Royal College of General Practitioners





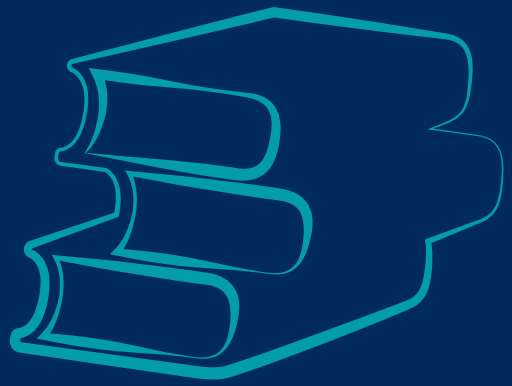
Candidate BRIEFING PACK

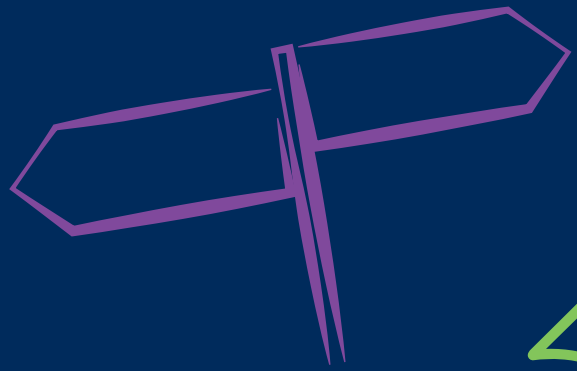




Contents

- Welcome
- About us
- Organisational structure
- Benefits of working for us
- Our priorities for 2023 – 2026
- How to apply
- Recruitment timetable







Welcome

Thank you for your interest in joining The Royal College of General Practitioners (RCGP), the largest Medical Royal College in the UK. With a network of over 55,000 dedicated family doctors, we are committed to improving patient care and advancing the field of general practice.

At the heart of our College is a talented workforce of over 275 committed individuals who support our GP members in upholding the highest standards of patient care. Every year, through our final assessment examination, we proudly welcome around 2,000 new GPs to the NHS, reinforcing our role as the leading voice in GP education, training, research, and clinical standards.

We believe in valuing and rewarding our team members, ensuring they are motivated and inspired. We are committed to helping each individual develop their talents to their fullest potential. Our wide range of benefits and ongoing investment in learning and development reflect our dedication to a diverse, dynamic, and inclusive workforce.

We are delighted that you aspire to join our hardworking, talented, and vibrant team; every role at the College contributes to patient care and public health, supporting our members in their crucial work.

We wish you the best of luck with your application and look forward to the possibility of welcoming you to the RCGP family where, together, we make a difference in patients' lives every day.

About Us

Founded in 1952, the RCGP is the professional membership body for family doctors across the UK and abroad. With over 55,000 members, the College is the largest of the medical royal colleges by membership.



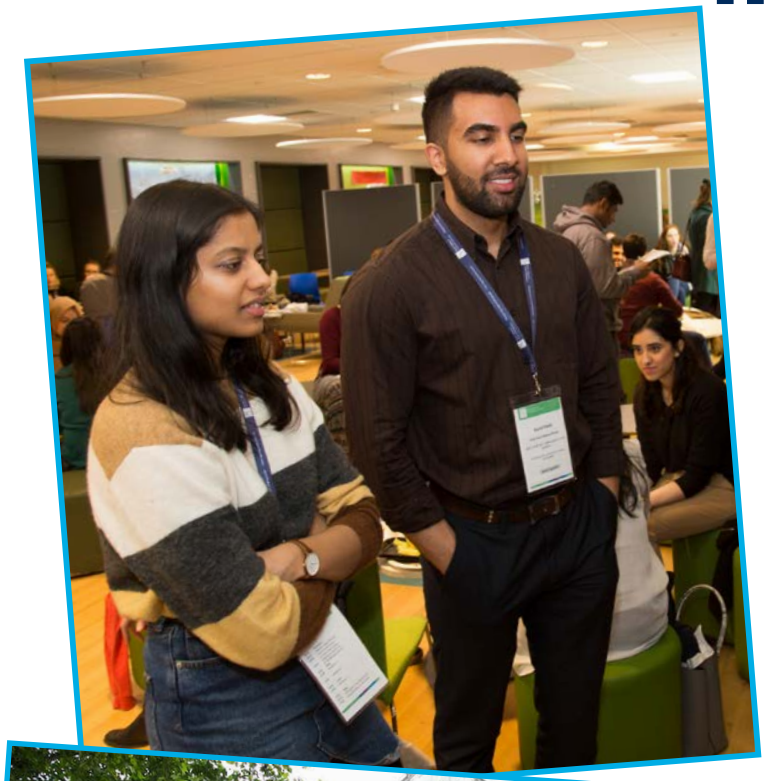
What we do

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 Executive Officer and responsible for the strategic management of the College.

