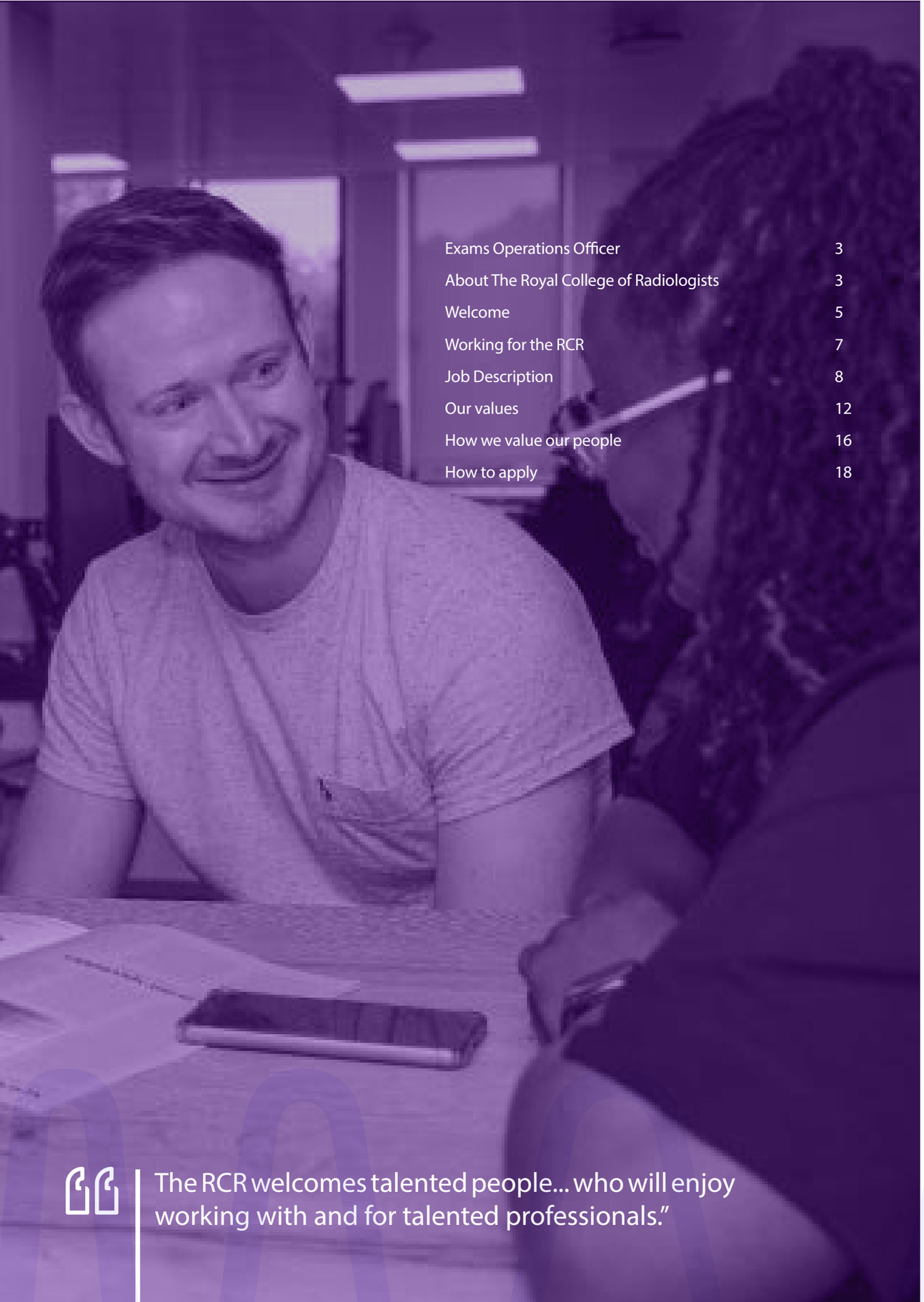


The Royal College of Radiologists

Exams Operations Officer Candidate pack

The Royal College of Radiologists



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“The RCR welcomes talented people... who will enjoy working with and for talented professionals.”

