

Head of Global Communities and Networks

Vacancy reference	MEM275
Grade	6
Location	London or Liverpool
Department	Professional Development
Reports to	Head of membership engagement and communities
Contract type	Permanent
Working hours	35 hours a week. Standard working hours between 9am and 5pm, Monday to Friday. The RCP is committed to a hybrid working model that enables flexible working. Currently staff are expected to attend the office for a minimum of 6 days per month; however, some months may require more frequent office attendance to support effective delivery of responsibilities. <i>Due to the international nature of the role, occasional attendance at meetings outside normal UK working hours will be required. Flexibility will be provided in accordance with RCP policies.</i>

The purpose of your role

The head of global communities and networks is responsible for managing the RCP's global member communities and international networks, ensuring fellows, members and professional communities outside the UK are connected, supported, represented and able to contribute meaningfully to the RCP's work.

Reporting to the head of membership engagement and communities, the postholder will manage international member engagement, adviser networks, diaspora and global communities of practice, working with the global vice president, associate global directors, international advisers, fellows, members, staff teams and external partners to strengthen global member value, participation, representation, connection, commercial opportunities and international partnerships.

Scope and scale of responsibility

- Manage global communities and networks activity, including international member engagement, adviser networks, diaspora engagement and communities of practice.
- Support international advisers, associate global directors, global member representatives, fellows, members and other international stakeholder groups.

- Plan and deliver engagement activity across digital, hybrid and face-to-face channels, including activity that may need to work across time zones.
- Use global member insight, feedback and performance information to inform engagement plans and improve international member value.
- Identify and support commercial opportunities to promote and sell relevant RCP education, events, services, products and activities internationally.
- Support inclusive routes for global members to participate in, contribute to and influence the RCP's work.
- Forge and develop new international relationships and partnerships that support member value, RCP influence, commercial opportunities and strategic engagement.
- Manage relevant budgets, workplans, reporting, risks and operational performance.

How we'll measure your success

- Global communities and networks activity is planned, delivered and evaluated effectively.
- International advisers, associate global directors, global member representatives and international member communities are well supported.
- Global member engagement, participation and satisfaction improve across key communities and geographies.
- Engagement activity contributes to international membership recruitment, retention, representation and member value.
- Global engagement activity contributes to international membership growth, retention, partnership development and sales of relevant RCP products and activities.
- Networks are inclusive, accessible and reflective of the diversity of the global medical workforce.
- Global engagement activity across the RCP is coordinated effectively, with consistent messaging, strong internal collaboration and clear mechanisms for sharing insight and member feedback.
- Events, meetings, communications, visits and engagement activity are delivered to agreed quality, budget and operational standards.
- Risks, issues and stakeholder concerns are identified, escalated and managed appropriately.

What you're responsible for

Global community and network delivery

- Develop and deliver operational plans for global communities and networks, aligned to the communities and networks strategy and membership priorities.
- Provide strategic and operational support to the Global Vice President, including the development of priorities, engagement plans, briefing materials, stakeholder relationships, international visits, events and partnership activity.
- Manage engagement with international advisers, associate global directors, diaspora groups, global member representatives and other international member communities.
- Support communities for international medical graduates, international fellows and members, diaspora networks, global professional communities and other relevant groups.
- Coordinate meetings, forums, visits, webinars, communications and engagement activity that connect global members with the RCP and with each other.
- Ensure global community activity is purposeful, inclusive, well governed, financially responsible and connected to wider RCP priorities.

- Work with education, events, membership, commercial, global and partnership colleagues to identify international demand, promote relevant RCP products and activities, and support appropriate sales growth.
- Develop mechanisms to connect global activities undertaken across the RCP business units, ensuring a joined-up approach to international engagement, member communications, relationship management and organisational priorities.

International stakeholder engagement and member insight

- Build trusted relationships with global members, fellows, international advisers, associate global directors, diaspora networks, international partners, healthcare organisations and staff teams.
- Identify, develop and maintain relationships with potential international partners, including healthcare organisations, universities, professional bodies, specialist societies and other organisations that may support RCP activity internationally.
- Capture and share insight from global communities to inform membership, education, standards, policy, advocacy, communications and wider RCP activity.
- Work with membership and data insights colleagues to understand international engagement patterns, participation, member needs and opportunities for improvement.
- Support clear feedback loops so global members understand how their views and contributions shape RCP activity.
- Use global member and partner insight to identify opportunities for membership growth, retention, product uptake, partnership development, event participation and wider engagement with RCP services and activities.
- Work with internal teams to ensure international engagement is coordinated with education, standards, policy, communications, events and partnership activity.

