

# The Royal College of Radiologists

## Candidate pack

**Exams Quality and Integrity  
Manager**



## Exams Quality and Integrity Manager

**Salary: £54,386 per annum, increasing to £60,110 within two years continuous service, plus excellent benefits**

**Location: Central London, with flexible working**

**Hours: Full-time/35 hours per week**

**Contractual status: Permanent**

**Closing date for applications: midnight Sunday 26 November 2023**

**Interview date: Shortlist interviews are scheduled for 1 December 2023 and selection interviews for 12 December 2023.**

## About The Royal College of Radiologists

Are you interested in making a real difference in the healthcare sector to improve imaging and cancer care for all?

At The Royal College of Radiologists (RCR), we're the leading professional membership body for clinical radiologists and clinical oncologists and a registered charity who educate and support doctors throughout their career. With over 14,000 members in the UK and internationally, together we're contributing to the advancement of each new generation of doctors and helping to improve patients' lives.

We require a broad range of skills and experience to deliver our strategic goal of increasing the clinical radiology and clinical oncology workforce, which will ultimately lead to improving imaging and cancer care services for all.

If you're inspired by our [strategy](#) and [values](#), and are passionate about helping us meet our ambitious goals in an environment that celebrates differences, values diversity and recognises that everyone here plays a role in the success of the College, then we encourage you to consider a career at the RCR.

“  
**The RCR welcomes  
 talented people  
 ... who will enjoy  
 working with  
 and for talented  
 professionals.**”

## Welcome

Thank you for your interest in working with the RCR. I hope that you will find the information in this Candidate Pack useful, in addition to the content on our website:

[www.rcr.ac.uk](http://www.rcr.ac.uk)

The last few years at the RCR have seen much growth and development. We have improved the range and quality of the services and support offered to our membership. We have grown the external profile of the RCR's work and increased awareness of the value of our medical specialities to patients and the public. We have created life-saving guidance and expanded our work globally to many different countries. We've revised how we train and examine our doctors to ensure they continue to be the best in the world, plus much, much more. We are ambitious to continue this success and build into the future.

Our Strategic Priorities from 2019 are:

### Workforce

Support excellent, safe patient care by working collaboratively on team-wide standards across imaging and oncology. Define our doctors' professional needs for the future and shape sustainable workforce models for our patients and our specialties to realise them.

### Be the experts

Highlight to the public and stakeholders the contribution our specialties make to safe, evidence-based and cost-effective patient care. Contribute meaningfully to the debate on the future of healthcare both in the UK and overseas.

### Professional learning

Develop our educational offer to support our doctors to meet the challenges of practice, working with others where appropriate, sharing ideas where possible. Adopt new educational models rapidly to ensure continuing equity of access to high-quality products.

### Membership value

Support all members and Fellows to deliver the best care for patients, for their entire career regardless of where or how they practice.

### Our College

Shape a College that is demonstrably agile and responsive, accountable and open, supporting our specialties and the patients we treat.

The RCR is growing – in what we achieve, our income and our staff. We are a great team that focuses on improving the lives of patients through our doctors. Our culture is friendly and ambitious, underpinned by a continuing commitment to develop and support all our employees.

We are a *London Living Wage Employer* ([www.livingwage.org.uk](http://www.livingwage.org.uk)) not only for our employees, but also in respect of our contractors.

The RCR welcomes talented people who share our ambition, commitment who will enjoy working with and for talented professionals.

I look forward to hearing from you.

Yours sincerely




## Working for the RCR

The RCR is a membership body and a registered charity. The trustee board (Council) is mainly made up of practising clinical oncologists and clinical radiologists and is accountable to the membership at large. Each specialty has its own Faculty which agrees policy and the range of support, advice and guidance offered to doctors in the specialty. The executives of the RCR are the eight Officers (doctors) who work closely with the senior management team (the Chief Executive and Executive Directors for Education, Professional Practice and Business and Resources) supported by about 100 other employees.

