



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job title: Regional Service Administrator

Department: RCN England, London Region

Reports to: Administration Manager / Regional Service Manager

Key relationships:

- **Internal:** Regional Service Manager, Admin Manager, RCN staff, regional team, Board and Branch committee members, and local representatives
- **External:** RCN members, NHS Trusts, Independent Sector employers, and other external partners

Hours: 35 hours per week
(Normal business hours Monday-Friday, 9.00-17.00. Required to work flexibly to meet the requirements of the job. Occasional travel within the UK with occasional overnight stays and extended days required to fulfil the duties of the post)

Grade: H

Location: RCN Bolton Office

JOB PURPOSE

To deliver high quality administrative support to the Regional Service Manager and Administration Manager that enables effective operation of the region and enhances the experience of members and stakeholders. The role ensures the efficient co-ordination/administration of regional activities, including case management, events, governance, data collection, and financial processes, while maintaining compliance with organisational policies and standards. By supporting members, staff, reps and activists, the postholder contributes to the achievement of strategic objectives and the delivery of excellent services across the region.

KEY RESPONSIBILITIES

Core Duties

- **Regional and Office Administration**
 - Act as first point of contact for members, employers, officers, and internal/external stakeholders, ensuring timely, professional, initiative-taking, and helpful responses.
 - Manage diaries, travel, accommodation, meetings and correspondence for regional staff.
 - Support recruitment and selection processes for regional staff, including scheduling, documentation and reception of candidates.
 - Maintain a list of key external stakeholders and coordinate mailings, including communications to Chief Nurses.
 - Maintain office operations including office supplies, tidiness, maintenance and desk usage tracking.
- **Case Management and Patch Support:**
 - Provide admin support for member enquiries and casework, ensuring accurate, contemporaneous records and compliance with policies and SLAs.
 - Manage case documentation, meeting scheduling, invoice requests and supporting colleagues in system use and ensuring data integrity.
 - Participate in regional working groups as required.
 - Communication with representatives and employers to schedule and monitor support and supervision and strategic meetings for Officers/Senior Officers.
 - Support team, patch and branch meetings including venue booking, minutes, supplies and logistics.
- **Events and Activism Support:**
 - Support planning and delivery of regional events, branch meetings, conferences and campaigns.

- Provide admin support for and at activism activity, including data processing, preparation for ballots and any resulting action.
- **Data Management and Reporting:**
 - Supporting management teams in the collection and compilation of data on member engagement, case handling, and regional activities.

Allocated Duties

- **Learning and Development, Reps and Activist Support:**
 - Provide administrative support for learning and development activities within the region, including administration and logistics for training sessions, workshops, and other educational events for members.
 - Maintain activist records, communicating with members regarding Eols, accreditation, dis-accreditation, training and supervision.
 - Support the distribution and tracking of staff and activists' equipment.
- **Board, Branch and Congress**
 - Supporting the Regional Service Manager with preparation of documentation, minutes and meeting organisation.
 - Maintaining accurate records of Board and Branch committee terms of office.
 - Supporting member attendance at annual Congress event.
 - Ensure GDPR compliance for representatives, committee, and board members, maintaining secure and accurate records.
- **Financial Administration Duties**
 - Process income, expenditure and supplier/purchaser transactions including purchase orders, invoices, member expense claims in accordance with policies.
 - Supporting Regional Service Manager with stock control for office supplies and Board/Branch funding purchases, ensuring that necessary materials are available for events and daily operations.

- **Regional and Office Administration Duties**

- Provide support to Regional Director (RD) and SMT as required. Including handling the sensitive information.
- Work with the Archive team to transfer key records to the corporate archive for permanent storage.
- Maintain compliance documentation related to health and safety eg driving at work and lone working.
- Consult with external event organisation liaising with providers and coordinating logistics.

Additional responsibilities

- Champion equity, diversity, inclusion and human rights and be responsible for contributing to achieving the commitments set out in the RCN Group equality, diversity and inclusion statement.
- Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter.
- Maximise all opportunities available to:
 - encourage member recruitment and promote the benefits of joining the RCN
 - promote the RCN as the organisation that represents nurses and nursing, and that promotes excellent in practice and shapes health policies
- Support member ballot and industrial action activities when required.
- Comply with the RCN Data Protection Policy, Retention Schedule and department procedures to ensure personal data is always protected.
- Undertake any other duties as requested in line with the job role.

Job description updated:
January 2026

PERSON SPECIFICATION

Job title: Regional Support Administrator

Department: England

The person specification sets out the essential and desirable criteria required for this role. The selection process will look for evidence that you meet these criteria as well as the core behaviour competencies described further below.

