Education Development Officer (MFSRH Exam)

Role description
Who we are

We are the Faculty of Sexual and Reproductive Healthcare (FSRH). We are the largest UK multidisciplinary membership organisation working at the heart of sexual and reproductive health (SRH), supporting 15,000 healthcare professionals to deliver high-quality care.

We offer:

- evidence-based clinical guidance and standards
- we provide a voice for SRH professionals by influencing policy and public opinion
- membership benefits, including our BMJ SRH Journal; webinars and events
- a range of qualifications and training in sexual and reproductive healthcare (SRH)
- membership benefits, including our BMJ SRH Journal; webinars and events
- a CSRH specialty programme which trains future consultants in SRH.

We have 25 staff and a commissioned Clinical Effectiveness Unit based in Edinburgh and an office in London Bridge. You can find out more at www.fsrh.org.

The Education & Training directorate is responsible for all aspects of training and qualifications provided by FSRH and working within the specialty training team your role will be key in enabling the SRH workforce. It is an exciting time work for FSRH as we are moving to a more digital world, implementing new curriculum and looking at how we future-proof our specialist Membership exams.

Do you have the passion, experience and drive to become our Education Development Officer? Do you believe that high quality healthcare provision is a fundamental right?

We’re recruiting an Education Development Officer who will work with a team of clinical experts and technical suppliers to develop and deliver our high-stakes Membership (MFSRH) examinations. The MFSRH is essential to the development and progression of specialty doctor trainees and other doctors working in sexual and reproductive healthcare.

We are seeking a highly motivated, methodical, and organised individual who will help us to maintain, promote and deliver our MFSRH Exam. You will be a committed team player who is able to work collaboratively and communicate effectively with a range of stakeholders. You will be confident with the use of digital systems, have a proactive attitude to problem solving, attention to detail and able to work efficiently within defined processes. You will have experience of supporting/coordinating projects and able to prioritise effectively to achieve results within a pressurised environment.

We value diversity, promote equality and encourage applications from people of all backgrounds. Read on to find out more information about the role, benefits of working for us and how to apply.

This job description and person specification is a statement of requirements of the job at the time of writing. It should not be seen as precluding future changes after appointment to this role. Last updated November 2021.
Role overview

Job title
Education Development Officer (MFSRH Exam)

Department
Education & Training

Band
Band 2: Starting salary £26,008 – £29,183

Reports to
Education Development Manager (Specialty)

Liaises with
Education & Training directorate, Membership & Engagement directorate, Vice President (Specialty), Examinations Committee, external suppliers (e.g. question bank, exam platforms, psychometrician), external stakeholders (e.g. GMC) and FSRH members.

Hours/week
35 hours per week

Location
The role is based in our London office. Staff are currently working remotely or hybrid due to COVID-19. We are open to discussions around remote working but would expect the person to have regular visits to the London office.

Dimensions and limits of authority
This role will work closely with the Education Development Manager to:

- maintain and develop question banks to support assessments using a digital platform
- effectively coordinate the administration and delivery of the MFSRH examinations, including:
  - liaising with suppliers such as venues, digital platform providers and psychometricians
  - using and improving standard operating procedures
  - supporting the Examinations Committee to produce the exam content and quality assurance
  - planning communications, facilitating exam-day logistics and producing reports
- support the engagement, and development of volunteer subject matter experts (e.g. question writers, examiners, committee members)

This job description and person specification is a statement of requirements of the job at the time of writing. It should not be seen as precluding future changes after appointment to this role. Last updated November 2021.
• monitor and support quality assurance & evaluation of the MFSRH and produce reports
• service the Examinations Committee and facilitate networking with allied committees and working groups
• provide examination related administration and project support

The MFSRH is the main responsibility of this role. However, on occasions, other programmes and products may be added to aid smooth operational delivery of assessments that form the infrastructure of the CSRH training programme.

Role responsibilities

Operational delivery of the MFSRH

• To work within defined standard operating procedures and governance structures to manage the operational delivery of the MFSRH working closely with the Education Development Manager and the Exam Committee

• To manage the systems and databases involved in question bank and exam delivery (e.g. LMS, Ripley, Civi, online exam platform)

• Maintain accurate folders, records and reports

• Maintain up to date documentation and information relating to MFSRH examinations (e.g. Standard Operating Procedures, Exam Regulations, Candidate Handbooks, retention policy, website)

Servicing Committees and working groups

• To service and support the Exam Committee and Working Groups to maintain and progress the delivery and administration of defined assessments. This will include effective organisation of the meetings, distribution of papers and information, taking appropriate minutes, review of terms of reference etc.