### The Education & Professional Practice Directorate/Exams Team

Exams are a fundamental enabler of growing the radiology and oncology workforce and are a significant component in the RCR's portfolio of activities. The RCR exams team develops and delivers exams which provide an appropriate assessment of the capabilities required to complete radiology and oncology training as defined by the curriculum. Our priority is increasing access to the exams for those who wish to sit them, without compromising on their quality or integrity. The function works with examiners, demonstrating that all exams are fair and reliable (partly by meeting the GMC's "Excellence by design" standards), and the team consists of quality, operations and projects expertise. The EQIM will ensure the RCR's reputation is protected – and enhanced – via fit-for-purpose delivery mechanisms, content and an inclusive approach to access.

This is an exciting opportunity for a senior team leader with a strategic mindset to manage the Quality arm of the exams team, ensuring a robust offer covering digital platforms and associated data, exam content, examiners and policies across all FRCR exams. You will act as product owner for the suite of candidate management and exams delivery systems, ensuring that all platforms work effectively to support strategic objectives and streamline processes for candidates and the staff team. The role also encompasses best practice in exam content, safeguarding excellence in question writing, reviewing, selection and standard setting - helping to maintain the FRCR's reputation as the gold standard assessment for competence of practising radiologists and oncologists wherever in the world they may be.

Integrity and overseeing judicious decision-making will be key when administering and chairing the RCRs Adjustment, Appeals and Misconduct Review Panels, ensuring that published process is followed consistently and fairly. You will motivate and support the quality team and a large group of volunteer examiners to deliver expected outcomes and seek to continually implement improvements.

You will be joining a dedicated team who enjoy the challenge of making a difference by supporting doctors through their exams and growing the medical workforce.

### Where the job fits



## Job description

<b>Job title:</b>	<b>Exams Quality and Integrity Manager</b>
<b>Responsible to:</b>	Head of Examinations
<b>Responsible for:</b>	Quality and Standards Officer Examiner and Committee Administrator Content Coordinators x2 Content Assistant
<b>Contract terms and hours:</b>	Permanent/full time
<b>Location:</b>	63 Lincoln's Inn Fields, London WC2A 3JW with flexible working.

### The role

#### Overall purpose

The Quality and Integrity Manager (QIM) is responsible for ensuring a robust evidence-led offer covering digital platforms and associated data, exam content, examiners, and policies across all FRCR exams. These areas will be developed and managed to meet regulatory requirements, protect the RCR's reputation and maintain the FRCR exams position as gold standard. Quality and integrity in exams are a core tenet of producing high quality doctors, and all activities will support the RCR's intended strategic increase in candidate numbers, notably from global candidates who have a choice of international radiology and oncology qualifications.

The QIM will act as product owner for the candidate management (exams hub) and suite of exam delivery systems used by the function, developing relationships with suppliers and managing contractual elements and service level agreements. This will reflect working with other RCR functions to whom the platforms or data is of interest, and – in conjunction with IT - managing integration between the exam systems and other RCR platforms and associated technologies. In collaboration with colleagues, the QIM will shape and oversee development of functionality to ensure the RCR's and candidates needs are met. Allied to this is responsibility for candidate data, and for reporting candidate success and other criteria for a variety of stakeholders, notably the regulators (General Medical Council and General Dental Council).

The QIM will also oversee the exam content production process, ensuring that content is managed in line with best practice and is of the highest standards of quality and accuracy.

The role is responsible for developing and reviewing policies and procedures as regards high-stakes adjustment requests, candidate appeals and misconduct incidents, and managing associated cases. These activities exist to ensure that all candidates have equal opportunities to demonstrate their ability in all exam settings, enforce candidate probity and to safeguard exam integrity.

The postholder will ensure effective recruitment, induction, training and monitoring of a large examiner body. A comprehensive Committee servicing provision will also be facilitated through the team, with the QIM tracking the flow of discussions up to the Fellowship Exam Board, Faculty Board and Senior Leadership Team, aiding timely decision-making on quality and integrity areas while maintaining agreed governance processes.

