



29 November 2021

Dear Applicant

IT and AMS Assistant

Thank you for your interest in working for The Royal College of Ophthalmologists.

The Royal College of Ophthalmologists champions excellence in the practice of ophthalmology. We are the only professional membership body for medically qualified ophthalmologists and for those who are undergoing specialist training to become ophthalmologists, with 4,000 members worldwide.

The College acts as the voice of the profession, we set the curriculum and examinations for trainee ophthalmologists, provide training in eye surgery, maintain standards in the practice of ophthalmology, and promote research and advance science in the specialty. Ophthalmologists are at the forefront of eye health services because of their extensive training and experience in the area.

As part of the Finance and Operations team, you will play a significant role in helping the College to achieve its mission and vision, with responsibility for supporting the delivery of IT and Membership services.

How to apply

Please submit your CV and a covering letter (maximum 1 page) or short video (maximum 3 minutes, MP4 file or YouTube link) to staff.vacancies@rcophth.ac.uk or by clicking this [link](#). The cover letter/video must explain what makes you suitable for the role - use the Role Description for reference. No preference will be given to submissions in either format.

Interviews for this role will be held in person at our office. You will be asked to carry out:

- a short practical IT task which will be observed and you may be helped if necessary
- a short, untimed, computer-based test (tasks may include answering an email and some data manipulation in Excel)
- a panel interview with the IT Manger and up to two other staff member(s).

Please indicate if you are likely to need any reasonable adjustments to successfully complete this interview.

Applicants must already have the right to work within the UK without restriction. Only shortlisted candidates will be contacted. Those who have been shortlisted will be contacted by Wednesday 22nd December.

The closing date for applications is **5.00pm Friday 17th December**

If you would like to speak to someone about the role, please contact Graham Mulholland, IT Manager via email to staff.vacancies@rcophth.ac.uk.

I look forward to receiving your application.

Yours faithfully

Graham Mulholland

IT Manager

Working for the RCOphth

We offer a supportive working environment in friendly, modern offices in a central London location with excellent transport links and roof terrace. We are pleased to offer the following benefits to employees:

Hybrid Working

The College is committed to promoting flexible working to all members of staff. We are currently trialling (to be reviewed in January 2022) a hybrid working model where staff have the flexibility and autonomy to work part of their time at the College's premises and part of their time from home. Working in the office will be based on operational and management requirements so staff are not required to come into the office on set days or for a minimum number of days per week.

Flexi-time

The College operates a flexi-time process. The standard flexi-time band starts at 7.30am and ends at 6.00pm with core hours being 10.00am-4.00pm

Annual Leave

We offer 25 days annual leave, or the pro rata equivalent for part time staff. Annual leave increases by one day for each complete year of service up to a maximum of 30 days.

Statutory Holidays and College closure days

Public holidays, when the office is closed, are recognised as statutory holidays with pay. The College is also closed between Christmas and New Year. These days are in addition to your annual leave entitlement and are therefore not deducted from your leave balance.

Moving day

Staff are given 1 day of leave to move to a new house which is not deducted from your annual leave balance.

Pension

The College offers a very competitive pension scheme administered by the Superannuation Arrangements of the University of London (SAUL). The employer contribution is 16% of gross salary and employees contribute 6%.

Life Assurance

For staff members who are in the pension scheme, life assurance is provided at 4 times your annual salary, during employment, plus a spouses pension and children's allowances.

Season ticket advance

Staff who have satisfactorily completed six months' probation may apply for an interest free loan for the purchase of an annual season ticket for travel between home and work at the College. A proportion of the sum will be deducted from their salaries monthly.

Parental leave pay

Enhanced parental leave pay is available to eligible staff members.

Learning and development

All staff are offered opportunities for learning and development, which can be in a variety of formats, online and in-person, formal and informal.

Study loans

Staff who have satisfactorily completed two years of service may apply for a study grant and loan. Subject to approval of the course to be studied, the College will grant up to 60% of the course fees* and will provide an interest free loan for the balance. The balance to be repaid over an agreed period.

*total course fees should not exceed £5,000

Cycle to work scheme

A salary sacrifice scheme to aid the purchase of a bicycle for travelling to work is available.

Childcare vouchers

A salary sacrifice scheme to support payment of childcare is available to eligible staff members.

Eye tests

The cost of eye tests (up to £30) will be reimbursed.

Employee assistance scheme

Provided by Bupa, The employee assistance helpline provides free confidential support 24 hours a day. Qualified counsellors can support with emotional wellbeing, stress and bereavement as well as provide advice on money management and consumer rights.

Food and drink

Tea and coffee (including Nespresso machine) is provided on each staff office floor.

This is an example of the current benefits offered by the College and is not contractual.

Role Description

Job Title:	IT and AMS Assistant
Reports to:	IT Manager
Line reports:	None
Contract terms:	Permanent, 35 hours per week
Grade:	B
Salary:	£26,413 - £28,477
Location:	18 Stephenson Way, London NW1 2HD

Background information

About The Royal College of Ophthalmologists

The Royal College of Ophthalmologists (RCOphth) is the only professional body for medically qualified eye doctors, who specialise in the prevention, treatment and management of eye disease, including surgery to optimise care for all patients. Ophthalmologists are at the forefront of eye health services because of their extensive training and experience in the area.