• To support volunteer question writers and examiners for the Exam Committee with electronic question submissions, question paper constructs and administration of the bank

• Supporting recruitment and development of committee members and examiners. This will include delivery of an annual meeting/conference that brings together all those involved in MFSRH development, delivery and review

• To support the dissemination of information and give guidance on regulations including any updates and changes

This job description and person specification is a statement of requirements of the job at the time of writing. It should not be seen as precluding future changes after appointment to this role. Last updated November 2021.
Support applicants and candidates throughout their journey

- To be a point of contact regarding enquiries and complaints relating to the programmes and to collate and escalate as required
- To guide and support applicants and candidates through the provision of accessible information and suitable materials and signposting to opportunities
- To plan communications and support the promotion of the MFSRH

Input into related projects

- To support the delivery of defined projects that support the Education & Training programmes

General

- To feed into and support the improvement of processes and systems to support the continuous digitisation of our day-to-day operations
- To stand in for other members of the team as required
- Uphold our FSRH organisational values: We care. We collaborate. We enable. We include. We strive.
## Person specification

### Qualifications and training

<table>
<thead>
<tr>
<th>Essential / desirable</th>
<th>Qualifications and training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Essential</td>
<td>Educated to degree level or equivalent skills demonstrated</td>
</tr>
<tr>
<td>Desirable</td>
<td>Project management</td>
</tr>
<tr>
<td>Desirable</td>
<td>Education &amp; Assessment</td>
</tr>
<tr>
<td>Desirable</td>
<td>Volunteer Management</td>
</tr>
</tbody>
</table>

### Previous experience

<table>
<thead>
<tr>
<th>Essential / desirable</th>
<th>Previous experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Essential</td>
<td>Substantial experience of working independently in a pressurised environment to manage time and prioritise workload</td>
</tr>
<tr>
<td>Essential</td>
<td>Experience of developing and managing products for educational purposes (e.g. curriculum and assessment)</td>
</tr>
<tr>
<td>Essential</td>
<td>Experience of supporting/coordinating projects and working to deadlines</td>
</tr>
<tr>
<td>Essential</td>
<td>Experience of working within policies and processes and using these to support improved delivery and customer service</td>
</tr>
<tr>
<td>Essential</td>
<td>Experience of using digital platforms and technology, preferably in an educational context (e.g. Learning Management Systems, question banks, online exams platforms)</td>
</tr>
<tr>
<td>Essential</td>
<td>Experience of managing complex stakeholder relationships</td>
</tr>
<tr>
<td>Essential</td>
<td>Experience of producing reports and presenting to stakeholders</td>
</tr>
<tr>
<td>Essential</td>
<td>Demonstrable experience of collating data to support management decisions</td>
</tr>
<tr>
<td>Desirable</td>
<td>Experience of servicing committees</td>
</tr>
<tr>
<td>Desirable</td>
<td>Experience of working within a professional membership body / higher education / NHS background</td>
</tr>
<tr>
<td>Desirable</td>
<td>Experience of supporting volunteers</td>
</tr>
</tbody>
</table>

*This job description and person specification is a statement of requirements of the job at the time of writing. It should not be seen as precluding future changes after appointment to this role. Last updated November 2021.*
### Key skills and attributes