Exams Operations Officer

Salary:	£45,904 per annum, with pay progression up to £50,735 per annum within two years employment, plus excellent benefits
Location:	Central London, with flexible working
Hours:	Full-time/35 hours per week
Contractual status:	Permanent
Closing date for applications:	23:5929 November 2026
Interview date:	Shortlist interviews are scheduled for 9 December and selection interviews are scheduled for 16 December 2026.

About The Royal College of Radiologists

Are you interested in making a real difference in the healthcare sector to improve imaging and cancer care for all?

At The Royal College of Radiologists (RCR), we’re the leading professional membership body for clinical radiologists and clinical oncologists and a registered charity who educate and support doctors throughout their career. With over 18,000 members in the UK and internationally, together we’re contributing to the advancement of each new generation of doctors and helping to improve patients’ lives.

We require a broad range of skills and experience to deliver our strategic goal of increasing the clinical radiology and clinical oncology workforce, which will ultimately lead to improving imaging and cancer care services for all.

If you’re inspired by our strategy and values, and are passionate about helping us meet our ambitious goals in an environment that celebrates differences, values diversity and recognises that everyone here plays a role in the success of the College, then we encourage you to consider a career at the RCR.



Welcome

Thank you for your interest in working with the RCR. I hope that you will find the information in this Candidate Pack useful, in addition to the content on our website: www.rcr.ac.uk

The last few years at the RCR have seen much growth and development. We have improved the range and quality of the services and support offered to our membership. We have grown the external profile of the RCR's work and increased awareness of the value of our medical specialities to patients and the public. We have created life-saving guidance and expanded our work globally to many different countries. We've revised how we train and examine our doctors to ensure they continue to be the best in the world, plus much, much more. We are ambitious to continue this success and build into the future.

Our Strategic Priorities from 2019 are:

Workforce

Support excellent, safe patient care by working collaboratively on team-wide standards across imaging and oncology. Define our doctors' professional needs for the future and shape sustainable workforce models for our patients and our specialties to realise them.

Be the experts

Highlight to the public and stakeholders the contribution our specialties make to safe, evidence-based and cost-effective patient care. Contribute meaningfully to the debate on the future of healthcare both in the UK and overseas.

Professional learning

Develop our educational offer to support our doctors to meet the challenges of practice, working with others where appropriate, sharing ideas where possible. Adopt new educational models rapidly to ensure continuing equity of access to high-quality products.

Membership value

Support all members and Fellows to deliver the best care for patients, for their entire career regardless of where or how they practice.

Our College

Shape a College that is demonstrably agile and responsive, accountable and open, supporting our specialties and the patients we treat.

The RCR is growing – in what we achieve, our income and our staff. We are a great team that focuses on improving the lives of patients through our doctors. Our culture is friendly and ambitious, underpinned by a continuing commitment to develop and support all our employees.

We are a London Living Wage Employer (www.livingwage.org.uk) not only for our employees, but also in respect of our contractors.

The RCR welcomes talented people who share our ambition, commitment who will enjoy working with and for talented professionals.

I look forward to hearing from you.

Yours sincerely





Working for the RCR

The RCR is a membership body and a registered charity. The trustee board is mainly made up of practising clinical oncologists and clinical radiologists and is accountable to the membership at large. Each specialty has its own Faculty which agrees policy and the range of support, advice and guidance offered to doctors in the specialty. The executives of the RCR are the eight Officers (doctors) who work closely with the senior management team (the Chief Executive and Executive Directors for Communications, Education, Professional Practice and Business and Resources) supported by about 140 other employees.

The Education & Professional Practice Directorate/Exams Operations Team

The RCR is a great place to work. At the forefront of the health agenda, our members diagnose and treat cancer, heart disease, stroke and more, whilst leading on innovations including AI, skills mix and community diagnostic hubs. As Covid recedes and the cancer backlog rises up the agenda, our members' work and views have never been more important.

Where the job fits



Job description

Job title:	Exams Operations Officer
Responsible to:	Exams Operations Manager
Responsible for:	N/A
Contract terms and hours:	Permanent, full time
Location:	63 Lincoln's Inn Fields, London WC2A 3JW with flexible working
Flexible working:	Employees are required to work from the office for at least 40% of their working week.

