

Training Officer – ePortfolio

Job Description

Responsible to	Training Manager
Key working relationships	Training Department, IT Department, other College staff, trainees and other College members, College Officers and Committee Members, ePortfolio supplier(s), Curriculum Manager, relevant staff from other Colleges, relevant regulatory or external bodies.
Grade	3
Contract	Permanent
Job Purpose	<p>The ePortfolio Officer collaborates with the Head of Department, Training Manager and Senior ePortfolio Officer within the Education Directorate, developing the ePortfolio system and its API integrations. They support system developments, serve as a contact for user inquiries, and maintain backend access for implementing enhancements. Additionally, the Officer supports select projects, addresses issues, and escalates unresolved problems, ensuring the Training Department delivers exceptional trainee services in compliance with evolving College and GMC standards.</p> <p>The ePortfolio Officer works largely unsupervised in accordance with established policies, procedures and precedents taking the lead on Customer Service ensuring the first-rate delivery of ePortfolio support for all users.</p>

Key Responsibilities

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- Assist in the development of the RCEM ePortfolio for all users by providing helpdesk support via email and telephone enquiries.
- Using ePortfolio and IMIS, coordinate the registration and enrolment of trainees
- Support the development and maintenance of the system liaising with stakeholders to optimise the use and benefit of the ePortfolio system and API integration.
- Advise ePortfolio users on relevant rules and guidance as required, keeping abreast of training developments and changes to GMC regulations and guidance.
- Maintain accurate and up to date records on trainees and support data reconciliations between ePortfolio and iMIS
- Support checks API tasks centre emails and approvals: liaising with membership/IT support for the solving issues and manually perform updates when required
- Report complex training or implementation queries to Snr ePortfolio officer/Training manager or relevant stakeholders.
- Present and demonstrate the ePortfolio system to users and stakeholders and contribute to guidance documents.
- Work in collaboration with Snr ePortfolio officer to identify processes and improvements.
- Provide support for the Emergency Care Advanced Clinical Practitioners (ACPs) registering for credentialing and use of ePortfolio, including development of information and guidance on ePortfolio
- Support colleagues in the Training/International Teams as required.

General Duties

- Build relationships with colleagues in Customer Service, Training Department, IT, ePortfolio team, and Exams to solicit feedback and identify opportunities to improve the system.
- Contribute to the continued development of the College's IT Systems and participate in project boards as required
- Collaborate to the ongoing development of the website ePortfolio section and College newsletters/coms providing guidance FAQs and other material to support customer's experience while using the ePortfolio system
- Participate in training and personal/organisational development activities
- 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

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

Practical experience

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| <ul style="list-style-type: none">• Experience of collating and analysing complex data• Experience of administering complex processes• Experience of communicating with people at different levels• Understanding of Data Protection and confidentiality | <ul style="list-style-type: none">• Extensive previous experience of administering training programmes• Experience of servicing committees, including preparing agendas, taking minutes, etc. |
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Skills

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| <ul style="list-style-type: none">• Experience of administering an ePortfolio or similar systems• Extensive experience of Microsoft Office• Ability to learn new software packages | <ul style="list-style-type: none">• Knowledge and understanding of iMIS Database• Experience of working within a medical training team/environment |
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Knowledge

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| <ul style="list-style-type: none">• Knowledge of CRM Databases | |
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Personal qualities

- Commitment to uploading the College Values
- Ability to form good working relationships at all levels
- Professional manner and appearance
- Ability to work independently
- A commitment to maintaining high customer care standards

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