The Executive Management Team

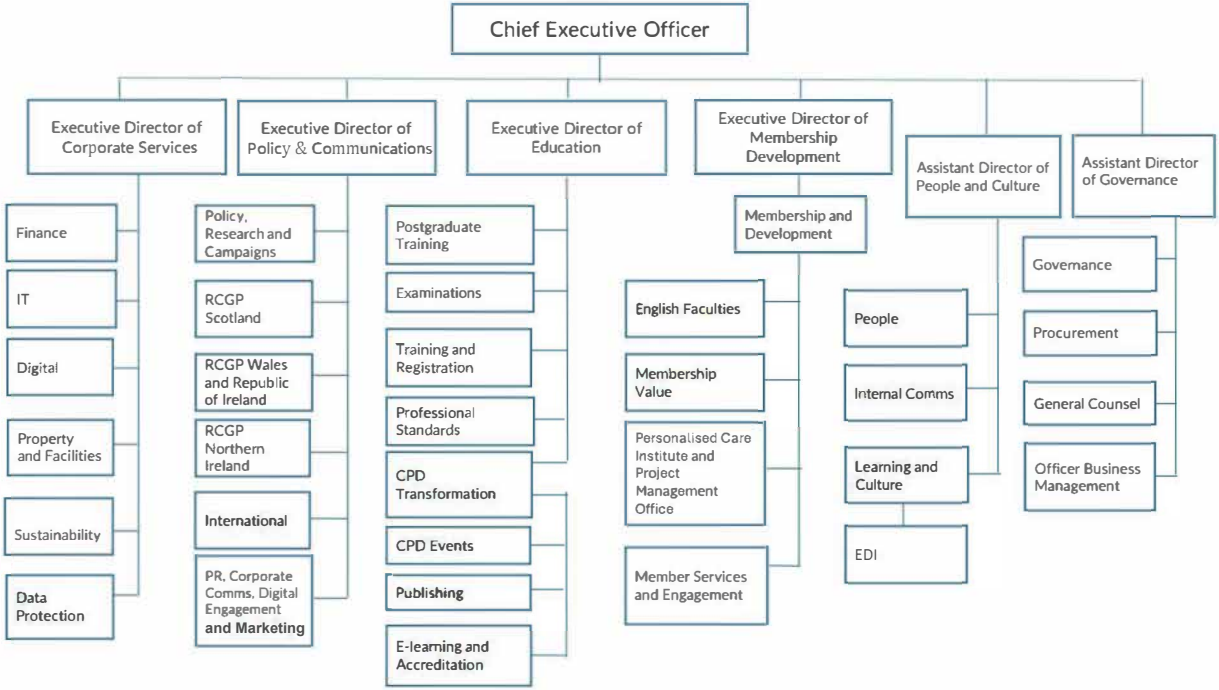
Chief Executive Officer
Mark Thomas

Executive Director
Policy and Communications – Elizabeth Wade

Executive Director
Education – Teena Chowdhury

Executive Director
Membership Development – Ben Clacy

Interim Executive Director
Corporate Services – Moray McConnachie


Chief Executive Officer
Executive Director of Corporate Services
Executive Director of Policy & Communications
Executive Director of Education
Executive Director of Membership Development
Assistant Director of People and Culture
Assistant Director of Governance
Finance
IT
Digital
Property and Facilities
Sustainability
Data Protection
Policy, Research and Campaigns
RCGP Scotland
RCGP Wales and Republic of Ireland
RCGP Northern Ireland
International
PR, Corporate Comms, Digital Engagement and Marketing
Postgraduate Training
Examinations
Training and Registration
Professional Standards
CPD Transformation
CPD Events
Publishing
E-learning and Accreditation
Membership and Development
English Faculties
Membership Value
Personalised Care Institute and Project Management Office
Member Services and Engagement
People
Internal Comms
Learning and Culture
EDI
Governance
Procurement
General Counsel
Officer Business Management

Council

Our Council is an elected body of leading GPs from across the UK. It is led by Professor Victoria Tzortziou-Brown, 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

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

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

Trustees

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

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

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

Annual leave: 28 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

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

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 £25 towards eye tests and £75 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.







Our priorities for 2023 – 2026

Priority 1

Tackle the workload and workforce crisis

Priority 2

Ensure the College is the Professional Home of General Practice

Priority 3

Reducing the increasing gap in health inequalities

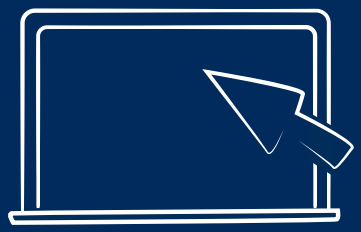
Priority 4

Respond to the climate emergency



How to apply

Candidates should apply online via our website. Please kindly complete the application form.