The role

Overall purpose

To coordinate and oversee the effective delivery of examinations, ensuring an excellent candidate experience, high-quality and secure exam delivery, and efficient use of capacity and resources. The role provides operational leadership across candidate bookings, venues, invigilators, systems and stakeholders, while proactively managing risk, resolving issues and using insight and data to drive continuous improvement.

Main areas of responsibility

a. Candidate experience

b. Demand and capacity management

c. Exam delivery

d. Stakeholder support

e. Platforms, systems and risk management

f. General

Responsibilities

a. Candidate experience

7. Oversee and ensure an excellent candidate experience, acting as the escalation point for complex candidate or trainer queries, resolving with professionalism and sound judgement.
8. Escalate formal complaints to the Senior Operations Manager, ensuring adequate context and background is provided, alongside recommendations for resolution.
9. Oversee candidate bookings and the production of candidate lists, schedules and timetables for each exam sitting, (with EAA support) as required.
10. Review and implement reasonable adjustment requests in line with policy, escalating to the management team where there is a reputational, legal or financial risk.

b. Demand and capacity management

11. Produce and monitor accurate and timely data on exam bookings and candidate volumes, highlighting key commercial risks so that action can be taken against them.
12. Proactively use quantitative booking data and qualitative insights to increase provision in high-demand locations, to maximise candidate volumes and venue capacity.
13. Promote and publicise the exams, working with the Communications team to develop consistent, effective approaches to maximising uptake.

c. Exam delivery

14. Coordinate venues and invigilators for each exam sitting in line with specific requirements, and within an agreed timeframe.
15. Oversee a high-quality of live delivery of exams across multiple exam venues and countries.
16. Manage and brief the invigilator group working across UK and global exam venues, escalating any personnel issues to the management team.
17. Liaise with Content and IT colleagues regarding delivery platform setup and management.
18. Monitor and resolve incidents occurring during live exam delivery, responding effectively to issues to reduce the impact on candidates, maintaining exam integrity and security.
19. Proactively translate learning from incidents and issues into future exam delivery, working with the Exams Operations Manager to create and update an issues and actions tracker.
20. Undertake post-exam quality checking (under a clearly defined process and in conjunction with the Quality team) and generate and issue candidate results and feedback.

d.Stakeholder support

21. Build and maintain strong relationships with venue partners, providing guidance and support in delivering exams by responding to queries and via regular meetings with a focus on commercial as well as operational priorities.
22. Work collaboratively with venue partners to improve delivery and embed learning from previous sittings.
23. Attend exam boards, carrying out and following up actions from them, and work with examiners when required to deliver.
24. Identify opportunities to improve efficiency and reduce costs within the exams context, working with colleagues in Exams and Finance.

e. Platforms, systems and risk management

25. Develop an excellent understanding of digital exam delivery and application systems, supporting the product owner with testing new functionality and adopting changes, as well as proactively suggesting new features or areas of work based on experience and candidate feedback.
26. Manage exams in accordance with agreed policies and governance frameworks, including the exam incident escalation process and Academy quality assurance guidance, to minimise operational and reputational risk.
27. Work with the Quality team to highlight and mitigate areas of risk in shared or manual processes.

f. General

28. Supervise the work of Exams Administrative Assistants when required.
29. Maintain and manage records in accordance with the RCR's data protection policy and guidance.
30. Maintain documentation on all activities carried out.
31. Undertake such other duties appropriate to the level of the postholder's qualifications and experience as may be required by the RCR from time to time.

Key working relationships

Internal working relationships

- Chairs of the relevant exam boards, concerning operational activity and exam outcomes.
- Exams Operations Manager and colleagues in the exams team, including the Quality and Standards team, working collaboratively to meet exam function objectives.
- The wider Directorate, specifically the Workforce team in connection with candidate eligibility and the journey through training.
- IT, Finance and Facilities teams.

External working relationships

- Exam candidates and their trainers, in a service capacity.
- UK and global exam venue partners and invigilators, to ensure successful exam delivery.
- Exam platform suppliers, to ensure a detailed understanding of products.