Planning, performance and governance

- Manage workplans, budgets, reporting, risk registers and operational performance for global communities and networks activity.
- Ensure appropriate governance, terms of reference, records, decision logs and escalation routes are in place for relevant international networks and groups.
- Identify opportunities to improve processes, reduce duplication and improve the quality and impact of global engagement activity.
- Support effective planning for international meetings, visits and events, including clear objectives, briefings, follow-up actions and stakeholder management.
- Comply with RCP policies, procedures and governance requirements, including health and safety, equality, diversity and inclusion, data protection, information security and financial controls.

Your experience includes

Essential

- Experience of managing membership, engagement, community, network, stakeholder, international or volunteer activity.
- Experience of working with professional communities, committees, advisers, volunteers, international partners or representative groups.
- Strong relationship management and communication skills, with the ability to work credibly with senior clinicians and international stakeholders.
- Ability to plan, deliver and evaluate multiple activities, meetings, events, visits or projects.

- Experience of using data, insight, feedback or reporting to improve engagement and performance.
- Experience of supporting commercial, sales, business development, partnership development, product promotion or income-generating activity in an international, membership, education, events, professional body or similar setting.
- Good budget, planning, prioritisation and organisational skills.
- Ability to manage risks, issues and sensitive stakeholder relationships with sound judgement.
- Commitment to equality, diversity, inclusion and accessibility.

Desirable

- Experience of working in or with a medical royal college, professional body, membership organisation, NHS organisation, charity, healthcare organisation or international partner.
- Experience of international member engagement, global communities, diaspora networks, international adviser networks or global health partnerships.
- Experience of digital engagement platforms, CRM systems, online communities, events, communications or member insight tools.
- Understanding of the global medical workforce, international medical graduates and the pressures facing physicians in different healthcare systems.
- Experience of coordinating international visits, delegations, meetings or cross-border stakeholder engagement.

Key relationships

- Head of membership engagement and communities
- Head of UK communities and networks
- Career stage and volunteers manager
- Director of Membership
- Global vice president
- Associate global directors, international advisers and global member representatives
- International fellows, members, international medical graduates, diaspora networks and global professional communities
- International healthcare organisations, universities, medical royal colleges, professional bodies, partners and specialist societies
- Membership services, membership and data insights, education, standards, policy, communications, digital, finance, global, governance and data protection colleagues

Our values

Our values guide how we work with each other, our members, our learners, our partners and the wider healthcare community. They are central to the way we lead, make decisions and deliver our strategy.

Integrity

We act with honesty, transparency and accountability in everything we do. We make decisions in the interests of the RCP's charitable purpose, our members, learners and patients, and we handle information, relationships and resources responsibly.

Equity

We value diversity and treat people with respect and fairness. We work to reduce barriers to participation, ensure our communities, networks and volunteering activity is accessible and inclusive, and reflect the needs of the medical workforce and the patients it serves.

Excellence

We set and uphold high standards, seek evidence of impact and continuously improve the quality of our work. We are ambitious for our members, our staff and the contribution we make to health and healthcare.

Innovation

We embrace new ideas, technologies and ways of working that improve standards, assurance, clinical quality, care and organisational effectiveness. We innovate responsibly, with attention to quality, inclusion, evidence, governance and sustainability.

Collaboration

We work together across disciplines, teams, borders and communities. We listen, share expertise, build trusted partnerships and recognise that our greatest impact comes through collective endeavour.

The RCP is committed to building an inclusive and diverse community of staff, members, volunteers and leaders. We welcome applications from people of all backgrounds and experiences and aim to ensure our recruitment processes are fair, accessible and inclusive. We particularly welcome applications from candidates who will help us reflect the diversity of the medical workforce, our membership and the communities that physicians serve. If you need any adjustments during the recruitment process, we will work with you to support your application. As an employee, volunteer or temporary contractor, you are expected to comply with all RCP data protection, information security and confidentiality policies and procedures.