



CANDIDATE PACK FOR EXECUTIVE DIRECTOR OF CORPORATE SERVICES



Royal College of
General Practitioners



WELCOME

Thank you for your interest in joining The Royal College of General Practitioners (RCGP), the largest Medical Royal College in the UK. With a network of over 55,000 dedicated family doctors, we are committed to improving patient care and advancing the field of general practice.

At the heart of our College is a talented workforce of over 280 committed individuals who support our GP members in upholding the highest standards of patient care. Every year, through our final assessment examination, we proudly welcome around 2,000 new GPs to the NHS, reinforcing our role as the leading voice in GP education, training, research, and clinical standards.



Of course, any organisation is only as good as its people, and we believe in valuing and rewarding our team members, ensuring they are motivated and inspired. We are committed to helping each individual develop their talents to their fullest potential. Our wide range of benefits and ongoing investment in learning and development reflect our dedication to a diverse, dynamic, and inclusive workforce.

Now is a superb time to join us, as we develop our new corporate plan – we are seeking an outstanding Executive Director of Corporate Services to be part of our excellent and high performing senior management team. As the strategic lead for finance, digital / IT, information governance and facilities, your remit also includes the commercial management of our 30 Euston Square building, as well as our work on sustainability. You will bring strong financial acumen, be commercially astute and have expertise of working within complex organisational and governance structures.

As a senior leader, you will bring a background in high quality financial strategy, alongside the big picture thinking necessary to lead and develop key operational functions. You will also have led teams through change, securing personal credibility with stakeholders quickly. Comfortable with complexity, you will work flexibly and at pace within nuanced circumstances; at the same time, you will be skilled in creating and maintaining a high-performance culture, inspiring and influencing at all levels, and working collaboratively with our talented teams.

If you believe you have the skills, qualities and attributes required, we look forward to the possibility of welcoming you to the RCGP family where, together, we make a difference in patients' lives every day.

Very best wishes,

Chris Askew OBE
Chief Executive Officer



ABOUT US

The Royal College of General Practitioners (RCGP) is the largest Medical Royal College in the UK and has a network of over 54,000 family doctors working to improve care for patients.

The College has a talented workforce of over 250 brilliant people who work to support our GP members in maintaining the highest standards of patient care.

Every year, we help around 2000 new GPs join the NHS. We are the voice of GPs on education, training, research, and clinical standards.

Our members and the College have made a remarkable contribution to the pandemic effort, with general practice responsible for delivering around 70% of COVID-19 vaccinations, in addition to the 'day job' of providing essential care and services to patients. The situation has shown just how vital general practice and GPs are for patients and for the NHS.

WHAT WE DO

Our purpose is to promote the best possible quality of health and healthcare by:

- Setting the highest standards for general practice
- Ensuring GPs have the best possible training
- Supporting GPs throughout their professional lives to deliver the best possible service
- Leading the profession and demonstrating the value of general practice
- Developing general practice as the foundation of effective and sustainable primary care worldwide
- Using resources efficiently to support our members and develop the College sustainably.

OUR ORGANISATIONAL VALUES

Our values define who we are and ensuring our vision to be an inclusive organisation is at the forefront of all that we do, promote and deliver.

Our values support a culture that actively values inclusion and recognises the value of everyone.

- Compassion – for our patients, the populations we serve, our members, our colleagues and ourselves.
- Inclusivity – we value diversity as part of our communities and treat each individual with equal respect.
- Sustainability – we look to the future and care about the long-term wellbeing of our members and colleagues, our profession, our patients and the world around us.
- Accountability – we take responsibility for the results of our actions and continuously strive to be the best that we can be.
- Integrity – we are honest, open-minded, ethical, evidence-based and fair.

