

Royal College of Psychiatrists

Candidate Information Pack

Job Title	Membership Data Support
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Job Reference No	REQ000251
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Date	July 2026
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About Royal College of Psychiatrists

Background

The Royal College of Psychiatrists (the College) are the professional medical body responsible for supporting psychiatrists throughout their careers from training through to retirement, and in setting and raising standards of psychiatry in the United Kingdom.

We work to secure the best outcomes for people with mental illness, intellectual disabilities and developmental disorders by promoting excellent mental health services, supporting the prevention of mental illness, training outstanding psychiatrists, promoting quality and research, setting standards and being the voice of psychiatry.

Our Mission

The College works to secure the best outcomes for people with mental illness, learning difficulties and developmental disorders by promoting excellent mental health services, supporting the prevention of mental illness, training outstanding psychiatrists, promoting quality and research, setting standards and being the voice of psychiatry.

What we do

The Royal College of Psychiatrists is the professional medical body responsible for supporting psychiatrists throughout their careers from training through to retirement, and in setting and raising standards of psychiatry in the United Kingdom.

We work to secure the best outcomes for people with mental illness, intellectual disabilities, and developmental disorders by promoting excellent mental health services, supporting the prevention of mental illness, training outstanding psychiatrists, promoting quality and research, setting standards and being the voice of psychiatry.

We:

- set standards and promote excellence in psychiatry and mental healthcare
- lead, represent and support psychiatrists
- work with patients, carers, and their organisations.

Our Members

We deliver impact and value for our members.

Our members are psychiatrists, who deliver outstanding services to patients and carers across the UK, and all over the world, and hundreds of mental health services are signed up to our quality networks.

We value patients and carers and involve them in our work – on the basis of co-production.

Our Governance

The **College Council** discuss the affairs of the organisation and make recommendations to the **Board of Trustees** on many of the biggest decisions the College has to make.

It has overall responsibility for education and psychiatric training, policy, professional practice, professional standards, public engagement, quality improvement and research. Led by an elected President, (who leads the College on behalf of its members and associates), Full details of the College's Council can be found at: <https://www.rcpsych.ac.uk/about-us/our-people-and-how-we-make-decisions/council>

Our Values and Behaviours

The College has a clear set of values which drive everything we do. They support our leaders and staff to make values-based decisions and they enable the creation and reinforcement of our positive, empowering and enabling culture.

We have worked in collaboration with our members and staff to define six core values that underpin our behaviours and how we operate at every level of the College.

These **C.I.R.C.L.E.** values are:

- **C**ourage
- **I**nnovation
- **R**espect
- **C**ollaboration
- **L**earning
- **E**xcellence

Sustainability

Sustainability is a strategic priority at the College, and we are committed to ensuring we monitor, review, and analyse how our operational outputs are impacting the environment. This is achieved through a multitude of distinct objectives and initiatives, all of which follow internal approval processes before they are implemented.

In 2021, the College committed to achieving net zero by 2040 in the release of their position statement, '*Our planet's climate and ecological emergency*', which outlined the following:

- Commit the College to an ambitious plan for sustainability, including a pledge that by 2040, we will achieve Carbon Net Zero for those emissions it directly controls.

The College recognises its position as a professional medical body and have already implemented an array of projects and initiatives to reduce the size of our operational carbon portfolio. Our sustainability journey is continually evolving, and we continually review all objectives to ensure we follow latest guidance and compliance.

The full position statement can be accessed at: [position-statement-ps03-21-climate-and-ecological-emergencies-2021.pdf \(rcpsych.ac.uk\)](https://www.rcpsych.ac.uk/position-statement-ps03-21-climate-and-ecological-emergencies-2021.pdf)

Equality, Diversity, and Inclusion

The College is opposed to all forms of prejudice and believes that everyone should be treated fairly, regardless of age, disability, gender reassignment, marriage and civil partnership status, race, religion or belief, sex, or sexual orientation (the protected characteristics).

We are committed to promoting equality, diversity and inclusion for our existing and future members, associates, affiliates, staff, and visitors in all our practices and arrangements. We actively advocate for, and support, equality of access, experience and outcomes for all College staff, all members and for all mental health patients and carers.

