research
  - > The academic vice president
  - > The external affairs project manager
  - > The deputy director of communications policy and research
  - > The external affairs function (includes policy and campaigns team and the media team)
  - > The executive assistants for the other executive directors and senior officers.

## Role description

### How we'll measure your success

The role holder will demonstrate

- Exceptional organisational skills, attention to detail and the ability to manage multiple and often complex tasks without close supervision.
- Strong communication and interpersonal skills with the ability to develop excellent working relationships with the AVP, ED and internal and external stakeholders.
- Ability to maintain and upkeep administrative systems, striving for improvements, efficiency and effectiveness.
- Ability to evaluate the evolving needs and requirements of the ED and AVP and to suggest and implement new / best ways of working.

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- Effective organisation of directorate meetings and strategic away days.
- Effective project support to key executive director or AVP led initiatives such as the communications reference group.

### **Diary management and administrative support to the ED and AVP**

- Act as the first point of contact internally and externally for information to and from the AVP and ED.
- Communicate effectively with people at all levels demonstrating insight, sensitivity and successful negotiation.
- Manage the diaries for all appointments, engagements, travel and accommodation for the ED and AVP. This will require knowledge of the RCP and Directorate portfolios and priorities to ensure appropriate prioritisation, re-prioritisation and problem-solving without close supervision.
- Work closely with the ED, AVP and the AVP's NHS executive assistant to ensure diaries are coordinated effectively.
- Manage the AVP and ED's activities, including booking meetings, travel and accommodation and ensuring relevant papers are available. The role holder will need to maintain awareness of factors which directly impact the business activities of the AVP and ED and more widely across RCP to proactively identify and resolve issues.
- Ensure the AVP and ED are prepared for meetings, provided with materials in a timely fashion and support the preparation of high-quality presentations and documents.
- Make arrangements for meeting rooms, AV facilities and catering and assist visitors ahead of scheduled meetings.
- Book travel and accommodation for the Wales vice president when requested.
- Coordinate and collaborate with the PA/EA team for senior officers and executive directors across the RCP.
- Manage electronic filing/record keeping for correspondence and documents.
- Manage email inboxes and mail for the AVP and ED, including drafting replies when requested.
- Filter, manage and resolve queries, ensuring they are directed to the appropriate person, recognising their urgency or importance, and following up where necessary to ensure satisfactory outcomes.
- Co-ordinate applications, interviews, appointments, inductions and annual performance development reviews/appraisals for staff, officers and special advisers who report to the ED and AVP.
- Manage expense claims, create purchase orders for expenditure, monitor budget cost codes for travel and meeting expenses, and ensure activities are coded to the correct part of the budget.

### **Project support to the ED and external affairs project manager**

- Support the ED, deputy director and external affairs project manager on a range of internal and external projects and initiatives, including the communications reference group and the action plan on staff engagement.
- Draft agendas, take minutes and ensure actions are completed by colleagues.
- Implement, maintain and improve administrative systems and processes.

### **Supporting the smooth running of the directorate**

- Provide proactive day-to-day administration and office management for the directorate, such as: updating directorate information on the staff intranet; requesting office maintenance; updating organograms.
- Plan and coordinate an annual programme of directorate meetings with the ED and internal communications manager.
- Coordinate and manage the press office on-call rota.
- Support the external affairs project manager with the directorate's governance, corporate reporting and operational planning.
- Contribute ideas and suggestions for improving ways of working across the directorate.

### **Your experience includes**

#### *Essential*

- > A-level standard education or above
- > Successful experience as a personal assistant or working in an administrative role
- > Excellent knowledge and practice of Microsoft 365 particularly Word, Outlook, PowerPoint, Excel, SharePoint, and Teams
- > Excellent time management and task prioritisation skills
- > Exceptional interpersonal skills: friendly and personable demeanour with a positive and pro-active approach to your work
- > Experience of working with people from diverse groups: face-to-face and remotely
- > Outstanding organisational skills: able to manage complex and changing portfolios, anticipate and re-prioritise as needs arise and proactively follow-up to ensure work is sustained / completed satisfactorily
- > Excellent writing, editing and proofing skills
- > Ability to work flexibly, rapidly and independently
- > Ability to synthesise information and discussions to identify key issues and write accurate notes and reports
- > Outstanding attention to detail

#### *Desirable*

- > Educated to degree level
- > Experience of working in a senior administrative role and/or providing executive assistance
- > Experience of committee management including drafting of agendas with Chairs, preparing papers, including Chair's briefing notes and accurate recording of meetings
- > Experience of finance processes
- > Experience of coordinating the running and delivery of projects

- > Understanding corporate governance
- > Experience of working as part of/with remote/virtual teams
- > Experience using Customer Relationship Management (CRM) systems
- > Experience of working in the NHS, medical environment, membership body or charity

## Our values

We are committed to **taking care, learning, and being collaborative**. These values drive the way we behave, how we interact with each other, and how we work together to achieve our vision and improve patient care.

### **We value taking care**

This means we behave respectfully towards people, whatever their role, position, gender, or background. It means we act as representatives of the RCP and take decisions in the interests of the organisation as a whole.

### **We value learning**

This means we continuously improve through active learning and honest reflection, so that we grow personally and as an organisation, while striving for excellence. We support learning and development opportunities.

### **We value being collaborative**

This means we work together towards the RCP's vision in a collaborative and professional way, understanding that individuals bring different strengths and approaches to our work. We value diversity and each other's contributions.

*The RCP positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, transgender status, religion or belief, marital status or pregnancy and maternity.*

*The RCP is all about our people – our members, staff, volunteers and leaders. We educate, influence and collaborate to improve health and healthcare for everyone and know we can only do this by being inclusive, encouraging and celebrating diverse perspectives. Welcoming into our community people who represent the 21st-century medical workforce and the diverse population of patients we serve is a priority for us.*

As a volunteer you are expected to comply with all RCP data protection and security policies and procedures.

Last reviewed: xxx