

# Examinations Quality and Standards Officer (OSCE)

## Job Description

Responsible to	Examinations Quality and Standards Manager
Key working relationships	Examinations Department and other RCEM Staff including the Associate Director of Education and Head of Examinations, College Officers, including the Dean, Chief Examiner and Lead Examiners, Psychometrician, Data Analyst and College
Grade	Level 3
Contract	Permanent
Job Purpose	<p>Accountable to the Examinations Quality and Standards Manager, the Examinations Quality and Standards Officer (OSCE) will work collaboratively with key College stakeholders to manage the content for the FRCM and MRCEM OSCEs delivered by the College. They will be expected to facilitate the generation and management of the clinical scenarios including implementing effective version control. They will also monitor the health of the scenario item bank and work collaboratively on initiatives to support improved scenario item bank health. They will be instrumental in undertaking the delivery of the quality assurance processes for the examinations to ensure high standards are maintained throughout each exam cycle. This includes supporting the wider team with the results processes and managing scenario, candidate and examiner feedback.</p> <p>The Examinations Quality and Standards Officer (OSCE) will work in accordance with established policies and procedures, ensuring that top level quality assurance is applied across their areas of responsibility.</p>

# Key Responsibilities

- Manage and maintain the scenario item banks for all OSCE examinations, including the addition of new content and supporting the review of existing scenarios to ensure currency.
- Liaise with the examination Leads to maintain a calendar of meetings to support scenario generation and review, as well as exam creation using agreed blueprints.
- Event plan for inhouse and external meetings including liaising with hotels for accommodation required.
- Administer blueprinting, exam building and standard setting processes to ensure that station material accurately samples the appropriate blueprint and exams are produced consistently across all examinations, adhering to best practice and guidelines in terms of structure and format.
- Support the recruitment, induction and training of SMEs.
- Maintain version control of scenarios following reviews and edits whilst keeping accurate records of any changes.
- Analyse and create reports on health of the scenarios item bank and highlight topic areas requiring more scenarios, utilising station analysis functionality in examination software and psychometric advice.
- Work closely with the OSCE delivery team to ensure the blueprint is delivered on time and communicate subsequent changes which may impact other areas such as role player bookings and equipment requirements.
- Ensure the quality assurance of all exam content by proofreading each scenario against the house style, correcting any spelling errors and escalating to SMEs when instructions and tasks appear ambiguous or unclear in any way.
- Ensure the quality assurance of the blueprint by ensuring that selected scenarios match the agreed blueprint format, including prompting the correct category being assessed, and assess the full blueprint for any similar scenarios and usage.
- Ensure confidentiality and security of examination materials is maintained at all times.

- Support the wider team with results processing including documenting and arranging results sign off meetings.
- Create and check candidate performance feedback for examinations before sending them to candidates.
- Ensure actions following meetings reviewing poorly performing scenarios are implemented in the item bank.
- Issue authors with feedback on performance of their scenarios in liaison with the exam Leads and support of the psychometric team.
- Support the Quality and Standards Manager with examiner incentivisation work.
- Provide information and reports on the agreed KPIs of the Quality and Standards division.

## General Duties

- Follow and update the detailed documentation of the processes relevant to the Quality and Standards team in a timely manner.
- Support the continuous improvement of all Quality and Standards processes and contribute to the implementation of the examination's transformation plan.
- Work collaboratively with colleagues across the Examinations Department to maintain appropriate cover during peaks of work and absences of leave.
- Organise time effectively to meet tight deadlines and maintain high quality outputs throughout.
- Participate in training and personal / organisational development activities.
- Manage Quality and Standards shared email inbox for OSCE communications
- Act as exam management software super user by assisting and training colleagues and SMEs in the use of the system.
- Provide ad hoc reports as required by the Dean, Chief Examiner, Lead Examiners, Chief Executive, Associate Director of Education, Head of Quality and Standards and Head of Examinations.

- 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.
- Under direction, develop and implement communication and media campaigns which promote the work of the college and engage with our key audiences.
- Monitor the news agenda and upcoming health sector announcements, reports or statistical releases for opportunities to provide comment.
- Produce a regular news summary of our activity and key information from the sector for key stakeholders.
- Monitor of social media channels, responding to issues as required and escalating incidents as appropriate.
- Under direction, lead and create integrated (digital and offline) campaigns, including development of video, audio and visual content, which drive new audiences, retain and grow existing audiences.
- Create bespoke content to support messaging to our key audiences.
- Produce compelling marketing content that promotes all aspects of College events and development opportunities to support income generation or awareness.
- Update the website using a content management system and providing editorial assistance in the development of website content where required.
- Support other teams to provide quality content for internal purposes to support staff information flows.
- Ensure consistency in branding and style across all collateral.
- Monitor, analyse and report performance and analytics.
- With others, manage the photo and asset library to maintain and develop a diverse mix of content and ensure compliance with legal and data protection requirements.

- Liaise with the other medical colleges, health organisations, government bodies and political organisations to promote the College's aims and objectives and develop opportunities for joint messaging.
- Participate in an out of hours on call rota in order to manage media requests outside of hours.

#### Other

- 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.

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

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| <ul style="list-style-type: none"><li>• Previous administrative experience in a higher education institution, professional or awarding body</li><li>• Experience of administering complex processes</li><li>• Experience of communicating with people at different levels</li><li>• Proven ability to work to deadlines</li></ul> | <ul style="list-style-type: none"><li>• Experience of administering medical examinations</li><li>• Experience of working in quality role</li></ul> |
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### Skills

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| <ul style="list-style-type: none"><li>• Excellent interpersonal, communication and organisational skills</li><li>• High standard of written, numerical and verbal communication skills</li><li>• Ability to maintaining accurate attention to detail whilst working under pressure</li><li>• Ability to learn new software packages</li><li>• Extensive experience of Microsoft Office</li></ul> | <ul style="list-style-type: none"><li>• Experience or knowledge of examination software and question banks</li><li>• Experience or knowledge of examination blueprints</li><li>• Experience of working with computer based online exams</li></ul> |
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### Knowledge

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| <ul style="list-style-type: none"><li>• Knowledge of assessment quality assurance processes</li><li>• Understanding of Data protection and confidentiality</li></ul> | <ul style="list-style-type: none"><li>• Knowledge of UK Postgraduate Medical Education</li></ul> |
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### Personal Attributes

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| <ul style="list-style-type: none"><li>• A commitment to upholding the College values</li><li>• Confident and highly motivated</li><li>• Able to work under own initiative</li><li>• Able to work well as a team member</li><li>• Ability to deal with a varied workload and work to tight deadlines</li></ul> | <ul style="list-style-type: none"><li>• </li></ul> |
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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

