

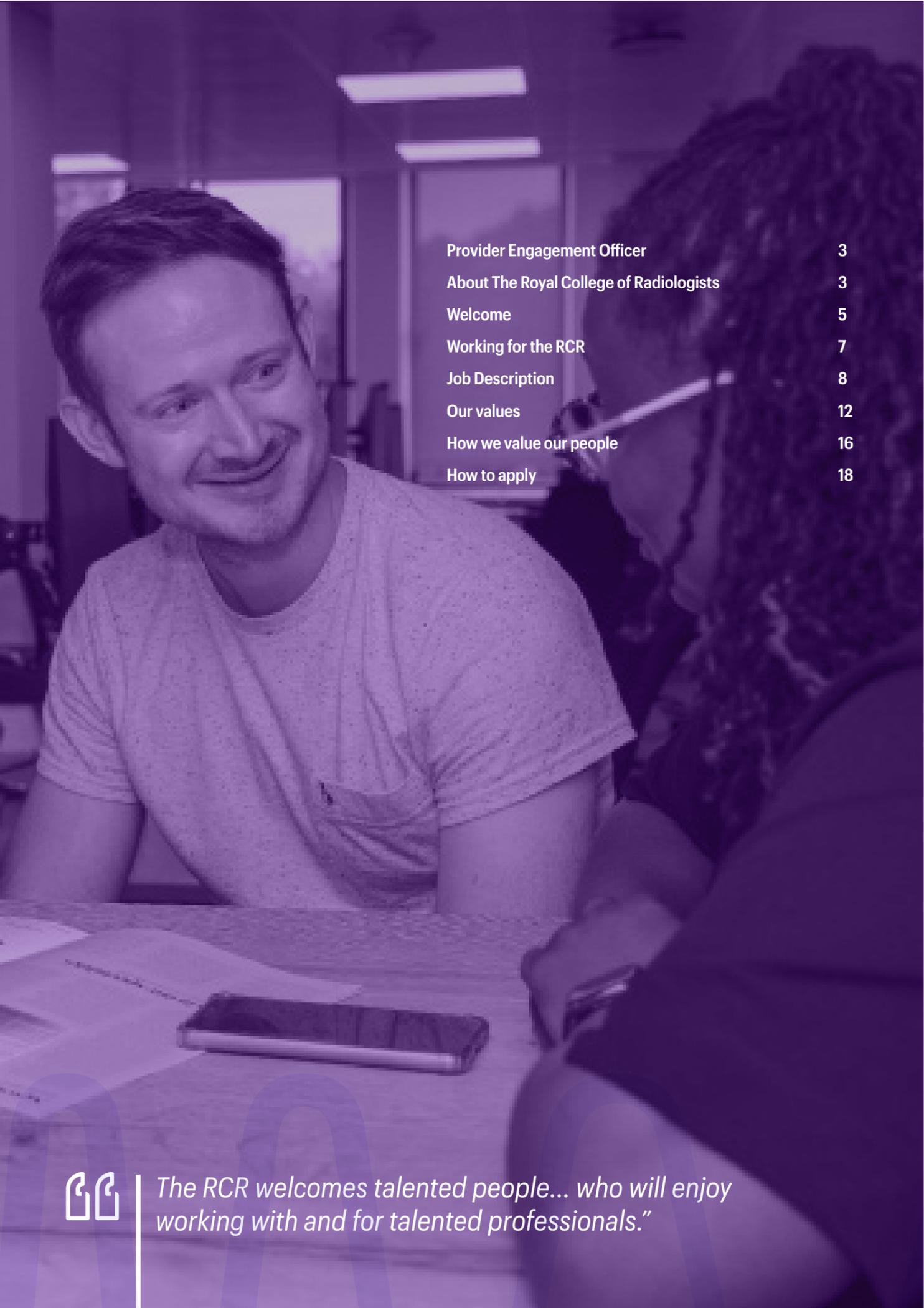
The Royal College of Radiologists

Provider Engagement Officer Candidate pack

*advertised externally as Customer Success Officer



The Royal College of Radiologists



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The RCR welcomes talented people... who will enjoy working with and for talented professionals."