## Main areas of responsibility

- a. Product ownership and data
- b. Standards and exam content
- c. Policy development and oversight
- d. Team leadership and examiner management
- e. General

### Responsibilities

#### a. Product ownership and data

1. Develop and maintain product ownership of the candidate management (exams hub) and exams delivery systems to ensure fit for purpose platforms that work effectively to support strategic objectives
2. Lead on a programme of development for the exams platforms ensuring that proposals – from within the exams team and wider business – are based on robust business cases that deliver tangible improvements and value for money, working with IT on the RCRs wider tech ecosystem.
3. Manage delivery of the programme through the appointed supplier and, in conjunction with the staff team, oversee prioritisation, testing and training and release plans.
4. Apply rigorous standards to data – both personal candidate data and exam/cohort performance via a detailed understanding of the integration between systems and the use of Power BI to generate insight for decisions and monitoring.
5. Use insight of the candidate management and exams delivery systems to input into strategic decisions and direction setting for the team, advising the Head of Exams on the capability of the systems and how that might impact the future development of the function.

#### b. Standards and exam content

6. Sustain competitive advantage in our exam offer by ensuring the quality and integrity of FRCR exams, working with examiners and administrators to ensure excellence in question writing, review, selection and standard setting.
7. Support examiner Chairs with interpreting exam reliability data around the performance of individual questions and exams, and other aspects of assessment metrics.
8. Demonstrate the fairness, robustness, and consistency of all exams by drawing on a range of data, notably managing and interpreting qualitative data for stakeholders such as the General Medical Council, the General Dental Council, the RCR's EDI Committee and exam boards – reflecting candidates nationally, globally and by protected characteristics.
9. Manage the relationship with the RCRs consultant psychometrician, evaluating the information provided and making recommendations to exam boards and other stakeholders, ensuring that sound medical assessment theory is applied.

#### c. Policy development and oversight

10. Administer and Chair the formal Adjustment, Appeals and Misconduct Review Panels, ensuring that published process is followed resulting in effective and judicious decision-making.
11. Ensure that processes are supported by appropriate guidance so that panels are conducted consistently and fairly, the steps taken in reaching decisions are robust and that meticulous records of the proceedings are kept.



12. Manage interactions with, and expectations of, candidate participants of panels with understanding, controlling the reputational risk to the organisation with the need for fairness and equity to all candidates.
  13. Liaise with stakeholders connected to Panels, such as the Academy of Medical Royal College's Central Joint College Assessor (CJCA) and legal representatives on complex and high-risk disability/adjustment/misconduct challenges.
  14. Lead on developing and strengthening exams policies and associated procedures, ensuring compliance with regulatory requirements and best practice.
  15. Ensure operational working practices are amended following appeals/adjustments panel recommendations and policy changes, working with the Operations Managers for consistent and effective adoption of change.
  16. Use knowledge gained from policy development activity to inform the future strategic development of the exams function by providing insight and advice to the Head of Exams.
- #### d. Team leadership and examiner management
17. Be a strategic senior team leader; motivating, developing and supporting the quality team to deliver expected outcomes and seek to continually implement improvements.
  18. Play an active part in the management of the RCR, proactively identifying opportunities for RCR cross-team collaboration that will enhance quality and integrity.
  19. Manage the recruitment, induction, training, wellbeing, engagement, succession planning and performance monitoring of a large (200+) examiner body, including – through the wider team - comprehensive committee servicing, facilitating exam quality discussions up to the Fellowship Exam Boards.
  20. Raise the profile of the quality team, notably by increasing examiner awareness and securing their views and input into quality work.
  21. Administer the RCR's PDR process and manage records (attendance and absence) for direct reports using the RCR's electronic HR system.
- #### e. General
22. Identify, mitigate, and monitor risks related to exam quality.
  23. Represent the RCR externally regarding exams quality and build effective partnerships with regulators, the Academy of Medical Royal Colleges, equivalent awarding bodies and other key organisations.
  24. Ensure that the quality team operates a timetable to review and amend established protocols and SoPs and that these are all defined, adhered to and monitored.
  25. Undertake such other duties appropriate to the level of the postholder's qualifications and experience as may be required by the RCR from time to time.