The College is committed to building and maintaining an inclusive and supportive culture, a place where we can all be ourselves and succeed on merit. We aim to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity - which includes LGBTQ+ and other equality matters.

The College has taken many steps to ensure their commitment to EDI is felt amongst staff through signing up to Stonewall and the Disability Confident Employer Scheme. We have and will continue to review policies to ensure they are inclusive, as well as created new policies which support individuals with different identities. Some new policies which have been updated and created within the last two years are:

- Equality, Diversity and Inclusion Policy
- Transitioning at work Policy
- Transgender Equality and Inclusion Policy
- Menopause Policy
- Anti-bullying and harassment policy
- Domestic abuse policy

College Forums

SGEI Forum – The Sexuality Gender Equality and Inclusion forum aims to make positive difference to the experience of being an employee of the College by creating a more progressive and inclusive environment, not only for College employees but also for visitors to the College. The forum is focused on embedding the College's value of 'respect' and the associated behavior to 'promote diversity and challenge inequalities' throughout the College.

The forum seeks to raise awareness about issues related to gender and sexuality through College-wide activities and offers consultative advice to the Senior Management Team, HR and Staff Representative Committee on any matters relating to sexuality and gender equality and inclusion.

ACF Forum - The African Caribbean Forum (ACF) provides an outlet for those interested in the issues of the Black African and Caribbean heritage to meet, discuss, educate and celebrate one another in relation to the College - as well as maintain a safe space for members who identify to the group, with a view to bring issues to the attention of the wider workforce.

The forum has carried out various work since it was created in 2018, from holding awareness raising events around the African Caribbean community, to creating an internal resource on Allyship and Combatting Systemic Racism.

Wellbeing at Work Forum – The Wellbeing at Work Forum (WWF) was set up to oversee the implementation of the College Mental Health at Work Action Plan. Its aim is to improve all staff's wellbeing at work, and the group (comprising staff from across the College) puts ideas into action using quality improvement methodology.

Recently, the WWF has worked closely with the Senior Management Team and implemented a number of positive changes, to try to enhance employees' experience of working at the College. Its aspiration is for people to look to the College as best practice for providing the best possible workplace.

Part of all the forums remit is to review College policies and processes in development to ensure that they promote sexuality and gender equality and inclusion.

Disability Forum – The Disability Forum was established as a forum to engage with employees on issues relating to disability and is inclusive of not only disabled employees but also for anybody who takes an interest in improving conditions for people living with disabilities.

The Disability Forum provides a space to discuss these issues, particularly relating to disability in the workplace, and to discuss ideas to further improve the College's commitment to promote diversity and challenge inequalities. It is intended that the Disability Forum will play an integral part in engaging disabled employees.

The Staff Representative Committee (SRC) - The SRC is a forum through which staff consult with the Senior Management Team (SMT) on matters related to employment including material changes to key policies. This takes place through informed discussion, so that all ideas and viewpoints may be considered. Representatives are ambassadors for the College Values and Behaviours, and work to bring attention to staff concerns and find solutions to them with SMT.

Details on how to join all forums and the SRC can be found by employees on the College intranet (COLIN).

Strategic Vision and Values

[Our strategic plans and priorities](#) for 2024 to 2026.

INFORMATION PACK

**Membership Data Support
Finance and Operations Department**

**£27,276 - £29,657 per annum
35 hours per week
Fixed Term Contract until 30 July 2027**

Location: London

Working Pattern: Hybrid

APPLICATION PROCEDURES

In order to apply, please visit on this role on our [vacancies](#) page and click on the apply button. This will take you to the login page to apply for the role.

If you prefer to apply using the Easy Read Application Form attached to the advert, please complete the form and submit it to the Human Resources Department, Royal College of Psychiatrists, by email to HRrecruitment@rcpsych.ac.uk attaching any relevant document you may have.