Each criteria is assessed at one or more stage of the process as indicated by a ✓

- AF (application form) - your application needs to address the criteria ticked in this column
- A (assessment) – if you're shortlisted you'll do assessments that test these criteria
- I (interview) – if you're invited to interview you'll be asked questions to assess these criteria

AREA	CRITERIA	A/F	A	I
1. Knowledge, training and qualifications	Essential			
	• Excellent standards of literacy and numeracy	✓	✓	
	• An understanding of confidentiality and data protection	✓		
2. Experience	Essential			
	• Experience of working in a fast-moving customer service environment and delivering a high level of customer satisfaction	✓	✓	✓
	• Experience of providing and gathering information to support internal and external stakeholders	✓		✓
	• Experience of working within a team environment	✓		✓
	• Experience of contributing to and implementing professional standards and processes	✓		✓
	• Experience of maintaining office systems, including filing and databases	✓		✓
	• Experience of building strong and successful relationships with both internal and external stakeholders	✓		✓
	• Experience of making a positive contribution to advancing equity, diversity and inclusion agendas			✓

AREA	CRITERIA	A/F	A	I
3. Skills	Essential			
	• Ability to use Microsoft Office Packages including Word, Excel, PowerPoint, email, internet and diary software	✓	✓	✓
	• Ability to manage competing demands whilst maintaining a calm, measured & professional service	✓	✓	✓
	• Ability to manage stakeholder expectations around what can be delivered within clear professional boundaries	✓	✓	✓
	• Within a team environment be able to share knowledge, learn from feedback, contribute ideas and demonstrate initiative	✓		✓
	• Able to maintain attention to detail & accuracy when recording information or carrying out a task whilst working within tight timescales under pressure	✓	✓	
	• Ability to work with confidential and sensitive information with discretion	✓		✓
	• Ability to undertake key administration tasks including but not restricted to minute taking, filing, taking accurate messages, organising meetings, updating databases, and co-ordinating diaries	✓	✓	
	• Ability to maintain resilience in challenging circumstances whilst retaining a positive outlook	✓	✓	
	• Ability to prioritise and plan own workload	✓	✓	
	• Excellent written and oral communication skills to meet the needs of a variety of stakeholders	✓	✓	✓
4. Other requirements	Essential			
	• Contribute to the successful outcomes of corporate, national and regional projects			✓
	• Strong personal commitment to promoting equity, diversity and inclusivity			✓
	• Commitment and evidence of continuous professional development	✓		
	• Ability and flexibility to travel with occasional overnight stays around usual working hours	✓		✓

The RCN Core Behavioural Competency Framework informs the key behaviours our employees need to demonstrate in their roles.

Inspire others to greater heights  Be passionate about developing yourself and others and push yourself beyond your comfort zone	Value those around you  Prize diversity and deal fairly and consistently with people while recognising individual differences	Show passion for our services  Have members' and customers' interests at the heart of everything you do and go out of your way to manage & exceed their expectations	Build outstanding relationships  Lead and contribute to your teams success and collaborate with people around you & those beyond your immediate team	Get to the heart of the business  Have the business interests of the RCN at the forefront of all you do and seek out opportunities to develop your business know-how	Stay one step ahead  Be inquisitive, think differently and embrace opportunities for change, helping others to adapt and encouraging new ideas
Use the strengths of those around you to maximum effect	Challenge unacceptable behavior where it exists	Demonstrate pride in the RCN and passion for its services	Understand how your team impacts on others	Learn all aspects of the business with enthusiasm	Improve how things are done
Take personal ownership of all that you do	Treat everyone with respect regardless of their position	Ensure all you do has a benefit to members and customers	Focus on your team's primary goals	See yourself as a shareholder in the RCN	Adapt enthusiastically to change and different ways of working
Persist in the face of difficulties and overcome obstacles	Recognise the benefit of different viewpoints	Empower members and customers to help them become more involved	Share knowledge within your team and across other teams	Generate viable opportunities to help the RCN grow and develop	Tackle unfamiliar situations with confidence
Articulate your views and be open to others' opinions	Communicate openly and actively listen to those around you	Stay calm and focused when dealing with challenging situations	Support and help those around you	Work within tight timescales when needed	Help others to respond positively to change
Coach others and share your expertise	Treat everyone fairly and consistently	Go the extra mile	Demonstrate pride in your team and its work	Prioritise work to respond to urgent needs	Be prepared to do things differently & learn from mistakes
Trust those around you to do their jobs	Encourage mature discussion of differences	Build strong partnerships with outside agencies	Plan projects to involve key people from the start	Show efficiency and value in your use of resources	Adapt your thinking according to the needs of the situation
Seek feedback and learn from what you hear	Be approachable and give time to others	See a task through to the end	Identify opportunities for cross-team working	Translate plans into realistic targets and objectives	Show positive energy even in times of pressure
Lead by example and act as a role model	Respect individual and cultural differences	See things from the members' and customers' perspectives	Understand your strengths and play to them when you can	Understand the impact of your actions on the business	Keep an open mind and think creatively about problems at work
Empower and develop yourself and those around you	Recognise the impact of your behaviour on those around you	Build rapport with members and customers	Seek expertise from outside the team where necessary	Focus on the purpose of your role	Encourage constructive discussion about change
Speak up if you can see a better way to do things	Seek out stakeholders' views where possible	Keep members and customers informed	Ensure all team members have a meaningful part to play	Concentrate on delivering best value	Show your initiative in all that you do