

OSCE Delivery Officer

Job Description

Responsible to	OSCE Manager
Key working relationships	Examinations Department and other RCEM Staff including the Head of Examinations and Director of Education. College Officers, including the Dean, and Lead Examiners.
Grade	3
Contract	12 Months, Fixed Term
Job Purpose	<p>This job supports the operational delivery of the Membership Objective Structured Clinical Examination (MRCEM OSCE) and the Fellowship Objective Structured Clinical Examination (FRCEM OSCE). The post holder will ensure that these examinations are delivered smoothly and to an exceptionally high standard whilst ensuring candidates receive a high-quality service. The complexity of these examinations means that it is essential that all members of the Examinations Department work as a team, maintain these high standards, manage competing workstreams and maintain appropriate cover at all times.</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 seek guidance from the OSCE Manager or the Head of Examinations.</p>

Key Responsibilities

- Plan, set-up and administer specific MRCEM and FRCEM OSCE diets to exceptionally high standards.
- Ensure that OSCEs are delivered to strict guidelines in terms of structure, format, equipment and general set up.
- Help ensure scenarios are delivered consistently and to exact details, leading on the recruitment of nurses, role players and other agency staff as required.
- Administer the timetabling allocations for specific MRCEM OSCEs including accommodations for reasonable adjustments.
- Administer specific arrangements for MRCEM and FRCEM OSCEs including patients, role players, surrogates, support and nursing staff, catering, and group dinners in the UK and at international centres.
- Ensure correct clinical equipment is set up for clinical examinations, moving and assembling the kit as required.
- Ensure confidentiality and security of examination materials is maintained at all times.
- If necessary, support the Quality & Standards team in creating OSCE circuits within exam delivery platform for approval ensuring strict confidentiality is maintained.
- Act as a clinical exam software super user by assisting and training colleagues in the use of the system.
- Contribute to the reviewing and improving of procedures and assist with the review and revision of policies when required.
- Travel in the UK and overseas as necessary, including overnight stays, to facilitate the planning, development and delivery of College examinations. This may include out of core hours work.
- Work collaboratively with colleagues across the Examinations Department to maintain appropriate cover during peaks of work and absences of leave.
- Work closely with the Examiner officer to support the recruitment, induction and training of examiners where necessary

Analysis and reporting

- Work closely with the Head of Quality and Standards and OSCE Officer to support analysis of OSCE station performance, utilising statistical analysis functionality in examination software.
- Provide information to Subcommittees including the identification of underperforming stations requiring review as required.
- Maintain the iMIS database to ensure records are up to date and provide reports on request, including monitoring differential attainment and other related candidate data.
- Collation and manipulation of examination data to support psychometric analysis of examination performance.
- Produce reports as required by the Dean, Lead Examiners, Chief Executive, Director of Education, and Head of Examinations.
- Assist the Psychometrician and Examinations QA Manager with the provision of examiner feedback.

Committee Support

- Provide reports of newly appointed examiners to Examinations Sub-Committee and monitor availability and attendances to ensure ongoing capacity for clinical examinations.
- Fostering strong working relationships with key stakeholders such as Lead Examiners and associated Examination Sub-Committees.

Other

- Maintain and continuously improve detailed documentation of the administrative processes relevant to the post.
- Work collaboratively with colleagues to coordinate procedures and sharing of best practice.
- Respond to enquiries, effectively communicating College rules, policies and decisions
- Prepare and deliver accurate information, including questions on policy and regulation requirements for different stakeholder groups
- Record complaints in the exams section of the College's complaints register
- 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 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.

Act with integrity, always.

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

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.

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:

- 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.



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.



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.



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">• Experience of administering complex processes• Experience of communicating with people at different levels | <ul style="list-style-type: none">• Previous administrative experience in a higher education institution• Previous experience of administering clinical medical examinations |
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Skills

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| <ul style="list-style-type: none">• Extensive experience of 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 |
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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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Skills

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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• Ability to deal with a varied workload and work to tight 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.