As an independent charity with over 4,000 members worldwide, we pride ourselves on providing impartial and clinically based evidence, putting patient care and safety at the heart of everything we do. Our strategy and areas of work are developed by our Trustees, Council and committees, who are supported by a staff of 35 employees. The College is currently trialling a hybrid working policy, a mix of working remotely and working in the College building in Euston, London. A review of this policy is due to take place in January 2022.

We are not a regulatory body, but we work collaboratively with government, health departments, charities and eye health organisations to develop recommendations and support improvements in the co-ordination and management of hospital eye care, both nationally and regionally.

Finance and Operations Department

The Finance and Operations Department provides vital services and support to the College to enable it to carry out work on behalf of its members. The department includes Finance, HR, Facilities, Membership and IT.

Association Management System (AMS)

Membership processes and member information are managed using software called iMIS, which is also used to manage non-member contact information, enable event and exam registration and send email communications, amongst other things. As such is it central to our work. Previous experience using iMIS is desirable but not essential as training will be provided.

Main Areas of Work and Responsibility

On occasions it may be necessary to start in the office by 0830 or finish later, usually by 1930 (which would normally be remote), to support seminars or other events. You will work closely with the IT Manager, Facilities Manager and events colleagues to both help prepare for courses and seminars in advance and to deal with any IT/AV issues which occur on the day. Where part of an event is livestreamed to an external audience, you might monitor the feed or assist the presenters to ensure everything runs smoothly for those not in the room too.

You will support staff in using our various systems, whether it's helping extract the data they need, double checking events have been configured properly or investigating any other issues. The IT and AMS Assistant is expected to work largely unsupervised, organising their own time in dealing with incoming requests and planned work, with encouragement to ask for guidance from the IT Manager, or take part in relevant, provided, (primarily online) training to develop their skills.

You will have responsibility for ensuring data updates from external bodies such as the NHS and GMC are regularly obtained and uploaded to iMIS, setup any other new organisations required, de-duplicate contact records and assist other colleagues such as the Membership Co-ordinator

at busy times to help maintain the quality of the data we hold. You will also get involved with other projects which intersect with IT as they develop.

Other

- Participate in activities and processes aimed at developing the performance, skills and knowledge of all department members as aligned to the achievement of the strategic aims of the RCOphth.
- Any other duties as required that will be both reasonable and within your capabilities.
- Always ensure that you take care of your health and safety and that of others, by complying with health and safety obligations.

Key Working Relationships

- Staff Colleagues
- Suppliers/ Sub-contractors
- College Members and Officers
- Non-Members (typically for help with booking exams or events)

Scope and Accountability

Financial:	<ul style="list-style-type: none"> • Not applicable
Other resources:	<ul style="list-style-type: none"> • Responsible for maintaining user and data permissions • Responsible for ensuring we store accurate data
People management:	<ul style="list-style-type: none"> • Not applicable
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none"> • Compliance with the organisation’s data protection and privacy policies • Compliance with organisation’s employment policies along with employment legislation • Compliance with health and safety procedures, including prompt reporting of any defects, risks or potential hazards • Compliance with organisational brand guidelines

Person Specification

You must have knowledge of a variety of common IT hardware and software, including the ability to connect a desktop or laptop system to external displays and other peripherals. Ideally you will have experience of providing IT support in-person and remotely.

You will have experience of using the main Microsoft applications including Word, Excel, Outlook and PowerPoint and be able to search for help on any areas you're not familiar with.

You will need to be approachable, able to communicate effectively with non-technical people so they're willing to ask you for help, however simple or technical the problem. As part of this, you may need to produce written notes and other guidance to track what has happened and help with similar issues in the future.

You should have the ability to work methodically and accurately, to prioritise your workload between conflicting demands and know how and when to ask for help should you need it.

You must understand the importance of data protection and keeping information securely.

You should be committed to your own continuing professional development.

It may help if you're not too squeamish as you may occasionally find yourself watching videos of eye surgery.

	Criteria	Essential (E) Desirable (D)
Knowledge, Qualifications and Experience	Experience of providing IT support in-person and remotely	E
	Knowledge of a variety of common IT hardware and software	E
	Ability to connect a desktop or laptop system to external displays and other peripherals	E
	Experience of using the main Microsoft applications including Word, Excel, Outlook and PowerPoint and the ability to search for help on any areas you're not familiar with	E
	Experience using iMIS	D
Skills and Abilities	Ability to work methodically, efficiently and accurately	E
	Ability to prioritise your workload and manage conflicting demands, knowing how and when to ask for help should you need it.	E
	Ability to work on own initiative	E
	Ability to produce written notes and other guidance to track what has happened and help with similar issues in the future.	E

Personal Qualities (Attributes)	Friendly and approachable manner	E
	Excellent interpersonal skills with the ability to communicate technical information to non-technical people	E
	Ability to work flexibly, adapt and manage requests from stakeholders	E
	Commitment to equality and diversity and understanding of how this applies to own area of work	E
	Committed to own continuing professional development	E
Other requirements	Strong understanding of the importance of data protection and keeping information securely	E
	The post holder may carry out, from time to time and as directed, any other duties required in addition to the above that will be both reasonable and within their capabilities.	E