



JOB DESCRIPTION

1. JOB DETAILS	
Job Title:	Regional Engagement Manager, North West Region
Job Holder:	
Reports to:	Head of Faculty Operations
Date:	May 2019

2. JOB PURPOSE

- To proactively work with colleagues, Faculty boards, members, Faculty staff and other relevant organisations to develop RCGP's local offering to members.
- To provide effective support and guidance to ensure excellence of local operational processes and customer services
- To develop strategies for effective engagement of RCGP with local members.
- To proactively promote collaborative working with colleagues across RCGP to secure positive change for the benefit of GPs and patients.
- To identify, promote and develop opportunities for Faculties to work regionally to deliver excellent services for members.
- Provide business management support and guidance to ensure the prudent use of Faculty funds for local member benefit
- To ensure that Faculties play an active role in the development and delivery of RCGP strategic objectives
- To help Faculties to set the agenda and shape the debate locally.
- Provide mechanism, through Faculties, for consultation with local members
- Support and manage interactions with Faculty Officers as part of RCGP's evolving volunteer engagement framework
- To promote positive employee engagement across the Faculty network in order to secure high morale across the staff complement.
- To manage and support local staff to deliver local Faculty activity

3. DIMENSIONS

- Number of Staff: 6
- Number of faculties: 3
- Manage staff in Warrington, Liverpool and Whitehaven
- Income generation: In the region of across all supported faculties
- Financial sign off: £10k

- Budget management: £100k
- Communications oversight: Quarterly email newsletters, website, ad hoc marketing campaigns
- Projects and change programmes: to include digital transformation programme, CPD strategy, Officer engagement programme

4. KEY RESULT AREAS

1. Effectively promote engagement between Faculties and other parts of the College in a proactive and dynamic manner.
2. Raise the profile of the Faculties with local stakeholders, decision makers and opinion formers.
3. Ensure that all statutory requirements are met, with particular reference to statutory financial returns and risk management arrangements.
4. Proactively manage performance and behaviours of all staff, in order to ensure that the best possible service is delivered for members.
5. Identify and develop regional administration staff duties and Faculty Boards to deliver administrative services across Faculty boundaries.
6. Promote collaborative working across the Faculty nation/region in order to ensure a joined-up approach to the delivery of college services to members
7. Work proactively with Faculty Officers and Faculty Boards to understand local needs, and utilise all appropriate income-generation opportunities.
8. Actively promote collaborative working to appropriate groups and committees, in order to take forward new ideas and develop cross-College working.
9. Promote RCGP to members and potential members and to local health organisations in order to raise RCGP's profile and access to influencing opportunity.
10. Ensure that all written work is produced to a high-standard, with an attention to accuracy.
11. Ensure the finances of all relevant Faculties and regions are carefully managed; maximising income potential and ensuring expenditure is in accordance with College guidelines.
12. Ensure that staff embrace the digital and change programmes and that Faculties maximise on the resources available.
13. Ensure that all Faculties under their remit produce and deliver plans for managing their activities within the context of the College's strategic plan and the Faculties operational plan and within the resources available to them.
14. Ensure staff under their remit are supported in their work professionally and provide management level support to the staff based in designated faculties, ensuring College policies are adhered to.
15. Ensure all activities are conducted in accordance with Health & Safety Policies and procedures.
16. To take responsibility for the provision of health and safety for yourself and the compliance of other employees/colleagues in own service area.
17. Be an interested and active member of the staff team within Membership & International Directorate, working closely with others and in line the RCGP Way to ensure that RCGP is seen to be a responsive, courteous and efficient organisation both by its members and other key audiences.

5. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Experience

- Experience of financial processes and budgeting, using such systems as Great Planes
- Experience of working at management level
- Experience of managing income generating projects

- Experience of staff management
- Experience of developing new initiatives (including administrative systems)
- Experience of working in a health-related environment

Knowledge

- Understanding of general practice, primary care and the wider NHS
- Understanding of issues pertinent to membership organisations

Skills

- Excellent management skills
- Ability to manage staff performance and behaviours
- Excellent communication and presentational skills
- Ability to work with and motivate a team, from a distance
- Ability to lead, manage and organise change
- Good team player
- Ability to delegate and achieve results through others
- Ability to manage a range of projects simultaneously and to contribute to and manage Faculty business plans
- Excellent relationship management skills
- Negotiating and influencing skills, particularly in working with “unpaid” members/officers, other health service professionals and other external organisations
- Ability to manage conflicting priorities
- Able to meet tight deadlines
- Good working knowledge of Microsoft Office Suite
- Flexibility in working arrangements (including evenings and overnight stays)

6. COMMUNICATIONS AND WORKING RELATIONSHIPS

Internal: Head of Faculty Operations, Head of Faculty Engagement, Executive Director of Membership and International; other Regional Engagement Managers and Faculty Support Managers (in the Devolved Nations); other College staff; Officers and Members of Faculty Boards.

External: Local stakeholders in healthcare; local decision-makers and opinion formers; potential sponsors; members and non-members; Deaneries and CCG’s; Health Authority and Primary Care Organisations managers; suppliers and event location managers and lay representatives.

All post holders are expected to adhere to GDPR and ensure that they handle data in a manner that is compliant with the regulations.