## Key working relationships

### Internal working relationships

- Panel members – to include examiners and elected Officers and lay representatives
- College Committees, such as Specialty Training Board, Faculty Board and the Equality, Diversity and Inclusion Committee
- Colleagues in the Exams function, notably the Head of Exams, Operations Manager(s) regarding quality improvements requiring implementation at operational level, Project Managers and operational administrators
- Internal colleagues in IT regarding high-level platform and data activity and strategic RCR product roadmaps

### External working relationships

- External suppliers - maintaining a relationship to ensure product quality and that contractual obligations are met
- Experts including educational psychologists, psychometricians and legal advisors
- Representatives of other Royal Colleges, the Academy of Medical Royal Colleges and regulators
- RCR exams stakeholders (Training Programme Directors, candidates and their employers, and other Fellows and members)

## Scope and limits of authority

<b>Decision making level</b>	<ul style="list-style-type: none"> <li>■ Strategic direction set in collaboration with the Head of Exams and Executive Director, Education and Professional Practice</li> <li>■ Ongoing quality activity and decisions made independently with the Head of Exams briefed periodically/when appropriate</li> <li>■ Escalation of issues which have a negative impact on quality and integrity, and pose significant reputational risk to Head of Exams, SMT, plus relevant Medical Director and Chair/s of Fellowship Exam Board</li> <li>■ Represent the exams function at the Change and Programme Board (CAPB)</li> </ul>
<b>Financial resources</b>	<ul style="list-style-type: none"> <li>■ Annual quality expenditure budget, including £300k to reflect software, licences and development of candidate management and exam delivery systems</li> <li>■ Staff budget of approx. £300k</li> </ul>
<b>Other resources</b>	<ul style="list-style-type: none"> <li>■ Full responsibility for candidate management and exam delivery systems and associated contracted services</li> <li>■ Responsible for appropriate means of collection, storage and usage of confidential data and the provision of this in various forms</li> <li>■ Protecting the FRCR brand asset</li> </ul>
<b>People management</b>	<ul style="list-style-type: none"> <li>■ Direct line management of 5 staff</li> <li>■ Significant matrix working across the exams team and IT</li> </ul>
<b>Legal, regulatory and compliance responsibility</b>	<ul style="list-style-type: none"> <li>■ Ensure the RCRs adjustments policy and practice is compliant with the Equality Act 2010 legislation.</li> <li>■ Ensure that all data handling is GDPR compliant</li> <li>■ Ensure GMC's Excellence by design: standards for postgraduate curricula are met</li> </ul>

“**RCR is an inclusive, supportive employer which endeavours to provide staff with platforms to grow and succeed**”

## The person

	Essential (E) or desirable (D)
<b>Knowledge, qualifications and experience</b>	
Experience of management in an exams, assessment or educational setting	E
Experience of leading a team delivering diverse activities	E
Experience of working with doctors or other high-profile professionals	D
Experience of successful management of contracts, suppliers and budgets	E
Experience of a variety of IT platforms – ideally those to support and deliver exams - and handling large volumes of data	E
<b>Skills and abilities</b>	
Accurate use and understanding of English.	E
Strong strategic and evaluative skills, with the ability to analyse and resolve complex issues and challenges with sound judgement	E
Ability to provide support and build and sustain effective working relationships with a diverse range of colleagues, partners and stakeholders at all levels	E
Ability to deliver new initiatives and developments through a planned systematic approach	E
A positive attitude to change and the ability to support others, maintaining the momentum of change	E
Adept at encouraging and embedding a culture of continuous improvement	E
Strong people management skills with the ability to motivate and effectively manage a team delivering a variety of activities	E

### Other Requirements

To be able to apply candidates must be able to also fulfil the following requirements:

- Candidates must have the right to work in the UK to be able to apply for positions at the RCR.
- Commitment to equality and valuing diversity and understanding of how this applies to delivery of own area of work
- Commitment to the aims and charitable objectives of the RCR
- Commitment to own continuing professional development
- Enthusiasm for learning and development and taking on new tasks
- Self-awareness

## Our values

### People focus

We treat everyone fairly and with respect, actively listening and responding appropriately, while recognising individual differences.

### Integrity

We are open, honest and transparent. We strive to reflect and learn from experience in every area of our work to deliver the right outcome.

### Making a difference

We strive for excellence. We make a difference by setting standards and empowering our membership and our staff through personal development and lifelong learning.