Provider Engagement Officer

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|--------------------------------|--|
| Salary: | £43,718 per annum, with pay progression up to £48,319 per annum within two years employment, plus excellent benefits |
| Location: | Central London, with generous flexible working |
| Hours: | Full-time/35 hours per week |
| Contractual status: | Permanent |
| Closing date for applications: | 23:59 6 July 2025 |
| Interview date: | Shortlist interviews are scheduled for 9 July 2025 and selection interviews are scheduled for 14 July 2025 |

About The Royal College of Radiologists

Are you interested in making a real difference in the healthcare sector to improve imaging and cancer care for all?

At The Royal College of Radiologists (RCR), we're the leading professional membership body for clinical radiologists and clinical oncologists and a registered charity who educate and support doctors throughout their career. With over 14,000 members in the UK and internationally, together we're contributing to the advancement of each new generation of doctors and helping to improve patients' lives.

We require a broad range of skills and experience to deliver our strategic goal of increasing the clinical radiology and clinical oncology workforce, which will ultimately lead to improving imaging and cancer care services for all.

If you're inspired by our **strategy** and **values**, and are passionate about helping us meet our ambitious goals in an environment that celebrates differences, values diversity and recognises that everyone here plays a role in the success of the College, then we encourage you to consider a career at the RCR.



Welcome

Thank you for your interest in working with the RCR. I hope that you will find the information in this Candidate Pack useful, in addition to the content on our website: www.rcr.ac.uk

The last few years at the RCR have seen much growth and development. We have improved the range and quality of the services and support offered to our membership. We have grown the external profile of the RCR's work and increased awareness of the value of our medical specialities to patients and the public. We have created life-saving guidance and expanded our work globally to many different countries. We've revised how we train and examine our doctors to ensure they continue to be the best in the world, plus much, much more. We are ambitious to continue this success and build into the future.

Our Strategic Priorities from 2019 are:

Workforce

Support excellent, safe patient care by working collaboratively on team-wide standards across imaging and oncology. Define our doctors' professional needs for the future and shape sustainable workforce models for our patients and our specialties to realise them.

Be the experts

Highlight to the public and stakeholders the contribution our specialties make to safe, evidence-based and cost-effective patient care. Contribute meaningfully to the debate on the future of healthcare both in the UK and overseas.

Professional learning

Develop our educational offer to support our doctors to meet the challenges of practice, working with others where appropriate, sharing ideas where possible. Adopt new educational models rapidly to ensure continuing equity of access to high-quality products.

Membership value

Support all members and Fellows to deliver the best care for patients, for their entire career regardless of where or how they practice.

Our College

Shape a College that is demonstrably agile and responsive, accountable and open, supporting our specialties and the patients we treat.

The RCR is growing – in what we achieve, our income and our staff. We are a great team that focuses on improving the lives of patients through our doctors. Our culture is friendly and ambitious, underpinned by a continuing commitment to develop and support all our employees.

We are a *London Living Wage Employer* (www.livingwage.org.uk) not only for our employees, but also in respect of our contractors.

The RCR welcomes talented people who share our ambition, commitment who will enjoy working with and for talented professionals.

I look forward to hearing from you.

Yours sincerely



Working for the RCR

The RCR is a membership body and a registered charity. The trustee board is mainly made up of practising clinical oncologists and clinical radiologists and is accountable to the membership at large. Each specialty has its own Faculty which agrees policy and the range of support, advice and guidance offered to doctors in the specialty. The executives of the RCR are the eight Officers (doctors) who work closely with the senior management team (the Chief Executive and Executive Directors for Communications, Education, Professional Practice and Business and Resources) supported by about 100 other employees.

The Education & Professional Practice Directorate/QSI Team

The Quality Standard for Imaging (QSI) captures what's needed to run a safe, effective and patient-centred imaging service. The QSI has been developed jointly by the Royal College of Radiologists (RCR) and College of Radiographers (CoR) to support imaging providers to embed a culture of continuous quality improvement and to achieve excellence.

As a Provider Engagement Officer, you'll ensure that imaging services benefit from excellent support at all stages of their QSI journey and are effectively enabled to achieve progress against the QSI. Drawing on your customer service experience, you'll build your understanding of how providers engage with the QSI now, contribute to developing our engagement approach for the future, and develop and use engagement metrics to identify opportunities for the Colleges to add value to busy clinicians and the patients they work with. Finally, you will act as a central point of organisation for promotion of customer successes through the appropriate communications channels. This is your opportunity to make a tangible impact on the quality of imaging services across the UK, while working alongside passionate professionals committed to raising the bar in patient care.