If you have any questions about applying this role please email:
HRrecruitment@rcpsych.ac.uk

The closing date for applications is:

Thursday 6 August 2026, 23:59

**Please note that applications received after this date and time will not
be considered.**

**Please be advised that due to large volume of applications received, only
shortlisted candidates will be contacted in writing.**

Interview date: Tuesday 18 August 2026

Location: Ms teams

Information Pack

At the College, we ensure that our recruitment process is objective and focussed on your ability to do the job. We want high quality, talented individuals to join our organisation and we assess this through your Application Form and supporting documents. This is also carried out through the testing and the interview process.

The main purpose of your application is to move you to the testing and interview stage of the process where we get to meet you face to face. This **Information Pack** is designed to help give you the best opportunity to submit a successful application.

Job Description and Person Specification

The **Job Description** describes the key responsibilities, duties and scope of the position. The **Person Specification** outlines the key skills, experience and qualifications that is required to carry out this role. The Application Form and your covering letter should demonstrate how your ability and experience will enable you to deliver what is required to do the job.

College Values

We have strong values, and we promote a consistent culture that is positive, empowering and enabling, in a way that promotes excellent member and staff experience, patient and carer experience, and excellence in psychiatry and wider mental health services, for the benefit of patients. Our culture is under-pinned by our C.I.R.C.L.E. values. All individuals must demonstrate how they meet our values through the selection process.

Your Application

We believe that past performance is the best indicator of future success and our recruitment process is designed to provide you with the opportunity to tell us about your achievements, the things of which you are most proud and to show us how these experiences make you the best person for the job.

You will need to apply online using our standard Application Form via our vacancy page or Easy Read Application Form, CV and attaching a covering letter.

If you require the application form in an easy read format, or require any other reasonable adjustments to complete your application form, please contact HRrecruitment@rcpsych.ac.uk

These are a few important points that you should remember:

- **Read** the job description and person specification carefully – be clear about what the role is and about what we are looking for

- Keep your Application Form and covering letter **relevant** to the job that you are applying for
- Be **clear** and **concise**
- **Sell** your skills
- Highlight your **achievements** – tell us what you have done

Easy Read Application Form

The Easy Read application form has been included in the recruitment process as part of the College's commitment to promoting, equity, diversity, and inclusion. The College would like to make its recruitment process as straightforward as possible with greater accessibility for all potential candidates, which includes individuals who are neurodivergent or have intellectual disabilities.

The Easy Read application allows the application form to be more accessible, making information easier to understand so that people can understand the role better and decide whether they wish to apply for a role.

If you are candidate who has a neurodivergent condition or intellectual disabilities and need additional information about this role, please do not hesitate to contact HRRecruitment@rcpsych.ac.uk

How to Apply

You can only apply to the College for this position via our vacancy page, using our recruitment portal, Web Recruit.

You will be required to Create an Account, by clicking “ New user registration”. You will be required to only be requested to create an account once, after that you view your account using your ‘Existing user login’ details.

Submitting an Application Form

Our online Application Form is designed to help you provide all the information that we need to help us to shortlist applicants for interview alongside your attached CV and supporting information.

You must ensure that all the sections of the Application pages online are completed. Make sure your Application Form is relevant to the role that you are applying for.

Read the job description and person specification carefully and demonstrate to us that you are able to meet the needs of the role.

Disability Confident Employer Scheme

The College is proud to be a part of the Disability Confident Employer Scheme, a scheme which allows us to demonstrate our commitment to being an inclusive employer as well as recruit, retain and develop those with disabilities. To ensure we are giving candidates with disabilities as fair of an opportunity as possible, we propose that as long as you meet the minimum requirements for the role being applied for, we will offer you an interview. It must be disclosed within your application form that you have a disability for this to apply. For more details, please go to [Disability Confident](#).

The minimum requirement that will guarantee an interview for a role under this scheme, will be to meet all the essential requirements listed in the person specification of the job description.

Reasonable Adjustment

As a values-based organisation, that puts our values at the front of everything that we do, we pride ourselves on ensuring reasonable adjustments are made, where possible for candidates who may have a disability. Our recruitment team are happy to work alongside candidates who this applies to.

What happens next?