**We recognise that patients' best interests underpin everything we do.**





## Behavioural competencies

The RCR's Competency Framework defines the behavioural competencies required from all staff to contribute effectively in their role and within the wider organisational team.

### Communicating effectively

The success of the College depends on how it communicates with its membership and other stakeholders. Employees need to know their audience(s) and communicate with them in a way which meets stakeholder needs and expectations as far as possible.

### Working together

The College's effectiveness and reputation depends on efficient and collaborative working, both within and beyond the team. This includes all employee colleagues, Officers, other Fellows and members and often others outside the College.

### Personal effectiveness

The College is most effective when employees take ownership of their work, understand the context of that work, deliver effectively to achieve required results and demonstrate a positive attitude to taking on additional responsibilities or learning new skills.

### Customer focus

We should all provide excellent services to all customers but notably to the membership and staff colleagues. Focusing on those and other customers, and understanding and responding appropriately to their needs, is key to the success and sustainability of the College.

### Embracing change

We must all play a part in ensuring that the offer the College makes continues to be effective and relevant in meeting customer needs. This will involve changes to what we do and how we do it. We all need to play our part in embracing change.

## How we value our people

### Benefits

We offer all our employees a fantastic range of benefits to help you enjoy a great work-life balance, look after your wellbeing and plan for the future.

### A modern and welcoming working environment

We've made sure our office in a prime central London location is a destination people want to come and work in – it's open-plan and spacious, with areas for meetings, collaborative working and concentrated workspaces. We also have kitchen facilities well-stocked with plethora of teas and two very fancy coffee machines for everyone to use

There are lots of things going on when you come in too, including learning and development sessions with doctors talking about their work, tea and cake get-togethers, free massages monthly and monthly town hall meetings where staff can share updates and ask questions. We even have our own social committee and organise regular fun events, which are a great way for you to get to know your co-workers.

### Excellent pension scheme and life assurance

We like to help our staff save for the future and provide a generous employer pension contribution. We also have a life assurance and personal accident policy which covers all employees up to four times their annual salary.

### Hybrid working

At the RCR we only hire great people, and we value being able to bring everyone together to bond, build great working relationships and generate amazing and innovative ideas.

We embrace remote working, and our staff are able to work remotely for up to 60% of their working time, with 40% in the office. All staff are provided with a laptop to allow them to work remotely, along with equipment such as desks and chairs to make sure they're comfortable when working from home. Our offices are open throughout the working week though, and staff are always welcome to come in as often as they wish.

### Wellbeing support

We like to make sure everyone at the RCR is supported, both professionally and personally, so in addition to our excellent line managers and supportive HR team, we've invested in training a number of dedicated staff members passionate about mental Health as Mental Health First Aiders. We also provide an Employee Assistance Programme, that's has a 24/7 helpline so if you ever have any personal problems or concerns, there's always somewhere to turn for help and advice.

“  
Great purpose, great people, great working environment and clear direction of travel.”

## How to apply

The closing date for applications is midnight 26 November 2023

Please submit a CV and a covering letter, together with a completed [Diversity Monitoring Form](#).

It is important that your covering letter includes a clear statement in support of your application, which demonstrates how you meet the essential (and, where applicable, desirable) criteria described in the table entitled 'the person'.

We expect you to meet the points listed under "other requirements" of the Person Specification as a pre-requisite for applying for this position. However, you are not required to address these points in your written statement. We will explore them further if your application is taken to the next stage(s) of the recruitment process.

Applications should be emailed to [jobs@rcr.ac.uk](mailto:jobs@rcr.ac.uk)

If you have not heard further from the RCR within a fortnight of the closing date, you should assume that you have not been shortlisted for interview on this occasion.

Shortlisted candidates will be invited to attend first stage interviews on 1 December 2023.

If you consider yourself to have a disability and require a hard copy pack or a different format, for example large print, please contact the HR team at [jobs@rcr.ac.uk](mailto:jobs@rcr.ac.uk)



The Royal College of Radiologists

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[@RCRadiologists](#)

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“  
**Culture is unmatched. One of the best organisations I've had the opportunity of working with.**”