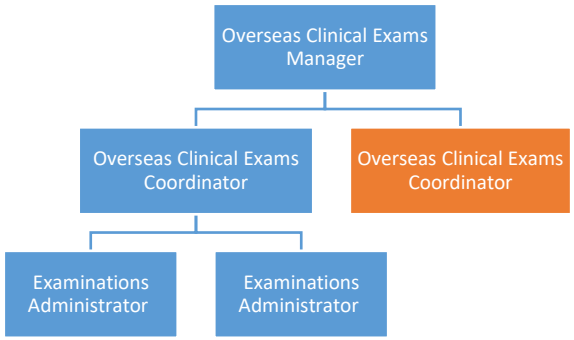
Role Title	Examinations Coordinator (Clinical) Fixed Term Contract 24 months
Manager Job title	Overseas Clinical Examinations Manager
Band	C

Overall Job purpose
The College delivers the Membership (MRCPCH) and Diploma of Child Health (DCH) qualifications. As part of the Overseas Clinical Examinations team, you will coordinate the preparation and delivery of MRCPCH Clinical examinations internationally, while also contributing to projects and development work relating to the MRCPCH and DCH. You will work with a wide range of internal and external stakeholders to support the effective delivery and development of the examinations. You will report to the Overseas Clinical Examinations Manager and work alongside another Clinical Examinations Coordinator and two Examinations Administrators. You will not have formal line management responsibility for the Examinations Administrators but will provide day-to-day guidance and supervision and act as a point of escalation when required.

Dimensions	
Role Location	London
Budgetary control (if so what size)	N/A
Number of direct reports (if any)	0
Job titles of direct reports	N/A
Please attach structure chart if available	

Key Tasks & Responsibilities

1. Coordinate the operational delivery of overseas MRCPCH Clinical examinations, working closely with colleagues and stakeholders to ensure effective examination delivery.
2. Provide day-to-day supervision, guidance and escalation support to the Examinations Administrators, including supporting with more complex queries and operational issues.
3. Coordinate examiner lifecycle processes, including recruitment and appointment, retirement, inactivity, membership requirements and refresher training.
4. Support the recruitment and onboarding of examiners and Examiner Elects, including coordinating recruitment processes and outcomes, introductions and Overseas Examiner training.
5. Coordinate examiner feedback processes, including compiling and sharing feedback with Senior Examiners and managing feedback on examination scenarios.
6. Work closely with the Scenario Coordinator and Senior Examiners to support the review, development and quality assurance of examination scenarios.
7. Manage complex candidate cases, including reasonable adjustments, refund requests and the review and drafting of outcomes relating to complaints, appeals and reviews of marks.
8. Provide support and guidance on examiner expenses and finance queries, escalating more complex matters where required.
9. Co-administer the MRCPCH Clinical Examinations Committee along with other Coordinators, supporting the effective organisation and administration of meetings.
10. Support ongoing process development and quality assurance across overseas clinical examination delivery, identifying and contributing to improvements where appropriate.
11. Ensure appropriate record management and file retention processes are maintained in line with relevant requirements.
12. Provide operational and administrative support as required, including marksheet processing, scanning, and exam-related administration.
13. Work closely with the Head of Clinical Examinations and DCH Administrator to support the development and implementation of the DCH examination review.
14. Occasionally be required to travel both inside and outside of London, with overnight stays needed as appropriate in addition, it may sometimes be necessary to work outside of the core College hours of 9am to 5pm. Some weekend support may be required from time to time.

General

In addition to the specific duties and responsibilities outlined in this job description, all RCPCH employees should be aware of their specific responsibilities towards the following:

- Lead, motivate and performance manage a team of staff, ensuring that they collaborate effectively across the College and wider sector, and are focussed on achieving excellent outcomes for paediatrics through regular performance discussions and appraisal.
- Adhere to the College's health and safety policies and associated procedures and to co-operate in maintaining good standards of health and safety.
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the College into disrepute.
- To actively champion diversity and inclusion across the College ensuring best practice at all times and challenging appropriately where standards or behaviour fall short
- The role holder must be committed to confidentiality and the handling of college information in a secure way. The role holder will also be required to comply with the college's Information Security Policy and Acceptable Use Policy.
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.
- The College is committed to encouraging young people to work with the College either through the apprenticeship programme and as such the post holder will be expected to support and respect young people, and may be asked to work alongside or supervise a young person as part of their role whilst working at the College.