Scope and limits of authority

Decision making level	• Responsible for delivery of exams and related activity within agreed parameters • Responsible for determining candidate eligibility • Responsible for identifying and suggesting mitigations against commercial and operational risk
Financial resources	• Annual exam fee margin target of approximately £3m • Approving invoices/payments up to £1000 • Processing application, refund and rescheduling fees
Other resources	• Shared responsibility for exam booking system and delivery platforms.
People management	• N/A
Legal, regulatory and compliance responsibility	• Compliance with the Scheme of Financial, Contractual and Human Resources Delegation • Policies and Procedures for data protection

The person

	Essential (E) or Desirable (D)
Knowledge, qualifications and experience	
Experience of working in an exam, assessment, or educational setting.	E
Experience of interpreting, applying, and communicating regulations and policy.	E
Ability to think commercially and proactively identify communication strategies, channels and cross-promotional opportunities that support candidate engagement and delivery against agreed booking targets.	E
Experience of working in a target-led environment, using commercial awareness and insight to increase bookings, and identify opportunities to cross-promote relevant products and services.	E
Experience of handling high volumes of detailed work, whilst adhering to strict deadlines.	E
Experience of successful working within a team and the provision of a professional, friendly, and reactive service to customers and colleagues.	E
Good working knowledge of Microsoft packages such as Outlook, Teams, Word and Excel.	E
Experience using and maintaining a database or equivalent to store and retrieve information so that information is kept up to date and readily available.	E
Skills and abilities	
Accurate use and understanding of English.	E
Ability to think commercially and proactively identify communication strategies, channels and cross-promotional opportunities that support candidate engagement and delivery against agreed booking targets.	E
Effective oral and written communication skills.	E
Ability to use initiative, identify improvements to ways of working and suggest solutions to manage problems and risks.	E
Ability to manage own time effectively and prioritise work across a range of activities.	E
Ability to work collaboratively with colleagues to deliver high-stakes tasks.	E

Other Requirements

To be able to apply candidates must be able to also fulfil the following requirements:

- Candidates must have the right to work in the UK to be able to apply for positions at the RCR
- Commitment to equality and valuing diversity and understanding of how this applies to delivery of own area of work
- Commitment to the aims and charitable objectives of the RCR
- Self awareness
- Enthusiasm for learning and development and taking on new tasks
- Committed to own continuing professional development.

Our values

People focus

We treat everyone fairly and with respect, actively listening and responding appropriately, while recognising individual differences.

Integrity

We are open, honest and transparent. We strive to reflect and learn from experience in every area of our work to deliver the right outcome.

Making a difference

We strive for excellence. We make a difference by setting standards and empowering our membership and our staff through personal development and lifelong learning.

We recognise that patients' best interests underpin everything we do.

Behavioural competencies

The RCR's Competency Framework defines the behavioural competencies required from all staff to contribute effectively in their role and within the wider organisational team.

Communicating effectively

The success of the College depends on how it communicates with its membership and other stakeholders. Employees need to know their audience(s) and communicate with them in a way which meets stakeholder needs and expectations as far as possible.

Working together

The College's effectiveness and reputation depends on efficient and collaborative working, both within and beyond the team. This includes all employee colleagues, Officers, other Fellows and members and often others outside the College.

Personal effectiveness

The College is most effective when employees take ownership of their work, understand the context of that work, deliver effectively to achieve required results and demonstrate a positive attitude to taking on additional responsibilities or learning new skills.

Customer focus

We should all provide excellent services to all customers but notably to the membership and staff colleagues. Focusing on those and other customers, and understanding and responding appropriately to their needs, is key to the success and sustainability of the College.

Embracing change

We must all play a part in ensuring that the offer the College makes continues to be effective and relevant in meeting customer needs. This will involve changes to what we do and how we do it. We all need to play our part in embracing change.

How we value our people

Benefits

We offer all our employees a fantastic range of benefits to help you enjoy a great work-life balance, look after your wellbeing and plan for the future.

