

OSCE Delivery Officer

Job Description

Responsible to	OSCE Manager
Key working relationships	Exams Department and other RCEM Staff including other OSCE Officers, the OSCE Manager, Head of Exams Operations, Head of Quality & Standards, and Associate Director of Exams. College Officers, including the Chief Examiner, Lead and Deputy Lead Examiners and our wider Examiner group, as well as members and candidates at all levels. Third party delivery partners, including agency staff such as nurses and role players, and international host partners.
Grade	3
Contract	Permanent
Job Purpose	<p>The OSCE Delivery Officer plays a key role in the delivery of the Membership Objective Structured Clinical Examination (MRCEM OSCE) and the Fellowship Objective Structured Clinical Examinations (FRCEM OSCE) in the UK and Internationally.</p> <p>This is a varied role that works closely with two of our most important stakeholder groups, our inspiring volunteer network of Examiners, and our exam candidates. The role holder will help ensure these key stakeholders have an outstanding exam experience at every stage of their exam journey and maintain high standards.</p> <p>The OSCE Delivery Officer works in accordance with established policies, procedures and precedents. On matters outside of the scope of these, the post holder will work with the Senior OSCE Officer, OSCE Manager and/or the Head of Exams Operations.</p>

Key Responsibilities

- Plan, set-up and administer specific MRCEM and FRCEM OSCE exams to exceptionally high standards.
- Work as a team to ensure that all OSCEs are delivered to strict guidelines in terms of structure, format, equipment and general set up.
- Help ensure exam scenarios are delivered consistently and to exact details prescribed by our Quality & Standards Team and Lead Examiners, helping to organise nurses, role players and other agency staff as necessary.
- Build meaningful and impactful relationships with our volunteer Examiner network, ensuring they receive excellent customer service and exam experiences.
- Support the regular recruitment and allocation of examiners for each OSCE exam, always ensuring minimum examiner numbers, and arranging examiner travel and accommodation as necessary.
- Coordinate specific arrangements for OSCEs including catering, replenishing stock, and examiner dinners.
- Support the delivery of regular examiner training workshops with the Quality & Standards team and relevant Lead and Deputy Lead Examiners.
- Act as a super user for the College's examiner marking system, training and guiding examiners and colleagues, troubleshooting as required.
- Review and respond to all regular examiner and third-party enquiries in the OSCE mailboxes, ensuring examiners and other stakeholders receive outstanding customer service in line with the agreed College customer service standards and SLAs, escalating as required.
- Work closely with the Member Services Team and Exams Operations Officers to respond to and support with enquires from OSCE candidates, ensuring candidates have all the relevant information they need before, during and after their exam.
- Ensure clinical equipment is set up correctly for clinical exams, moving and assembling the kit as required.
- Ensure confidentiality and security of exam materials is always maintained.
- Maintain the iMIS and Ripley databases to ensure records are up to date and provide reports on request, including monitoring differential attainment and other related candidate data.
- If necessary, support the Quality & Standards team in creating OSCE circuits within the exam delivery platform for approval, working with the exam platform stakeholders where necessary.
- Contribute to the regular development and review of all post-exam candidate and examiner feedback reports, supporting with the identification and implementation of improvements.
- Support the implementation and smooth delivery of any approved reasonable adjustments in OSCE exams, ensuring any adjustments for candidates or examiners are in line with those agreed by senior stakeholders, adjusting timetables, equipment and guidance as necessary.
- Support with producing reports as required by the Chief Examiner, Lead and Deputy Lead Examiners, Chief Executive, Associate Director of Exams, and Head of Exams Operations.
- Undertake such other tasks as may be reasonably expected within the scope and grade of the post at the request of management to ensure College objectives are met.
- Produce reports as required by the Dean, Lead Examiners, Chief Executive, Director of Education, and Head of Examinations.
- Provide reports of newly appointed examiners to Exams Committee and monitor availability and attendances to ensure ongoing compliance with examiner regulations.
- Work collaboratively with colleagues across the Exams Department to organise and maintain appropriate cover during exam periods in line with health and safety and working time regulations.
- Travel in the UK and overseas as necessary, including overnight stays, to facilitate the planning, development and delivery of College exams. This may include out of core hours work.
- The post holder must be physically capable of fulfilling the manual handling requirements of the role, including the lifting and transportation of examination materials and equipment, and moving between floors at various venues.

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

- | Essential | Desirable |
|---|---|
| <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 |
| <h3>Practical experience</h3> | |
| <ul style="list-style-type: none">• Experience of working with customers face-to-face• Experience of administering complex processes• Experience of communicating with people at different levels• Experience of organising and delivering events | <ul style="list-style-type: none">• Experience of organising and delivering practical exams• Previous experience in a higher education setting, or working with learners• Experience of working with volunteers as key stakeholders |
| <h3>Skills</h3> | |
| <ul style="list-style-type: none">• Confidence with Microsoft Office• Ability to analyse and synthesise complex data• Ability to learn new software packages• 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 |
| <h3>Knowledge</h3> | |
| <ul style="list-style-type: none">• Data Protection and confidentiality | <ul style="list-style-type: none">• Knowledge of UK Postgraduate Medical Education |
| <h3>Other</h3> | |
| <ul style="list-style-type: none">• Commitment to upholding the College Values• Ability to work methodically and accurately when under pressure• Ability to deal with a varied workload and work to tight deadlines• Initiative, self-motivated and innovative, with the ability to work independently• Team player with evidence of collaborative working• Professional manner and appearance• A commitment to maintain high customer service standards• Comfortable working away from home in the UK and internationally• Ability to undertake the physical requirements of the role, including manual handling tasks such as lifting and carrying materials and navigating stairs. | |

Practical experience

Skills

Knowledge

Other

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