Where the job fits





Job description

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|---------------------------|--|
| Job title: | Provider Engagement Officer |
| Responsible to: | Quality Improvement Manager |
| Responsible for: | N/A |
| Contract terms and hours: | Permanent, full time |
| Location: | 63 Lincoln's Inn Fields, London WC2A 3JW with flexible working |
| Flexible working: | Generous flexible working |

The role

Overall purpose

The Royal College of Radiologists (RCR) and College of Radiographers (CoR) set standards for the delivery of safe, effective, patient-centred imaging services: the Quality Standard for Imaging (QSI). The Colleges have, together, established a Quality Improvement Unit, for which the RCR is the host employer. The QI Unit supports providers of imaging services in working towards the Colleges' standards and awards the QSI Quality Mark to those services that achieve them.

As a Provider Engagement Officer, you'll be responsible for ensuring that imaging services (providers) working with the Colleges benefit from excellent support at all stages of their QSI journey and are effectively enabled to achieve progress against the QSI. You'll do this by welcoming them to our QSI Hub, and supporting their understanding of the variety of resources available to them. You'll build your understanding of how providers engage with the QSI, developing engagement metrics and using these data to identify opportunities for the Colleges to improve the added value that our QSI scheme brings to busy clinicians and the patients they work with. Finally, you will act as a central point of organisation for promotion of customer successes through the appropriate communications channels across the Colleges.

Main areas of responsibility

- Working with imaging services
- Delivering excellent customer service
- Contributing to quality improvement based on customer engagement data
- Promoting the benefits of the QSI scheme
- General

Responsibilities

- Working with imaging services
 - Design, deliver and continuously improve periodic webinars introducing potential customers to the QSI scheme.
 - Design, deliver and continuously improve the process for welcoming new providers joining the QSI Hub.
 - Manage providers' access to QSI resources to support them in their QSI journey.
 - Co-ordinate across colleagues within the team to ensure smooth progression of providers from the QSI Hub to the QSI Quality Mark scheme.

- Provide high quality administrative support that enables the successful delivery of QSI Hub meetings and other provider engagement events, including our annual QSI Leads event.
- Accurately prepare annual self-assessment tools and contribute to the drafting of reports for services being awarded Working Towards QSI status and the QSI Quality Mark.

b. Delivering excellent customer service

- Design, deliver and continuously improve a process for the team to engage productively with providers at all stages of the QSI customer journey.
- Build and maintain strong relationships with providers through consistent and proactive communication.
- Provide ongoing support and respond effectively to providers' queries, proactively resolving any issues, including through collaboration with other internal teams where needed.
- Escalate complex issues appropriately whilst maintaining providers' confidence.
- Undertake effective and informative evaluation of our services, including the collection and analysis of feedback from providers on an ongoing basis, proposing any action that should be taken as a result.
- Maintain a comprehensive catalogue of supportive resources available through the QSI Hub, and develop and deliver a plan for developing further targeted resources based on customer need.
- Understand the whole QSI customer journey from enquiry to either ongoing renewal or exit, and maintain a comprehensive catalogue of Standard Operating Procedures for each element of that journey.

c. Contributing to quality improvement based on customer engagement data

- Understand how providers currently engage with our scheme and use that understanding to develop a suite of key customer engagement metrics.
- Working with colleagues in the Quality Improvement Unit, contribute to the development of a shared vision on how we would like providers to engage with our scheme in the future.
- Work with relevant internal teams to influence the ongoing development of our Customer Relationship Management system to be able to capture and report on the relevant metrics.
- Coordinate the collection and analysis of outcomes from our review activities, working with other colleagues to identify themes.
- Regularly prepare reports on provider engagement for relevant committees and boards across both Colleges.
- Design and manage projects, delivering agreed outputs on time and within budget, that will lead to tangible improvements in the overall QSI customer experience in the short to medium term. This includes through the development of supportive resources and/or training materials.
- Use engagement data and other information available at different stages of the QSI journey to develop customer success strategies.

d. Promoting the benefits of the QSI scheme

- Take responsibility for coordinating updates to website content, including information about our QSI scheme.
- Work with the wider team to identify customer success stories and identify appropriate and engaging ways of sharing these through the appropriate RCR and CoR channels.
- Participate in operational meetings involving both Colleges and the wider QSI team to monitor progress, develop



processes and agree promotion strategies.