ABOUT OUR TEAMS

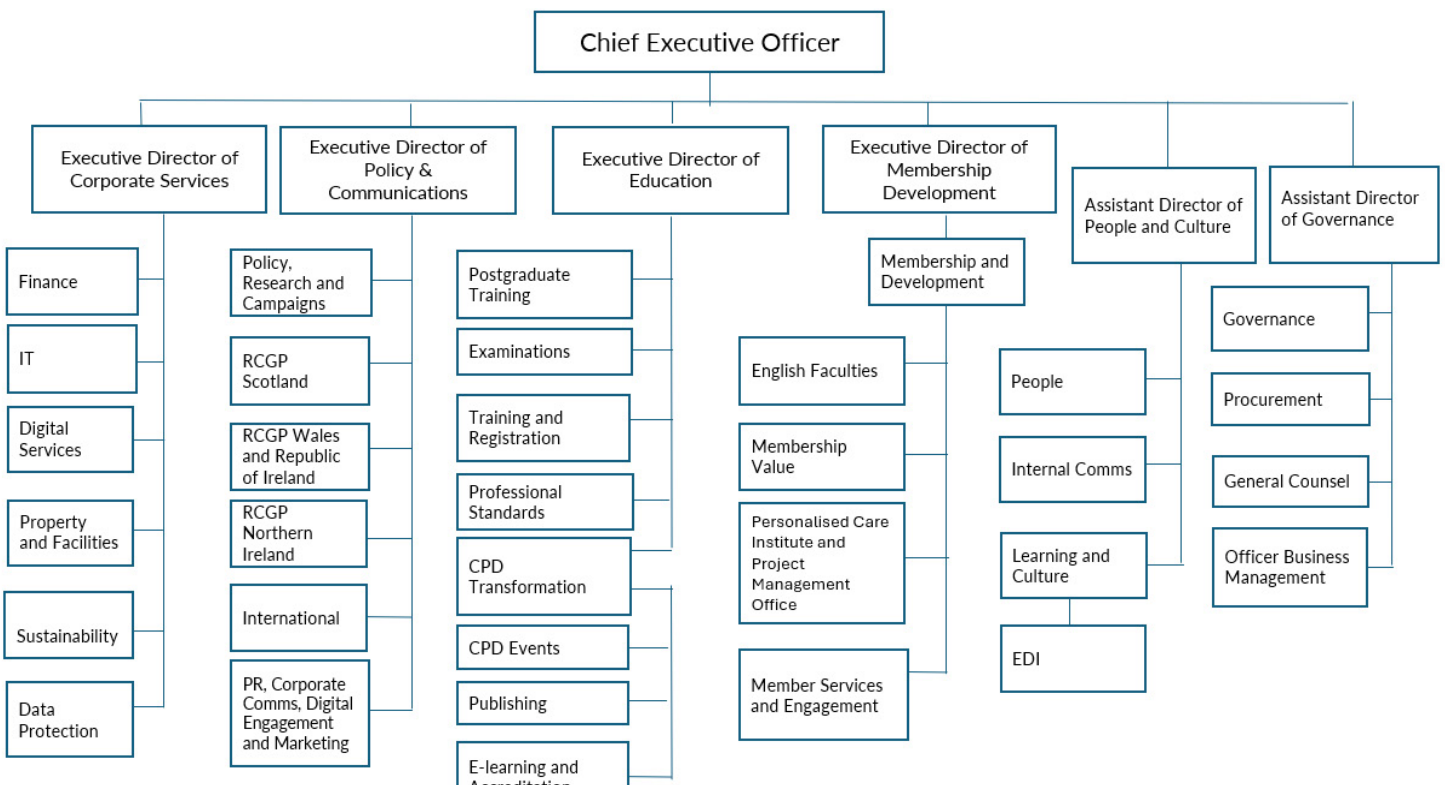
At the College, we appreciate that teams are made up of individuals with diverse perspectives, qualities and strengths that are necessary to drive innovation, creativity and growth. Everyone at the College contributes to the delivery of our Strategic Plan 2023 to 2026: 'Building a sustainable future for general practice'. This sets out what the College is going to do over the next three years to ensure that the work of the profession, the College, and the care that general practice provides to patients are sustainable.

We work well together to deliver exceptional work and have won many awards over the years that we are extremely proud of. We encourage and inspire each other to make a difference in our work culture and enable our members to improve patient care.

We operate across the UK with our headquarters in London at 30 Euston Square which is a Grade II* listed award-winning building. Our unique building integrates grand Edwardian façade and original Greek Revival architecture with modern detailing and contemporary characteristics. We have offices in Warrington, Andover and Bristol in England and main offices in Belfast, Cardiff and Edinburgh. We have other many small hubs across the UK that we call 'faculties' to support our members locally.

The College's work is supported by the four directorates and the Chief Operating Officer's office.

ORG STRUCTURE



JOB DESCRIPTION

Job title:	Executive Director of Corporate Services
Reports to:	Chief Executive Officer
Direct reports:	7 direct reports and approximately 30 indirect reports based in 30 Euston Square.

ROLE PURPOSE

As a member of the Executive Management Team the post holder will share corporate accountability for the overall management of the College and the achievement of the Corporate Plan.