Our commitment to safeguarding

- The RCPCH is committed to safeguarding the children, young people and adults it has contact with in the exercise of its functions and responsibilities. The RCPCH expects all staff to share this commitment.
- All staff are expected to be alert to safeguarding risks and to respond appropriately to such risks in accordance with the College's safeguarding policy and procedures.
- All staff are required to take part in safeguarding training and developments. Managers are required to ensure that they remain vigilant to any safeguarding concerns in respect of those they supervise and to ensure their teams regularly review actual and possible safeguarding dimensions in their work.
- The foundation of good safeguarding is healthy organisational culture. All staff are expected to promote such a culture through their behaviours.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the College at any time after discussion with the post holder. RCPCH operates a no-smoking policy.

The post holder should either be a non-smoker or be prepared to not smoke in **any** of the College's premises, grounds or vehicles when on College business outside the office.

The RCPCH wants to represent all the communities we serve. Appointment will be made solely on merit. However, the College is particularly keen to receive applications from Black, Asian and minority ethnic candidates, and/or candidates with a disability who are currently under-represented at this level of the organisation.

Terms and Conditions of Employment

All appointments made at £39,533 per annum.

Contracts are offered on an initial 6-month probationary period.

The College is expanding and developing the involvement of children in its work. For some roles this may in future mean direct contact with young people. The College therefore may in the future require a Disclosure Barring Service check to be undertaken.

Clinical Examinations Coordinator

PERSON SPECIFICATION

Essential

- Experience of coordinating complex administrative or operational processes, managing multiple activities and deadlines to a high standard.
- Excellent written and verbal communication skills, with the ability to communicate clearly and professionally with a wide range of internal and external stakeholders.
- Excellent stakeholder management and customer service skills, with the ability to build effective working relationships and manage sensitive or challenging situations appropriately.
- Experience of dealing with complex or sensitive queries, using sound judgement to determine when issues should be resolved directly or escalated.
- Ability to exercise discretion when handling confidential or sensitive information and to communicate difficult messages with diplomacy and tact.
- Excellent organisational and planning skills, with the ability to prioritise a varied workload, manage competing deadlines and respond effectively to changing priorities.
- Ability to work independently with minimal supervision, taking ownership of areas of work and responsibility for achieving agreed outcomes.

- Ability to provide guidance, support and appropriate supervision to colleagues, including acting as a point of escalation for more complex queries.
- Excellent attention to detail and a commitment to accuracy, particularly when working with candidate, examiner and examination data and documentation.
- Ability to interpret and apply policies, procedures and guidance consistently, while using judgement to respond appropriately to more complex or unusual circumstances.
- Experience of contributing to projects and service development, with the ability to identify opportunities for improvement and support the implementation of changes.
- Strong problem-solving skills, with the ability to identify pragmatic solutions and respond constructively to changing circumstances.
- Excellent IT skills, including a strong working knowledge of Microsoft Office, particularly Outlook, Word, Excel and Forms, and the ability to learn and work confidently with specialist systems.
- Ability to collate, review and present information clearly, including identifying themes or issues from feedback and operational information.
- Ability to work collaboratively as part of a team, contributing flexibly to wider operational priorities and providing support to colleagues when required.

Desirable

- Experience of working within examinations, assessment, education, healthcare or another regulated environment.
- Experience of coordinating the logistics and operational delivery of large-scale, multi-centre events or activities.
- Experience of providing supervision, guidance or support to colleagues.
- Experience of supporting projects, service development or process improvement, including implementing changes to ways of working.

Candidates are reminded that the shortlisting process is based on the evidence provided on the application form of the skills demonstrated above. For any questions, queries or support please contact us at recruitment@rcpch.ac.uk.