24. Maintain responsibility for QSI promotional assets, including ensuring their availability for and delivery to conferences and events being attended by the team.

e. General

25. Provide cover for the Quality Improvement Administrator on all customer-facing processes and queries, in line with Standard Operating Procedures.
26. Maintain and manage records in accordance with the RCR's data protection policy and guidance.
27. Maintain documentation on all activities carried out.
28. Undertake such other duties appropriate to the level of the postholder's qualifications and experience as may be required by the RCR from time to time.

Key working relationships

Internal working relationships

- Quality Improvement Manager and other colleagues in the QSI team - ensuring effective collaboration and consistent, shared approaches to planning and delivering work
- The wider Professional Practice and Quality Improvement team at the Royal College of Radiologists – promoting awareness of and enthusiasm for the QSI scheme, and understanding of its relevance to other areas of the team's work
- Marketing and communications teams from both Colleges – ensuring timely communication of key messages
- CRM development team – influencing development of our systems to enable us to gain insights into the customer/provider journey.

External working relationships

- Imaging service managers, clinical directors and QSI leads in the NHS and independent sectors – Facilitating services' engagement with and participation in the QSI scheme



Scope and limits of authority

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| Decision making level | <ul style="list-style-type: none"> • Responsible for managing designated projects and workload in accordance with priorities and deliverables agreed with line manager. |
| Financial resources | <ul style="list-style-type: none"> • N/A |
| Other resources | <p>Shared responsibility for:</p> <ul style="list-style-type: none"> • QSI website pages and customer resources • QSI portal and SharePoint system • CRM. |
| People management | <ul style="list-style-type: none"> • N/A |
| Legal, regulatory and compliance responsibility | <p>Ensure compliance with:</p> <ul style="list-style-type: none"> • The Scheme of Financial, Contractual and Human Resources • RCR Health and Safety Policy |



The person

Essential (E) or
Desirable (D)

| Knowledge, qualifications and experience | |
|--|---|
| Educated to degree level, or with equivalent experience. | E |
| Experience in a customer facing role, ideally in customer success, account management or support. | E |
| Experience of working independently and managing multiple priorities. | E |
| Experience of producing written work of a high standard suitable for dissemination to external audiences, e.g. formal reports. | D |
| Experience within the healthcare sector. | D |
| Skills and abilities | |
| Accurate use and understanding of English. | E |
| Strong communication and interpersonal skills. | E |
| Proficiency in Customer Relationship Management systems. | E |
| Strong problem-solving and analytical skills. | E |
| Familiarity with customer engagement metrics and tools. | D |
| Experience delivering training or customer onboarding sessions. | D |

Other Requirements

To be able to apply candidates must be able to also fulfil the following requirements:

- Candidates must have the right to work in the UK to be able to apply for positions at the RCR
- Commitment to equality and valuing diversity and understanding of how this applies to delivery of own area of work.
- Commitment to the aims and charitable objectives of the RCR.
- Self awareness.
- Enthusiasm for learning and development and taking on new tasks.
- Committed to own continuing professional development.
- Demonstrable commitment to providing a professional customer service to colleagues, members and stakeholders.
- Ability to maintain confidentiality and information security in line with our data protection policy and guidance.



Our values



People focus

We treat everyone fairly and with respect, actively listening and responding appropriately, while recognising individual differences.



Integrity

We are open, honest and transparent. We strive to reflect and learn from experience in every area of our work to deliver the right outcome.



Making a difference

We strive for excellence. We make a difference by setting standards and empowering our membership and our staff through personal development and lifelong learning.

We recognise that patients' best interests underpin everything we do.



Behavioural competencies

The RCR's Competency Framework defines the behavioural competencies required from all staff to contribute effectively in their role and within the wider organisational team.

Communicating effectively

The success of the College depends on how it communicates with its membership and other stakeholders. Employees need to know their audience(s) and communicate with them in a way which meets stakeholder needs and expectations as far as possible.