- **Short listing**

After the closing date we will shortlist all Application Forms and supporting documents received. The short-listing process will assess your Application Form, and supporting documents against the contents of the **Person Specification**. We aim to complete this exercise and inform successful candidates as soon as possible after the closing date.

If successful, use your time effectively to prepare for the next part of the process:

- ✓ Learn as much as you can about College; visit our website (www.rcpsych.ac.uk).
- ✓ Research the position, and list the skills and experience sought matching these to your own experiences.
- ✓ Consider questions we are likely to ask and prepare your responses – think of examples to demonstrate your experience and ability.
- ✓ Prepare a list of questions you would like to ask.

- **Assessments**

To assist in the selection process, candidates short listed for interview may also be required to undergo an assessment as part of the interview process. This will usually take place on the same day as the interview but in some cases a separate assessment day may be necessary.

The type of assessment depends on the role and the skills that we want to test. We use a variety of methods including case scenarios, presentations, numerical and verbal reasoning etc.

- **The Interview**

The venue of the interview can either be onsite in one of our offices or online. You will be informed of the interview.

The interview process is an opportunity for you to highlight your skills and experiences and to demonstrate how you meet the requirements of the job.

Interview panels will usually consist of two or three people that have a direct interest in the role, for example the line manager of the position, another senior member and a member of the HR department.

All candidates are asked the same core questions designed to test whether you have the experience, skills, and attitude to deliver the requirements of the job and be an asset to College. Often supplementary questions will be asked to ensure that we get all the information we need to make the right decision.

We want you to give the best interview you can so if you require special facilities (e.g. a signer) you should inform us prior to the interview.

For further interview tips, please visit the 'application forms and interview support' section of this document.

- **Contact and Feedback**

We aim to let all candidates know the result of their interview as quickly as reasonably possible.

Remember that your Application Form, CV and covering letter are the only things that we will use to short list applicants for interview so **take your time** in preparing, **proof-read** your Application Form and covering letter before you submit it and **sell yourself** to us.

Application form and Interview support

We know completing an application form and interviewing for a role can be extremely daunting for many.

The College hopes the new shortlisting criteria which was introduced in 2022 will encourage those who may struggle with completing application forms, to not be put off by applying for our roles. The new criteria mean candidates who declare they have a disability and meet the essential criteria for the job they are applying for are automatically entitled to an interview.

See below tips taken from the National Careers Service website, on how to complete an application form.

- Gathering all information required and producing a plan of what you're going to include (personal details, education history, work history information etc)
- Prepare to show how your experience and skills match the job
- Gather the information needed for your references

Further information can be found through [Application forms | National Careers Service](#)

The College already offers a number of adjustments to candidates to try and make the interview process not as daunting. These adjustments include:

1. sending candidates interview topics ahead of their interviews
2. asking each candidate if they have accessibility requirement for the interview, and provide relevant support, depending on their needs

Reasonable adjustments can be made to other types of assessment methods used during your interview process, e.g. presentations and numerical and verbal reasoning test.

See below our advice on how to prepare for an interview.

Interview preparation

It might appear obvious, but it is important that you prepare for the day.

- Make sure you are familiar with the job description and person specification.
- Remind yourself of how you met the requirements for the role and be sure to talk about your lived experience.
- Make sure you are familiar with the requirements of the role you have applied for.
- Learn about the College and what it does.
- Think about what type of questions will be asked about yourself and write down some thoughts on how you might answer them.
- Prepare some questions to ask the panel.

First impressions

There are a couple of simple steps to take to create a good first impression:

- Whether your interview is face to face or via teams, ensure you arrive on time.

If you do get delayed, make sure you notify the appropriate person within the organisation as soon as possible.

During the interview

- Be clear in your responses.
- Structure your answers with 1 or 2 examples from your own experience.
- You should still talk about your experience and skills even if it was submitted within your application form or CV.

- Make sure you understand the organisation's values and can talk about why and how they resonate with you.

We look forward to receiving your application.