The postholder will provide operational leadership for the functions of Finance, Digital, Data & Technology, Information Governance, Property and Facilities (including health and safety) and Sustainability. Being directly responsible and accountable for the directorate, the post holder will assist the CEO in formulating and implementing corporate strategies, plans and policies.

As a member of the organisation's key leadership personnel and an advisor on financial and performance management, operational planning and business strategy, the Executive Director of Central Resources will provide a unique perspective that looks across all areas of the College.

MAIN RESPONSIBILITIES

Financial Planning & Management

- Oversee the Assistant Director Finance in the production of the College's budget as part of the annual business planning process, monitoring actual financial performance against budget, and reporting to Trustee Board. Ensure the identification of risks and mitigating actions to ensure that the plan can be delivered in each year.
- Support the AD Finance in all aspects of financial control, providing guidance as relevant.
- Support strategic planning and financial modelling, including custodian of the Corporate Plan.

Digital

- Drive digital innovation and serve as a change agent throughout the organisation.
- Appraise the College's key digital assets and make recommendations for short- and medium-term development to optimise our adoption of digital best practices to achieve our organisational aims.
- Oversee the measurement of ROI for digital projects, fine-tuning approaches as needed to ensure that we're investing in the appropriate tools and resources.
- Critically appraise the project to transition away from Fonteva to standalone Salesforce, identifying risks and mitigations.
- Establish a roadmap to improve how the organisation uses Salesforce which addresses data quality, data availability, data compliance, operational and processing efficiency; identify key milestones, dependencies and estimated costs of delivery.
- Lead project to establish the potential for a data warehouse to drive value from the organisation's data, making recommendations for delivery as relevant.
- Lead project to appraise options for digital delivery of CPD.

Data

- Support the college on its journey to become a more data-driven organisation, where quality data supports all major decisions.
- Oversee the exploration of new AI tools to help automate, support and create novel content across all areas of the College's operations.

Technology

- Oversee IT operations ensuring that systems are secure, adaptable, accessible and meet the College's needs.
- Ensure that IT disaster recovery systems are effective and up to date.
- Establish and maintain robust and effective cyber security systems and processes, in place to protect the College.
- Ensure current and new systems are developed and integrated in a well architected fashion to meet the changing needs of the College.
- Identify and implement improvements in how the organisation makes best use of all its digital platforms Microsoft products (and Office 365 specifically) to drive operating efficiencies.
- Make recommendations as to optimal resource structure which aligns technology capabilities and capacity with organisational needs, including how 3rd party support could effectively mitigate risk of missed opportunity, access to skills and related issues common in medium sized organisations.

Information Governance

- Oversee the work of the Data Protection Officer in ensuring that the College is fully compliant with data protection legislation and adopts best practices in this area.
- Lead on establishing robust systems for the management of all College data, electronic and archived paper records, so that they are produced and stored securely, appropriately labelled and therefore easily retrievable.
- Ensure that appropriate data storage systems, policies and facilities are in place to enable efficient knowledge management practices across the organisation.

Facilities

- Ensure that appropriate, well-managed arrangements are in place, to maintain the College's portfolio of buildings across the UK.
- Lead on strategic modelling in relation to the College's investments in its facilities and properties.
- Ensure that systems are in place to provide robust security to protect all users of the College's premises, buildings and property, ensuring resilience and business continuity planning practices are the norm.
- Chair the Health and Safety Committee for the College.

Sustainability

- Provide support to the Sustainability Lead in delivering against the strategic objective of responding to the climate emergency.

Executive, Board and Committees

- To contribute to the work of the Board of Trustees and relevant committees (especially Planning & Resources, and Audit and Risk committees).



PERSON SPECIFICATION

KNOWLEDGE AND EXPERIENCE

- Experience of working at board level or significant experience of Assistant/Deputy Director level.
- Commercial experience and demonstrable commercial acumen including budget management and business case development.
- Strong financial/commercial modelling skills.
- Experience or demonstrable ability to lead and manage technology innovation and service provision in a similar size organisation including cyber security.
- Experience of driving performance improvement.
- Familiarity with data protection and data storage best practice.
- Experience of leading effective organisation-wide change management including outsourcing or co-sourcing arrangements.
- Demonstrable experience of working collaboratively internally and across multiple partner organisations, and with a broad range of challenging stakeholders to achieve significant objectives.
- Formal accountancy qualification (desirable).