A modern and welcoming working environment

We've made sure our office in a prime central London location is a destination people want to come and work in – it's open-plan and spacious, with areas for meetings, collaborative working and concentrated workspaces. We also have kitchen facilities well-stocked with plethora of teas and two very fancy coffee machines for everyone to use

There are lots of things going on when you come in too, including learning and development sessions with doctors talking about their work, tea and cake get-togethers, and monthly town hall meetings where staff can share updates and ask questions. We even have our own social committee and organise regular fun events, which are a great way for you to get to know your co-workers.

Excellent pension scheme and life assurance

We like to help our staff save for the future and provide an excellent employer pension contribution. We also have a life assurance and personal accident policy which covers all employees up to four times their annual salary.

Hybrid working

At the RCR we only hire great people, and we value being able to bring everyone together to bond, build great working relationships and generate amazing and innovative ideas.

We embrace remote working, and our staff are able to work remotely for up to 60% of their working time, with 40% in the office. All staff are provided with a laptop to allow them to work remotely, along with equipment such as desks and chairs to make sure they're comfortable when working from home. Our offices are open throughout the working week though, and staff are always welcome to come in as often as they wish.

Wellbeing support

We like to make sure everyone at the RCR is supported, both professionally and personally, so in addition to our excellent line managers and supportive HR team, we've invested in training a number of dedicated staff members passionate about mental Health as Mental Health First Aiders. We also provide an Employee Assistance Programme, that's has a 24/7 helpline so if you ever have any personal problems or concerns, there's always somewhere to turn for help and advice.

Generous annual leave allowance

Working hard is important, but taking a break matters just as much. Everyone gets 25-day annual leave allowance per year.

Interest-free season ticket loan and cycle to work scheme

To make sure you're able to get into the office in the way that best suits you we offer all staff the option to take out an interest-free season ticket loan to help cover the cost of travelling, as well as a cycle to work scheme for those of us who like to be more active on their commute. If you do choose to cycle in, we have somewhere safe to leave your bike and showers to use if you want to freshen up before work.

Festive spirit

We know taking a break at the end of the year is important to our team. To ensure everyone gets a well-deserved rest to spend time with loved ones, we usually close our office between the Christmas and New Year period – gifting the extra days off to all staff, in addition to their usual annual leave.

Making a real difference

In addition to all the great benefits we've listed above, we believe the main reason people want to join the RCR is because you also get to go to work knowing your role has an impact on the lives of doctors and patients.

Equality and diversity

Every day, our colleagues are making a difference by helping to improve imaging and cancer care for all. This starts by having the best talent, and that is only possible with a diversity of thinking, diversity of background and experience, and diversity of skills.

Diversity means better ideas, better solutions and more innovation. It's why one of our key priorities is to ensure our workforce reflects the communities we serve.

We're committed to creating an inclusive workforce and working environment for us all to enjoy – where everyone is able to bring their whole self to work to create change and reach new heights of creativity.

You can find our equality, diversity and inclusion committment here as well as our equality and diversity policy here.

> Great purpose, great people, great working environment and clear direction of travel."

How to apply

The closing date for applications is 23:59 on 29 November 2026.

Please submit a CV and a supporting statement.

It is important that your supporting statement demonstrates how you meet the essential (and, where applicable, desirable) criteria described in the table entitled 'the person'.

We expect you to meet the points listed under "other requirements" of the Person Specification as a pre-requisite for applying for this position. However, you are not required to address these points in your written statement. We will explore them further if your application is taken to the next stage(s) of the recruitment process.

The RCR can only consider applicants who already have the independent right to work in the UK. We are unable to offer visa sponsorship for any role.

The application process is the first chance we have to assess your suitability for the role you're are applying for, and as such, we ask that your application is written by you, and that you do not use AI tools such as ChatGPT to create your application. Where we suspect AI tools have been used to create your application you unfortunately won't be shortlisted for the next stage of the recruitment process. We hope that you respect this request in line with our value of integrity Values & strategy | The Royal College of Radiologists (rcr.ac.uk)

If you have not heard further from the RCR within a fortnight of the closing date, you should assume that you have not been shortlisted for interview on this occasion.

Shortlisted candidates will be invited to attend first stage interviews on 9 December 2026.

If you consider yourself to have a disability and require a hard copy pack or a different format, for example large print, please contact the HR team at jobs@rcr.ac.uk





The Royal College of Radiologists

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