THE ROYAL COLLEGE OF PSYCHIATRISTS

JOB DESCRIPTION

JOB TITLE:	Membership Data Support
DEPARTMENT:	Finance and Operations
TEAM:	Membership
LINE MANAGER:	Membership Data Manager
DIRECT REPORT(s):	None
PAY BAND:	2
WORKING PATTERN:	Hybrid

THE COLLEGE VALUES:

- Living out, and being a role model for, the College values and behaviours.
- Seeking out ways of working collaboratively, where possible.
- Upholding a positive, empowering and enabling environment for all staff.

JOB PURPOSE:

To support the Membership section in updating and processing membership records and payments on our CRM database. Being able to work quickly and accurately, especially during busy periods.

To be a key point of contact for members who contact the College with various queries about their membership and other requests, responding to emails and answering telephone calls.

KEY RESPONSIBILITIES:

1. Take calls from members and support with their enquiries
2. Responding to and drafting emails to members
3. Updating the membership database with changes and data entry
4. Processing registrations and bookings
5. Creating card payment links and processing payments for members
6. Supporting College events and ceremonies as necessary.
7. Undertake other admin tasks as required by the wider team

ADDITIONAL INFORMATION:	
Budget Holder:	No
DBS check required?	No
List of External Contacts (if applicable):	N/A

GENERAL
1. Undertake any other duties related to the job purpose and which may be necessary in the College's work. 2. To carry out all duties in a safe and proper manner in accordance with the College's Health and Safety Policy. 3. To undertake all duties in line with the College's values, policies, procedures, and regulations ensuring that the work undertaken actively promotes equity and diversity. 4. To support the College's sustainability and net zero programme with a focus on adhering to policy and implemented initiatives. This job description is not exhaustive and is subject to change in accordance with the business need of the College.

Date:	06/07/2026
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THE ROYAL COLLEGE OF PSYCHIATRISTS

MEMBERSHIP DATA SUPPORT

PERSON SPECIFICATION			
CRITERIA	APPLICATION FORM, CV & COVER LETTER	TEST	INTERVIEW
ESSENTIAL			
Experience of working with CRM databases	X		X
Experience of working in a membership organisation	X		X
Excellent administrative and organisational skills	X		X
Ability to work as a member of a flexible team and to use initiative to work alone appropriately	X		X
Excellent interpersonal, communication and written skills	X		X
Ability to work flexibly under pressure and maintain accuracy whilst working to deadlines	X		X
Excellent MS Office skills including Outlook.	X		X
DESIRABLE			
Experience of helping out with events	X		X
Experience in customer services environment	X		X

CURRENT PROVISIONS

Contract	Fixed Term Contract until 30 July 2027
Salary	£27,276 - £29,657 per annum
Pay band	2
Hours	35 hours per week
Interview venue	Online via Ms Teams
Probationary period	3 months
Holiday	28 days annual leave (includes 8 Public & Bank Holidays). In addition to this the College has a few College closure days.
Working Pattern	Hybrid We operate a hybrid model of working on site (minimum 2 days a week) and remote (from home).
Disclosure Barring Service (DBS)	Some roles require DBS checks prior to joining the College.
Notice period	4 weeks
Pension	Auto-enrolment
References	All College appointments are subject to receipt of satisfactory references
Location	21 Prescott Street, London E1 8BB
	Nearest underground stations are Tower Hill, Aldgate, and Aldgate East.
	The College is a non-smoking environment

THE ROYAL COLLEGE OF PSYCHIATRISTS

TOTAL REWARD STATEMENT

EMPLOYEE BENEFITS PER ANNUM

1	BASED ON AN EXAMPLE ANNUAL INCOME OF:	£15,000	£20,000	£25,000
	Auto enrolment into Pension (10%/5% employer Contribution if a member)	£1,500/ £750	£2,000/ £1,000	£2,500/ £1,250
2	Interest free Season ticket loan (If borrowed £1,200 at commercial rates)	Interest free is only applicable up to £9999 £230 £230 £230		
3	Life Assurance (if member of pension scheme)	4/2 times annual salary on death in service. Underwriting and restrictions may be applicable.		
4	Group Income Protection (if on a permanent contract)	% of salary due to sickness absence. Approval based on decision of insurance company.		
5	Retirement Support Service	Punter Southall Aspire support staff in planning their retirement.		
6	Medicash benefits scheme	Offers staff an extensive package of health benefits including dental treatments, optical, various therapies, and prescriptions.		
7	Enhanced Employee Assistance Programme	Free confidential telephone helpline available 24 hours, 365 days per year and up to 8 free face-to-face counselling sessions and mental health support.		
8	Medical, Dental, Hospital Appointments	Staff are given two hours credit towards these types of appointments, if appointments are made early or late in day		