SKILLS AND ABILITIES

- Strategic and innovative in developing corporate and financial solutions to support the work of RCGP.
- Collaborative with high emotional intelligence and outstanding communication skills; can persuade, influence and negotiate effectively and secures the confidence of others quickly, with an ability to present financial information to non – financial staff.
- A track record demonstrating a combination of commercial acumen, analytical rigour and attention to detail.
- Ability to work well cross – functionally.
- Leads by example; demonstrates professional excellence and high integrity.

STYLES AND BEHAVIOURS

- High degree of personal credibility and secures trust and confidence immediately.
- Unimpeachable integrity and sound judgement.
- High level of personal drive, energy and commitment.
- Comfortable with ambiguity and uncertainty.
- Open, collaborative and responsive style.

TERMS OF APPOINTMENT

SALARY

The salary for this role is £120,000 per annum on a full-time permanent basis, with some flexibility for an outstanding candidate.

LOCATION

30 Euston Square, London NW1 2FB.

BENEFITS

Pension scheme: We operate a contributory pension scheme where you contribute a minimum 4% per month through salary sacrifice – the College pays 8% per month.

Life assurance: Life assurance is provided at six times your salary, during employment. This benefit only applies to employees who are in the pension scheme.

Annual leave: 27 days per annum plus bank holidays (pro rata for part time employees). You can buy five days additional annual leave and sell up to two days annual leave. This will be pro rata for part time employees.

ADDITIONAL BENEFITS

Our people bring talent, passion, imagination and drive to our work every day – an enormous contribution that deserves to be rewarded!

We care about our people, as much as we care about our purpose, members, officers and other stakeholders. We aim to support everyone to be the best they can be and make the College a truly great place to work.

So, it makes sense that our employee policies should support the lifestyle you choose and offer a rewards and recognition programme that makes you feel valued. Please see below for the additional benefits offered as part of this role:

- **Long service award:** We give a financial award for staff achieving long service.
- **Employer supporter volunteering scheme:** Up to two paid days to volunteer (pro rata for part time employees).
- **Flexi-time:** Our flexi-time system allows you to vary your start and finish time to ensure you fulfil your contractual commitments to the College. There is also the ability to bank time to allow you to carry out personal/family commitments.
- **Special leave:** Special leave with pay includes bereavement (compassionate) leave, emergency family / time off for dependents leave, moving to a new house.
- **Occupational leave:** Maternity, paternity, adoption, parental and shared parental leave.
- **Membership of professional body fees:** If membership is relevant and appropriate to the job we will pay for one professional membership a year.
- **Study grants and loans:** Applications considered for study grants of up to £1,000 and loans of up to £3,000 for courses of study that are relevant to your role subject to budget.
- **Learning and development:** We are committed to providing opportunities for your ongoing learning and development, helping you learn and grow through a combination of formal and informal learning.
- **eLearning:** You can upskill via our eLearning portal, which offers a variety of learning content including bite sized courses and resources.
- **Mentoring scheme:** Our mentoring scheme support individual learning, growth and development. It is an opportunity for you to collaborate with colleagues outside of your immediate teams, sharing learning, knowledge and experience.
- **Employee assistance programme:** Provided by Axa Healthcare and offers an employee support helpline, information services, 24 hours a day, 365 days a year.
- **Eye care vouchers:** We contribute £25 towards eye tests and £75 towards spectacles for VDU use.
- **On-site gym:** Our London head office has a fully equipped gym that is free to use.

- **Well scheme:** Once you have passed probation we will pay up to £50 per rolling year for you to attend a course, evening class, fitness suite, or other activity which will benefit your wellbeing.
- **RCGP Plus:** Discounts on products and services from a wide variety of brands and retailers.
- **Searcys:** A 10% discount at Searcys venues.
- **Bike loan:** Cycle to work scheme interest free loan, permanent staff only.
- **Season ticket loan:** Available once you have completed your probation period.
- **Bike storage:** Large inside bike store to leave your bike dry and safe at our 30 Euston Square, London office.

HOW TO APPLY

To make an application, please go to <https://starfishsearch.com/jobs/rcgp-ed-cs/> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) that sets out why you think this role is the right move for you and how you meet the knowledge and experience criteria set out in Part One of the person specification.

We would also be grateful if you would complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

RECRUITMENT TIMETABLE

Closing date:	Friday 11th October 2024
Preliminary interviews:	w/c 21st October and 28th October 2024
Final Panel interviews and opportunity for informal meetings:	TBC w/c 18th November