Working together

The College's effectiveness and reputation depends on efficient and collaborative working, both within and beyond the team. This includes all employee colleagues, Officers, other Fellows and members and often others outside the College.

Personal effectiveness

The College is most effective when employees take ownership of their work, understand the context of that work, deliver effectively to achieve required results and demonstrate a positive attitude to taking on additional responsibilities or learning new skills.

Customer focus

We should all provide excellent services to all customers but notably to the membership and staff colleagues. Focusing on those and other customers, and understanding and responding appropriately to their needs, is key to the success and sustainability of the College.

Embracing change

We must all play a part in ensuring that the offer the College makes continues to be effective and relevant in meeting customer needs. This will involve changes to what we do and how we do it. We all need to play our part in embracing change.



How we value our people

Benefits

We offer all our employees a fantastic range of benefits to help you enjoy a great work-life balance, look after your wellbeing and plan for the future.

A modern and welcoming working environment

We've made sure our office in a prime central London location is a destination people want to come and work in – it's open-plan and spacious, with areas for meetings, collaborative working and concentrated workspaces. We also have kitchen facilities well-stocked with plethora of teas and two very fancy coffee machines for everyone to use

There are lots of things going on when you come in too, including learning and development sessions with doctors talking about their work, tea and cake get-togethers, free massages monthly and monthly town hall meetings where staff can share updates and ask questions. We even have our own social committee and organise regular fun events, which are a great way for you to get to know your co-workers.

Excellent pension scheme and life assurance

We like to help our staff save for the future and provide an excellent employer pension contribution. We also have a life assurance and personal accident policy which covers all employees up to four times their annual salary.

Hybrid working

At the RCR we only hire great people, and we value being able to bring everyone together to bond, build great working relationships and

generate amazing and innovative ideas.

We embrace remote working, and our staff are able to work remotely for up to 60% of their working time, with 40% in the office. All staff are provided with a laptop to allow them to work remotely, along with equipment such as desks and chairs to make sure they're comfortable when working from home. Our offices are open throughout the working week though, and staff are always welcome to come in as often as they wish.

Wellbeing support

We like to make sure everyone at the RCR is supported, both professionally and personally, so in addition to our excellent line managers and supportive HR team, we've invested in training a number of dedicated staff members passionate about mental Health as Mental Health First Aiders. We also provide an Employee Assistance Programme, that's has a 24/7 helpline so if you ever have any personal problems or concerns, there's always somewhere to turn for help and advice.

Generous annual leave allowance

Working hard is important, but taking a break matters just as much. Everyone starts with a 25-day annual leave allowance per year and that increases with service too.

Interest-free season ticket loan and cycle to work scheme

To make sure you're able to get into the office in the way that best suits you we offer all staff the option to take out an interest-free season ticket loan to help cover the cost of travelling, as well as a cycle to work scheme for those of us who like to be more active on their commute. If you



do choose to cycle in, we have somewhere safe to leave your bike and showers to use if you want to freshen up before work.

Festive spirit

We know taking a break at the end of the year is important to our team. To ensure everyone gets a well-deserved rest to spend time with loved ones, we usually close our office between the Christmas and New Year period – gifting the extra days off to all staff, in addition to their usual annual leave.

Equality and diversity

Every day, our colleagues are making a difference by helping to improve imaging and cancer care for all. This starts by having the best talent, and that is only possible with a diversity of thinking, diversity of background and experience, and diversity of skills.

Diversity means better ideas, better solutions and more innovation. It's why one of our key priorities is to ensure our workforce reflects the communities we serve.

Making a real difference

In addition to all the great benefits we've listed above, we believe the main reason people want to join the RCR is because you also get to go to work knowing your role has an impact on the lives of doctors and patients.

We're committed to creating an inclusive workforce and working environment for us all to enjoy – where everyone is able to bring their whole self to work to create change and reach new heights of creativity.

You can find our equality, diversity and inclusion commitment [here](#) as well as our equality and diversity policy [here](#).



Great purpose, great people, great working environment and clear direction of travel."

How to apply

The closing date for applications is 23:59 6 July 2025

Please submit a CV and a covering letter (of no more than a page and a half) submitted as Full name, Role, CV/CL together with a completed, [Diversity Monitoring Form](#).

