

Senior Transformation Officer

Job Description

Responsible to	Senior Transformation Officer
Key working relationships	Chief Executive, Dean, Director of Education, Chief Examiner, Examiners, Examination team, IT Team, all education-related committees and other key committees e.g., EMTA, external stakeholders, project consultants (and other commercial partners e.g., examination software partners), college staff and relevant stakeholders from other Colleges.
Grade	Level 2
Contract	18-month fixed-term contract
Job Purpose	<p>Reporting to the Head of Education Transformation, the Senior Transformation Officer will work closely with key College stakeholders to support Transformation initiatives across the Education Directorate.</p> <p>The Education Transformation team leads projects and initiatives towards achieving excellence throughout operations in the Exams, Training and International departments. The Exams Transformation Plan has been formed as a framework, split into four phases, completing in 2025. The plan builds towards ensuring high standards are achieved across the examination's lifecycle, delivering excellent service across stakeholder journeys. It will also ensure that rigorous quality assurance measures are embedded within processes, maintaining accuracy and high standards. This role primary supports the delivery of phases 3 and 4 of the Exams Transformation Plan, but will also assist with similar initiatives as they are evolving.</p>

Key Responsibilities

Monitor the Implementation of Transformation Plans:

- Ensure all transformation tracking and oversight documentation is current and accurately reflects the progress, including work plan tracking data and dashboards.
- Implement and maintain a systematic approach for measuring and recording transformation benefits, through the compilation of data such as email and phone statistics and process timings.

Proactively Progress Transformation Plan Implementations:

- Drive the completion of milestones, work plan actions and phases in line with the plan deadlines and milestones.
- Produce high quality draft and proposal documentation and templates for work plan actions to enhance exam operations.
- Lead working groups to define, progress and implement phases 3 and 4 work plan actions through driving required discussions, liaising with key stakeholders, defining milestones, achieving required approval or ratification and implementing solutions and enhancements.
- Developing workflow and process maps for new and proposed solutions.
- Develop and complete required testing cases, schedules and success criteria as required for the implementation of work plan actions.
- Document and report progress on work plan actions and phases, including any risks or issues faced.
- Ensure that deliverables meet quality standards and College expectations.
- Conduct refinement and cleansing of data to enhance data quality and confidence.
- Enhance existing tracker spreadsheets with conditional formatting, formulas and dashboard development to improve data insights and efficiency.

Produce Regular High Quality Reporting:

- Develop comprehensive regular written reports detailing progress, milestones and upcoming work.
- Prepare and deliver verbal updates during team meetings and stakeholder briefings.
- Create and present visual presentations to communicate progress, including progress charts and key metrics.

Liaise With Key Stakeholders:

- Conduct stakeholder analysis to identify and prioritise key stakeholders, understanding their needs and expectations.
- Establish and maintain effective communication channels with key stakeholders, including College staff, external partners, and vendors.
- Engage with relevant internal meetings and activities to maintain appropriate knowledge and oversight.
- Gather and incorporate stakeholder feedback
- Facilitate regular updates and discussions with stakeholders to keep them informed of developments.
- Provide training and support to stakeholders as needed to ensure successful adoption and implementation of Transformation initiatives.

Maintain Relevant Skills and Knowledge

- Conducting research analysis and mapping on regulatory guidance and best practice.
- Ensure compliance with relevant regulations, standards, guidance and organisational policies.
- Work collaboratively with colleagues to coordinate procedures and sharing of best practice
- Support a culture of continuous improvement and innovation

Arranging and servicing board meetings:

Prepare for Meetings

- Schedule board meetings, ensuring all key participants are available and informed with suitable notice.
- Prepare and distribute agendas, supporting documentation, and pre-meeting materials in advance.
- Coordinate logistics, including meeting room arrangements and virtual meeting setup.

During Meetings

- Record meeting notes, capturing key discussions, decisions, and action items.
- Ensure all relevant documentation is referenced and available during the meeting.
- Facilitate discussions, ensuring all agenda items are covered and stakeholders have the opportunity to contribute.

Post-Meetings

- Circulate meeting summaries and action items to attendees in a timely manner.
- Track the completion of action items, following up with responsible parties as necessary.
- Maintain records of meeting outcomes and ensure they are integrated into the Transformation documentation.

General Duties:

Work Collaboratively with Colleagues:

Coordinate Procedures and Share Best Practices

- Collaborate with team members to streamline and enhance approaches and operations.
- Share lessons learned and best practices to enhance implementation efficiency.

Ensure Project Alignment with Education Transformation:

- Continuously review and align Transformation activities with the strategic objectives of Education Transformation at the College.

- Ensure related Exams Transformation Plan actions are reflected within relevant activities such as new and ongoing projects.
- Ensure the Transformation outcomes contribute to the broader goals of the College's initiatives.

Undertake Other Tasks as Requested by College Management:

- Flexibly respond to additional tasks and responsibilities as assigned by College Management.
- Ensure these tasks align with the project's scope and grade, contributing to the College's overall objectives.
- Demonstrate a willingness to go above and beyond to support the successful delivery of the project and the College's mission.

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

- Bachelor's degree in a relevant field (e.g., Business or Project Management) or relevant experience

Practical experience

- Education administration experience
- Good understanding of exams in the UK and overseas
- Experience of introducing new or changing processes

- Experience of working in the health sector, royal college, or medical education

Skills

- High quality administration and co-ordination skills
- Skilled in the use of standard Microsoft Office software (e.g., MS Word, Excel and PowerPoint)
- Excellent interpersonal and communications skills, ability to liaise effectively and work with people across disciplines and professions.
- Strong analytical and problem-solving abilities
- Ability to work under pressure and achieve multiple simultaneous deadlines

Knowledge

- Strong understanding of data protection principles and confidentiality.

Personal qualities

- Commitment to upholding the College Values
- Methodical and well organised
- Confident and highly motivated
- Able to work under own initiative
- Able to work well as a team member

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

