

Candidate Services Officer

Job Description

Responsible to	Candidate Services Manager
Key working relationships	Exam candidates, Senior Candidate Services Officer, the rest of the Exams department, the Member Services team and other RCEM Staff including the Head of Exams and Associate Director of Exams. The Chief Examiner, trainee representatives and third-party delivery partners.
Grade	3
Contract	Permanent
Job Purpose	<p>The Candidate Services Officer plays a crucial role in the Exams Department, dedicated to delivering exceptional customer service to exam candidates throughout the entire exam journey. This role is integral to ensuring a smooth and positive candidate experience, maintaining high standards and managing multiple tasks and processes efficiently.</p> <p>The Candidate Services Team is responsible for the delivery of MRCEM and FRCEM theory exams, working within established policies, procedures, and best practices. The role holder will collaborate closely with the Senior Candidate Services Officer and the Candidate Manager to support candidates effectively and work to the College's academic aim of maintaining excellence in emergency medicine education.</p>

Key Responsibilities

- Provide outstanding customer service to exams candidates throughout the entire candidate journey. Ensuring all queries via phone, email, LiveChat or in person, are resolved promptly and in line with the College's customer service standards.
- Manage the exam application process, ensuring candidates meet all relevant eligibility criteria and that applications are reviewed and approved accurately and efficiently.
- Work closely with the College's exam delivery partner, Pearson VUE, to manage candidate bookings, securing test centres or OnVUE appointments and resolving booking related issues promptly.
- Deliver exceptional support to candidates on exam days, troubleshooting and resolving issues as they arise. Maintaining complete and accurate records of any incidents or issues, investigating with Pearson VUE when necessary to ensure compliance with College policies.
- Assist candidates with payment-related queries during the exam application process, providing guidance and support for payment issues, signposting candidates to Membership applications and member benefits such as reduced exam fees and access to RCEM Learning.
- Process requests for withdrawals from exams, refunding or transferring applications as appropriate in accordance with College policies, while clearly communicating applicable deadlines, procedures, and any associated fees.
- In line with the ongoing Exams Transformation project, collaborate with colleagues to identify opportunities to continuously improve candidate related processes and policies.
- Proactively collect, analyse and act on feedback received from candidates before, during and after exams, to enable processes to be improved and developed.
- Collaborate with the Member Services team to ensure clear understanding of exam regulations, College rules, policies and procedures at all levels.
- Contribute to the regular review of the College's exam regulations and information packs, including compiling and addressing frequently asked questions and other relevant information for the College website.
- Support with the development and sharing of clear pre-exam communications, ensuring candidates have a clear understanding of what to expect on exam days and all related third-party exam rules and ID requirements..
- Maintain the College database to ensure complete and accurate candidate records, including contact details and examination entries, are up to date.
- Effectively signpost candidates to post-exam processes, such as appeals and requests for additional exam attempts.
- Ensure confidentiality and security of exam material and candidate data is maintained at all times.
- Work collaboratively with colleagues across the Exams Department, regularly supporting as required in the delivery of MRCEM and FRCEM OSCE exams.
- Handle first-line complaints in line with the College's complaints policy, escalating and reporting as appropriate.
- Support with the reporting of candidate numbers, applications and withdrawals data to the Head of Exams, Finance department, Chief Examiner and Exams Committee
- Arrange for appropriate archiving and destruction of data in accordance with data protection legislations.
- Undertake such other tasks, as may be reasonably expected within the scope and grade of the post at the request of College Management to ensure College objectives are met, including some administrative tasks where necessary.

Other

- Some travel in the UK and overseas may be required, including overnight stays This may include out of core hours work.
- Maintain and continuously improve detailed documentation of the administrative processes relevant to the role.
- Work collaboratively with colleagues to coordinate procedures and share best practice.
- Record complaints in the exams section of the College's complaints register and bring them to the immediate attention of management
- Contribute to the continued development of the College's IT Systems and participate in project boards as required.
- Arrange for appropriate archiving and destruction in accordance with data protection legislations.
- Participate in training and personal / organisational development activities.
- Undertake additional tasks as requested by College management to support the achievement of College objectives..

Values

Respect each other's experience.

We celebrate the rich diversity of the RCEM ecosystem - employees, members and stakeholders. We respect each other's experience, meeting each other with dignity and humanity at all times.