9	Glasses for Computer use	Annual eye tests will be paid for vouchers and where applicable a contribution (vouchers) towards the cost of glasses.
10	Holidays	20, 22.5 or 25 days paid per annum, dependent on service (pro rata).
11	Bank Holidays	10 days paid per annum (includes 8 public holidays plus 2 discretionary College days) (pro rata).
12	Christmas Closure	Variable number of days usually paid in addition to above.
13	Flexi Scheme	Staff members have access to the College's flexi scheme. This scheme allows staff members to take up to 5 days of flexi within any one month.
14	TOIL Scheme	Staff who are eligible for the flexi scheme or who works at the weekends have access to the College's TOIL scheme. This scheme allows staff members to take up to 5 days of TOIL within any one month.
15	Sick Pay	Ranging from 1 month's full pay/2 months' half pay to 6 months' full pay/6 months' half pay dependent on years of service (pro rata).
16	Paternity Leave	10 days paid.
17	Maternity Leave/Pay	Enhanced maternity leave and pay
18	Compassionate Leave	5 days paid leave and in certain Circumstances additional days can be approved
19	Cycle to work scheme	Staff are eligible to apply for the cycle to work scheme.
21	TOTTEM Totum	Staff are eligible to purchase a TOTUM PRO card (previously called NUS Extra), which provides discounts for various online stores and shops/restaurants.
22	Gym membership	College staff have exclusive membership rates at the Grange Tower Bridge Heath Club

23	Non-financial rewards	Staff are given the opportunity to apply or be nominated for Recognition awards.
24	Coffee, tea, filtered water	Free
25	Staff Forums	Staff can join the following staff forums of their choice. • Sexuality and Gender Equality and Inclusion Forum (SGEI) • African Caribbean Forum (ACF) • Wellbeing at Work forum • Peer Network
26	Staff Support	Staff Representative Council (SRC)

Royal College of Psychiatrists

About the College

What we do:

The Royal College of Psychiatrists is the professional and educational body for psychiatrists in the United Kingdom and the Republic of Ireland. We aim to:

Set standards and promote excellence in psychiatry and mental healthcare

The Royal College of Psychiatrists is committed to improving the understanding of psychiatry and mental health. We want there to be a greater understanding of the interaction between mental and physical health and the social and cultural context in which people live. We are at the forefront in setting and achieving the highest standards through education, training and research. We lead the way in developing excellence and promoting best practice in mental health services. We promote research and publish the results in our world-class psychiatric journals.

Lead, represent and support psychiatrists

The College actively promotes psychiatry as a career. College structures are robust and provide dedicated support to our members and associates. Nationally and internationally, the College has a vital role in representing the expertise of the psychiatric profession to governments and other agencies. This is key to promoting best practice in mental health.

Work with patients, carers, and their organisations

We collaborate with key players in the mental health field and are champions for improvements in the quality of mental healthcare throughout all sectors of society. Public education is at the heart of our activities and is an essential component of our website.

As well as running its membership examination (MRCPsych), and visiting and approving hospitals for training purposes, the College organises scientific and clinical conferences and lectures and continuing professional development activities. The College publishes books, reports and educational material for professionals and the general public. It also publishes the British Journal of Psychiatry, BJPsych Bulletin, BJPsych Advances, BJPsych International and BJPsych Open, all of which are now available on-line.

The Royal College of Psychiatrists has been in existence in some form since 1841. First as the "Association of Medical Officers of Asylums and Hospitals for the Insane" (later changed to the Medico Psychological Association) then, in 1926 receiving its Royal Charter to become the "Royal Medico Psychological Association, and finally, in 1971 receiving a Supplemental Charter to become the "Royal College of Psychiatrists" we know today.