Job Title:	Project Coordinator (NOD)
Department	Professional Support
Reports to:	NOD Manager
Line reports:	None
Contract terms:	Permanent, 35 hours per week
Salary:	£36,065-£37,013
Location:	London-based, with hybrid working

The Royal College of Ophthalmologists (RCOphth) is a membership organisation and the voice of the profession, with over 4,000 members in the UK and overseas. Our role is to champion the specialty, set standards of training and practice, and influence change to make a difference to the lives of patients with eye conditions.

Job Purpose

The National Ophthalmology Database (NOD) is a core department workstream using clinical audit data to identify improvements and provide advice, to inform patient care, safety, and service delivery. This is a new role working with internal and external stakeholders to coordinate and support the programme manager to deliver activities of the NOD. The post requires strong attention to detail and excellent organisational skills. The role will be responsible for all aspects of project support and day-to-day management of the NOD website, including implementation of new developments with the supplier and analysis of usage to suggest areas for improvement.

Main Areas of Work and Responsibility

- Assist the NOD Manager in project planning to identify and track deviations from the project plan and budget, identifying and logging any risks and issues, and improving project procedures
- Support the NOD Manager with administration, project outputs, applying and explaining the information governance, outlier, and other project policies to stakeholders
- Management of the NOD website including liaising with the website supplier, working with the NOD Manager to develop a content schedule, editing content, assisting users with queries, authorising user access
- Review and analyse website performance and make recommendations for improvement
- Lead and manage the delivery of specific workstreams as agree with the NOD Manager
- Administer virtual and in person meetings, preparing agendas, taking minutes, following up actions
- Liaison with the project teams and RCOphth functions e.g. policy and communications team
- Process and respond to incoming correspondence, providing information and guidance to stakeholders and project participants
- To maintain and update audit contact databases (Microsoft Excel and CRM) assisting with its ongoing development and testing.
- Assist the NOD Manager with recruitment of organisations to take part in the audits
- Assisting with editing and proofreading project outputs and ensure they adhere to branding and house style guidelines

- To undertake other administrative duties as required. For example, finance/processing purchase order information to enable subscription invoices to be issued
- To maintain accurate and secure electronic filing systems and document management
- Occasionally manage sub-projects as directed by the NOD Manager

Other
- Undertake any other reasonable duties as required, including occasional travel and overnight stays

Inclusion and Diversity statement
RCOphth is committed to encouraging inclusion, equity and diversity among our staff, and eliminating unlawful discrimination, harassment and victimisation by complying with the Equality Act 2010. We want a working environment where individual differences and the contributions of all staff are recognised and valued. To do this, we will proactively tackle discrimination and disadvantage and ensure that no individual or group is directly or indirectly discriminated against for any reason. We expect all employees to champion and live our values through their work at every opportunity.

Our values are:

Inclusion
- ✓ actively welcoming a diversity of experiences and perspectives
- ✓ everyone being respected and encouraged to participate regardless of their background or role

Integrity
- ✓ being open and honest, demonstrating accountability in all its work
- ✓ evidenced-based and transparent decision-making, utilising a range of data, information, expertise and experience

Innovation
- ✓ creating novel opportunities to advance and deliver on its aims, anticipating changing circumstances
- ✓ actively welcoming fresh ideas and approaches
- ✓ fostering a climate of ambition and excellence drawing on expertise from across the College's communities

Improvement
- ✓ being a learning organisation, reflecting on both successes and mistakes
- ✓ continuous and sustainable development across all its activities

Person Specification

	Criteria
Knowledge, Qualifications and Experience	• At least two/three years' experience in a similar project support role
	• Experience of website administration/management including use of Google analytics, Content Management Systems and liaising with developers
	• Experience of working with customer relationship management databases to support effective project administration
	• Experience of coordinating activities for complex/substantial work programmes, with numerous 'external' customers, to challenging deadlines
	• Knowledge and experience of Microsoft applications, including Word, Excel, Outlook, PowerPoint and Project
	• Experience with managing and maintaining documentation, flowcharts and schedules
Skills and Abilities	• Excellent time management and organisational skills to manage conflicting demands
	• Ability to work methodically, efficiently, and effectively with a high level of literacy and numeracy skills including and meticulous attention to detail
	• Ability to communicate effectively and professionally with staff and stakeholders
	• Strong verbal as well as written communication skills
	• Ability to identify risks, anticipate issues and create solutions
Personal Qualities (Attributes)	• Commitment to providing a professional service
	• Strong work ethic and proactive nature
	• Demonstrates a positive 'can do' attitude
	• Commitment to equity and diversity and understanding of how this applies to own area of work
	• Committed to own continuing professional development
	• An enthusiastic self-starter, proactive and adept at identifying and following-up opportunities
Other requirements	• Travel to meetings and events in and around London and the UK with some overnight stays as well as occasional working outside of normal office hours

Staff benefits

We offer a friendly and supportive working environment and make sure our employees are well looked after with a great benefits package, which includes:

Work life balance and family friendly benefits
- Hybrid working
- 25 days of annual leave, increasing to 30 days with length of service (plus bank holidays and office closure between Christmas and New Year)
- One day of paid leave to move house
- Enhanced parental leave

Planning for your future
- Employer pension contributions up to a maximum of 12%.

Career development
- All staff are offered opportunities for learning and development, in addition to a comprehensive e-learning package
- Study loans

Travel
- Season ticket loan
- Cycle to work scheme

Wellbeing
- Summer Fridays (staff can finish 90 minutes early from 17th July – 31st August)
- Enhanced Employee Assistance Programme (with access to free counselling sessions)
- Health Cash Plan

How to apply

Please submit your CV (maximum two pages) and a covering letter (maximum one page) to staff.vacancies@rcophth.ac.uk. The cover letter must explain what makes you suitable for the role. Please use the job description for reference.

Interviews will be held at our office in Euston, the week commencing **3 June 2024**. 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.

The closing date for applications is **Friday 31 May**