

Digital Administrator

Role profile

About us

We're RCOT, the Royal College of Occupational Therapists. We've championed the profession and the people behind it for over 90 years; and today, we are thriving with over 36,000 members. Then and now, we're here to help achieve life-changing breakthroughs for our members, for the people they support and for society as a whole.

We have a vision, that people everywhere value the life-changing power of occupational therapy. To achieve this we have moved to an organisational structure which positions us so that we can grasp the opportunities for occupational therapy and for us as a membership body.

What we do and how we do it

We live and breathe our values. They describe what matters to us. They show how everyone here at RCOT acts and makes decisions as individuals and as one team. And they drive us in our approach to achieving our vision and purpose.

Our values	
We Impact	We make meaningful differences with all our work. We prioritise work that achieves our shared purpose and strategy. We go above and beyond for the people who need us.
We Challenge	We find new and better ways to make things happen. We are brave and bold in our ideas and actions. We challenge ourselves, each other and the status quo.
We Elevate	We lift up and support others to be and do their best. We are accessible and collaborative. We are united and move forward together, even if we sometimes disagree.
We Respect	We value each other and celebrate our differences. We are approachable, genuine and trustworthy. We listen to others and believe everyone's views should be heard.

Membership Engagement Directorate

It's an exciting time to join RCOT and the Membership Engagement team. We're working to transform awareness of occupational therapy across the UK, making sure it's understood, respected and valued and that the vital contributions our members make to a healthier society are recognised and celebrated.

You'll play an important role in the digital team, supporting activities to help achieve our membership growth, profile raising and influencing targets.

The purpose of your role

As **Digital Administrator**, you'll play a key role in keeping our digital platforms and content running smoothly and efficiently. Supporting the wider digital team, you'll carry out essential day-to-day maintenance, ensure enquiries are handled effectively, and help maintain high standards across our systems and content.

This is a varied, hands-on role combining reactive support with planned maintenance and continuous improvement.

Your main responsibilities	What you bring to the role
• Support the day-to-day running of the digital function, including maintaining and updating the team planner. • Act as the first point of contact for the digital team inbox—triaging, prioritising and responding to queries appropriately. • Maintain and improve digital platforms (e.g. website, CRM and member systems), including tasks such as fixing broken links, updating content and layouts, and data cleansing. • Support regular platform checks and audits to ensure systems are accurate, up to date and performing as expected. • Apply quality control across digital content - editing and publishing in line with digital best practice, accessibility standards and brand guidelines. • Assist with improving team processes and efficiency, including documenting tasks, maintaining checklists and supporting operational improvements. • Support colleagues across the organisation to use digital platforms effectively, including delivering basic training and guidance. • Respond professionally and helpfully to enquiries from members, the public and colleagues.	Skills and experience • Experience in an administrative, coordination or support role, ideally in a digital or systems-focused environment. • Strong organisational skills, with the ability to manage and prioritise a mix of reactive and planned tasks. • Confident using digital tools and systems (e.g. Microsoft Office); experience with CMS, CRM or similar platforms is desirable. • Excellent attention to detail, with strong proofreading and quality-checking skills. • Ability to gather, organise and present information clearly. • Clear and professional communication skills, both written and verbal. Approach and mindset • A practical, logical thinker who enjoys problem-solving and improving processes. • Comfortable working in a fast-paced environment with a steady flow of tasks and queries. • Willing to take ownership of routine maintenance tasks and see them through to a high standard. • A collaborative team player who is also able to work independently. Desirable • Experience training or supporting others to use digital tools or systems. • Understanding of digital best practice, including usability and accessibility.

Your main responsibilities	What you bring to the role
Values and culture • Live our values in all that you do; celebrate it when colleagues live our values and raise it, respectfully, when they don't. • Engage in regular conversations with your manager about objectives, wellbeing and performance (data, impact and outcomes). • Take personal ownership of your career development, seeking support and guidance as needed.	

Your main relationship will be with:

- Digital team
- Membership Marketing team
- Profile and Campaigns team

Your main relationship will be with:

- Head of Digital Channels and Digital team
- CRM, PM and data colleagues
- Membership Marketing and Profile and Campaigns teams

A bit more about the role

- **You'll report to:** CRM and Digital Support Officer
- **Your contract will be:** Permanent full time
- **You'll work:** 35 hours a week
- **You'll be based at:** London Bridge but is a hybrid role, working flexibly between home and other environments
- **You'll be paid:** circa £34,000

What we will offer you

- Holiday entitlement – 25 days
- **Christmas closure** – we're closed over the Christmas period. Additional time will be given to all employees to cover any working days during this period
- **Pension scheme** – RCOT operates a contributory pension scheme, you are eligible to join this scheme from your date of commencement. Contributions are made on a salary exchange basis and are 6% of gross salary from the employee and 9% from the employer.
- **Life cover** – four times annual salary.
- Free **eyesight testing**.
- Free **Health and wellbeing app**.
- **Flexibility** through a hybrid working model, which offers a blend of home and office-based working, with a minimum of one office days a week.
- **Supportive networks and inclusive team** - we have several colleague networks to support colleagues and provide a space for discussion and reflection, as well as promote allyship.

Equity, Diversity & Belonging

As a membership organisation, a professional body, and an employer, RCOT is committed to leading

12 June 2026

innovative change to promote equity and social justice and build a sense of belonging for all our staff, members, and the populations we serve. Our ambition is to have a diverse workforce that is representative of the communities we serve. We don't only embrace diversity, we celebrate it, nurture it and support our staff in realising their true potential. We are passionate about creating an environment free from discrimination and harassment where people can be their authentic self and recognise that each of us is unique. Therefore, our definition of diversity goes beyond those defined in equality legislation and we will afford the same standards and principles to those with lived experiences.