Recruitment timetable

Stage	Key dates
Closing date:	**Friday 04 December 2026**
Interview date:	**Week commencing Monday 14 December 2026**

Royal College of General Practitioners

JOB DESCRIPTION

JOB DETAILS	
Job Title:	Member Advocate Officer
Job Holder:	TBC
Reports to:	Member Advocate Manager
Date:	November 2026

JOB PURPOSE

The RCGP facilitates a number of communities and groups with over 1200 GP advocates and volunteers who bring together members, GPs and subject experts.

The Member Advocate Officer provides essential support and leadership for the Advocate Community, focusing on member engagement, content management, and the delivery of events and programmes. This role ensures effective operations and clear communication within the Advocate Community, particularly with Special Interest Groups (SIGs) and Career Stage Groups.

RESPONSIBILITIES & KEY DELIVERABLES

Advocate Support:

- Manage and develop a community of advocates and volunteers
- Manage an accurate advocate and SIG membership lists on CRM (Salesforce)
- Oversee advocate content on the RCGP website is regularly updated with relevant content.
- Lead routine audits of webpage content and coordinate updates with SIG and Community groups.
- Develop and implement content strategies for member publications, newsletters, and online platforms, ensuring relevance and engagement
- Actively facilitate discussions on both the Members' Forum and RCGP WhatsApp community to encourage participation, escalating to the Member Advocate Manager, when necessary.
- Support the Officer Business Manager (OBM) in scheduling activities within the Advocate Programme.
- Direct and Encourage the Community group chairs (3/4) to coordinate the delivery of 4 committee meetings a year.

Programme development:

- Identify emerging trends in member engagement and proactively recommend improvements to the Advocate Programme.

- Lead the development of onboarding and exit communications for advocates.
- Oversee and optimise the management of advocate merchandise (in-house or through external suppliers).
- Create, establish and refine a system to ensure advocates receive merchandise as part of the onboarding process.
- Collaborate with the National Faculty Coordinators (NFC) to keep advocate lists updated after AGMs.
- Analyse and report on welcome survey responses to support identifying trends and making recommendations for engagement strategies
- Develop and distribute periodic Advocate Programme newsletters using data to tailor content to advocate needs.
- Develop comprehensive reporting systems to track programme impact, using data to inform future planning.
- Present progress reports to senior leadership, outlining achievements and recommendations."

Events and Engagement:

- Take a leadership role alongside the Member Advocate Manager in the planning and delivering the annual RCGP Advocate Summit and Community Groups session. (Large flagship event for up to 300 people)
- Lead the planning, promotion, and delivery of major Advocate events, ensuring alignment with College-wide engagement strategies and maximising member participation.
- Deliver suggest changes for the activities related to the Advocate Programme under the guidance
- Ensure integration of Advocate Programme events within broader RCGP engagement strategies, aligning activities to long-term membership goals. E.G CEO Share, Skills & Social events, and the Annual Conference.

KNOWLEDGE, SKILLS, AND EXPERIENCE REQUIRED

Education:

- Educated to A- Level, or equivalent.

Essential experience:

- Strong administrative skills with attention to detail.
- Excellent written and verbal communication skills.
- Volunteer management experience
- Experience working with databases or CRM systems (Salesforce experience is a plus).
- Ability to work collaboratively across different teams and engage with members.

Desirable or beneficial experience:

- Knowledge of the general practice and wider healthcare landscape.
- Understanding of the needs and challenges of GPs (or healthcare professionals).
- Experience in a membership organisation, charity, or professional association.
- Familiarity with digital platforms for community engagement.
- Event coordination experience (virtual or in-person).

Skills and attributes:

- Ability to plan and structure own workload.
- Well-organised with good time management skills to handle multiple tasks.
- A proactive and supportive approach to work
- Adept in use of Microsoft Office and other digital management tools.
- Ability to work autonomously.
- Approachable and able to manage sensitive issues and performance effectively.
- Self-starter with excellent organisational skills and ability to deliver agreed targets.

- Natural collaborator who works with colleagues and partners to achieve their aims.
- Excellent team working skills.
- A methodical, calm approach to dealing with a range of problems.

COMMUNICATIONS AND WORKING RELATIONSHIPS

Communication:

- Excellent English communication skills, both written and verbal when engaging with members and stakeholders alike.
- Able to deal comfortably and diplomatically with RCGP members, officers, staff at all levels and external organisations.
- Polite and professional manner.

Working relationships:

- **Internal** - Membership Programmes team, Membership Services, Marketing, GP Specialist Applications, Postgraduate Training teams, Membership Development & Education directorate, Professional Training & Standards directorate, Faculty & Devolved Nation teams, and other relevant departments (e.g. eLearning), committees and steering groups (e.g. SDGs).

- **Senior leaders and member**s - RCGP Officers, Executive Director (Membership Development & Education), Assistant Director (Membership & Development), Head of Membership Value, Membership Value Manager, Head of Membership Services, Head of Marketing, Key community group members and RCGP DNs & Faculties.