This comes to life when we:

- Each contribute actively to strengthening a culture where different perspectives are expressed, encouraged and heard.
- Treat colleagues, members and stakeholders as valued equals.
- Do our best to be present for each other, interacting in an open and transparent manner.
- Acknowledge & challenge inappropriate behaviours and practices, offering support and seeking solutions.

Act with integrity, always.

We hold ourselves to the highest ethical standards, fostering trust and transparency within our College and with our members.



This comes to life when we:

- Do what we say we will do, communicating clearly and openly.
- Take responsibility and accountability for our actions, celebrating when things go well and staying curious about how we can learn from mistakes.
- Demonstrate patience and flexibility, even when things don't quite go to plan.
- Commit to a strong work ethic, striving to produce high quality work that is consistently delivered on time.

Collaborate for growth.

We know that teamwork and initiative are the key to achieving our strategic aims, and we actively seek opportunities to work together and leverage our diverse perspectives.



This comes to life when we:

- 'Collaborate by default', continually looking for ways in which we can join forces with colleagues, members and stakeholders to meet the College's objectives.
- Pay attention to the quality of our relationships, cultivating connection and fostering a positive working environment grounded in respect and integrity.
- Ask for feedback, reflect on it and learn from our personal and collective experiences.

Innovate relentlessly.

We create the conditions for a culture of continuous improvement, nurturing creativity and the pursuit of new ideas to drive positive change within our organisation.



This comes to life when we:

- Identify creative ways to optimise our resources by planning ahead and anticipating organisational, operational and customer needs and demands.
- Anticipate and welcome change as an inherent part of a growing, evolving organisation, and meet this change with hope and optimism.
- Acknowledge the importance of psychological safety as a prerequisite for innovation, actively encouraging risk-taking and creating a 'no-blame' culture.
- Have the courage to step outside our comfort zones, learning new skills and trying new approaches.
- Prioritise sustainable solutions, with choices that are in the long term interest of the College and our organisational objectives.
- Embrace the value of automation, by refining and automating processes - personally and operationally - wherever possible, to improve efficiency and effectiveness.

Person Specification

Essential

Desirable

Qualifications

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| <ul style="list-style-type: none">• A good level of formal education including GCSE Maths and English | <ul style="list-style-type: none">• Evidence of continuing personal development |
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Practical experience

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| <ul style="list-style-type: none">• Previous customer service and/or administration experience• Experience of working collaboratively as part of a team to administer complex processes• Experience of communicating clearly and effectively with people at different levels | <ul style="list-style-type: none">• Previous experience of administering medical exams, or similar events• Previous experience in candidate/student services• Experience of working with international customers or end-users |
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Skills

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| <ul style="list-style-type: none">• Extensive experience of Microsoft Office, with high confidence in using Excel• Experience of using CRM software• Ability to learn new software packages• Outstanding customer service skills• Excellent interpersonal, communication and organisational skills | <ul style="list-style-type: none">• Knowledge and understanding of iMIS Database• Knowledge and understanding of examination software and question banks• Ability to handle, analyse and manipulate complex data accurately• Experience of working effectively as part of a team remotely |
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Knowledge

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| <ul style="list-style-type: none">• Data Protection and confidentiality | <ul style="list-style-type: none">• Knowledge of UK Postgraduate Medical Education |
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Personal Qualities

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| <ul style="list-style-type: none">• Commitment to upholding the College Values• Ability to work methodically and accurately when under pressure• Patient, understanding and empathetic• Ability to deal with a varied workload and work to tight and competing deadlines• Ability to make informed decision and troubleshoot• Initiative, self-motivated and innovative• Team player with evidence of collaborative working• Professional manner and appearance• Ability to work independently• A commitment to maintain high customer care standards• Ability to work away from home in the UK and internationally | |
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Policies & Guidelines

College Policies and Procedures

The post holder is expected to follow all College policies and procedures including those covered in the College HR manual.

Confidentiality

All employees are under an obligation to ensure that any information that he or she has access to, relating to RCEM business is kept confidential.

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

Risk Management

All staff have a responsibility to identify risks and report these to their line manager. In addition to report all accidents or incidents promptly and when requested to co-operate with any investigation undertaken.

Equal Opportunities

The RCEM is committed to its equal opportunities policy and it is the duty of every employee to comply with the detail and spirit of the policy.

Additional Information

This role profile is intended to provide a broad outline of duties that may be required and is not intended to be exhaustive. It is subject to review and amendment in consultation with the post holder in order to reflect changes in the pattern, organisation and development of the services required.

Organisation chart