<table>
<thead>
<tr>
<th>Management</th>
<th>Essential</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Organised and efficient with an ability to manage competing priorities</td>
<td>• Essential</td>
</tr>
<tr>
<td>• Able to understand and work within governance structures</td>
<td>• Essential</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Collaboration</th>
<th>Essential</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Effective communicator with active listening and good interpersonal skills</td>
<td>• Essential</td>
</tr>
<tr>
<td>• Proactive problem solver who is able to work to achieve collective goals both within and across teams</td>
<td>• Essential</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Educational</th>
<th>Essential</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Able to apply knowledge of education and assessment principles/theory</td>
<td>• Essential</td>
</tr>
<tr>
<td>• Able to work with psychometric data and reports to manage and improve products</td>
<td>• Essential</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Monitoring &amp; Evaluation</th>
<th>Essential</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Able to collate, critique and use data to produce reports and to manage and improve products</td>
<td>• Essential</td>
</tr>
<tr>
<td>• Able to evaluate and effectively act upon user feedback to allow continuous improvements</td>
<td>• Essential</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Effective Administration</th>
<th>Essential</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Process driven and systematic approach with an ability to effectively follow policies and procedures as well as offering improvements</td>
<td>• Essential</td>
</tr>
<tr>
<td>• Able to produce clear and appropriate agendas &amp; minutes and ensure progress towards outputs from meetings</td>
<td>• Essential</td>
</tr>
<tr>
<td>• Able to maintain up to date and accurate records in line with policies and processes</td>
<td>• Essential</td>
</tr>
<tr>
<td>• Able to develop and implement communication plans/strategies to promote products and engagement</td>
<td>• Essential</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Customer Service</th>
<th>Essential</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Methodical, fair, and respectful in attitude and approach to customers</td>
<td>• Essential</td>
</tr>
<tr>
<td>• Ability to support users with digital platforms or refer as appropriate</td>
<td>• Essential</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Digitisation &amp; Learning Technology</th>
<th>Essential</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Proficient working with a range of digital platforms and databases and adept with Microsoft Office.</td>
<td>• Essential</td>
</tr>
</tbody>
</table>
Openness and ability to adapt to new technologies and new ways of working

Attitudes
• Professional, reliable and non-judgmental attitude
• Understand and adopt the FSRH values throughout their role

Competencies
• **Attention to detail**: accomplishes tasks with thoroughness, accuracy and reliability.
• **Team working**: builds and develops appropriate relationships with colleagues, member and suppliers at all level of seniority. Committed team player, with the ability to motivate others.
• **Adaptability/flexibility**: maintains effectiveness in a changing environment. Able to be flexible in approach to work without losing sight of key objectives.
• **Communication**: expresses ideas effectively and conveys information appropriately and accurately both verbally and in writing.
• **Resilience**: maintains performance under pressure and / or opposition.
• **Analysis/reasoning**: examines data in order to grasp issues, draw conclusions and solve problems.
Our values

We developed five values as part of our 2020-25 strategic plan, in collaboration with FSRH staff and our Officers. Our five values inform our work, culture and behaviour here at FSRH.

Our benefits

We offer a range of benefits at FSRH to support staff wellbeing, including:

- **Generous holiday entitlement**
  25 days pro-rata, with an additional 2 days leave after 2 years of service, and a further 3 days after 5 years.

- **Birthday leave**
  Take an additional day off on your birthday.

- **Flexible working culture**
  We are open to flexible working. Our flexi-time policy helps you to balance your work and home life, with staggered start and finish times.

- **Pension and life assurance scheme**
  10% employer contribution / 5% employee contribution after successful completion of probation. This also includes access to life assurance at 4x annual salary and an income protection scheme.
• **Employee Assistance Programme (EAP)**
  Access to 24/7 confidential telephone counselling and advice on a wide range of work and personal issues to support your work-life balance.

• **Employee discounts portal**
  Access to a range of discounts from brands including Apple, Sainsburys and The White Company, as well as independent shops.

• **Interest free season ticket travel loans**
  Available when buying a travel season ticket, deducted from your salary on a monthly basis.

• **Childcare vouchers**
  Enabling you to make savings on your nursery or childcare fees.

• **Enhanced maternity, paternity & adoption pay**
  Supporting you financially during this time in your life.

• **Free eye tests**
  We will reimburse you the cost of your annual eye test as well as the cost of basic glasses / contact lenses, if required for work use.

**Training and development**

We want our staff to feel invested in and have the time and space to grow, learn and develop in their roles. We provide a range of learning and development opportunities, from webinars and conferences to training sessions on specific topics.

**How to apply**

We value diversity, promote equality and encourage applications from people of all backgrounds. We are working hard to minimise unconscious bias and your application will be anonymised to support this.

To apply, please share your CV and a covering letter (no more than 2 pages) to stephanierough@dittonhr.co.uk.

Your cover letter should outline why you are applying for the role, and how you meet the person specification criteria.

Deadline for applications is at **10am on Monday, 6 December 2021**. Interviews are likely to take place on w/c 13 December.