It is important that your covering letter includes a clear statement in support of your application, which demonstrates how you meet the essential (and, where applicable, desirable) criteria described in the table entitled 'the person'.

We expect you to meet the points listed under "other requirements" of the Person Specification as a pre-requisite for applying for this position. However, you are not required to address these points in your written statement. We will explore them further if your application is taken to the next stage(s) of the recruitment process.

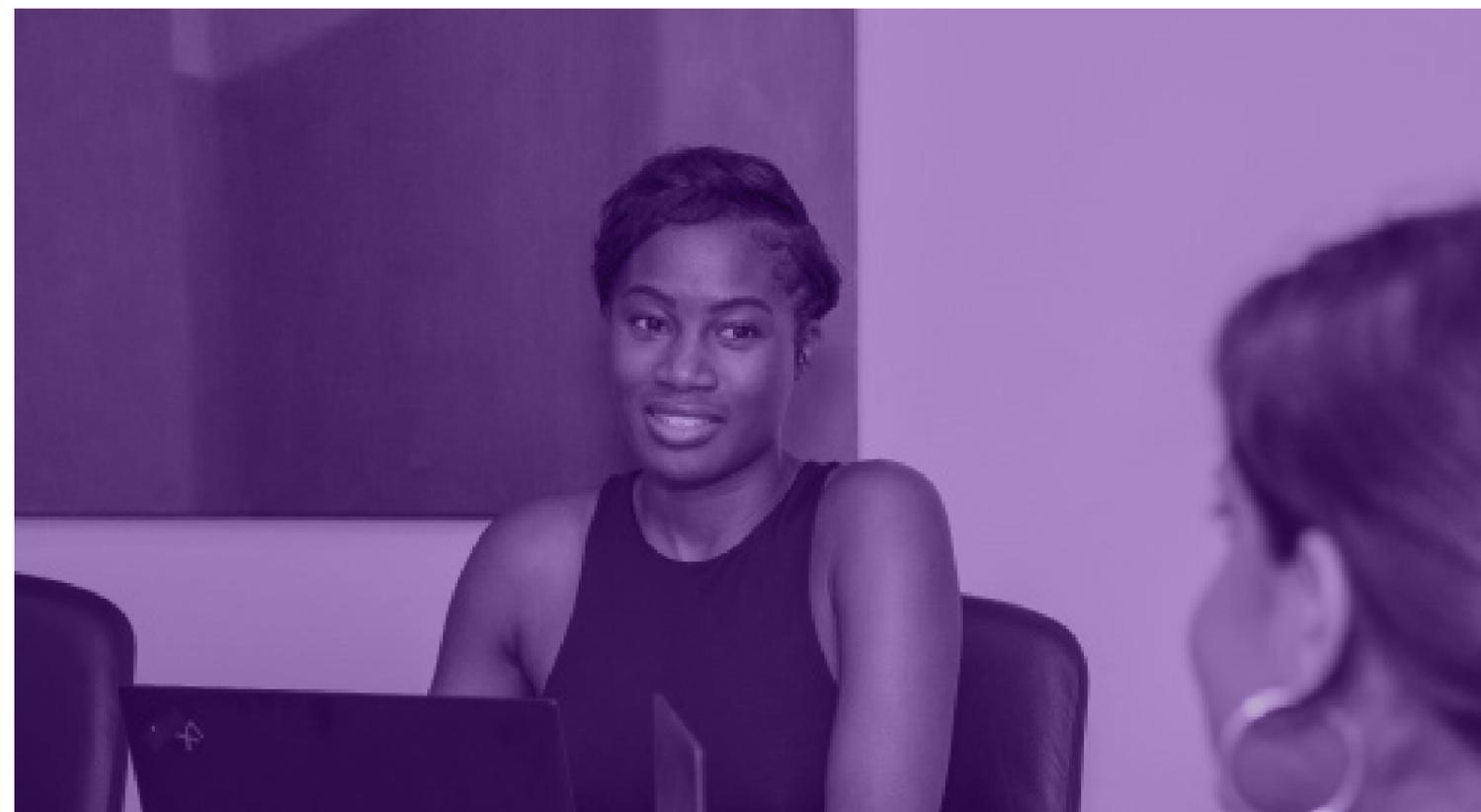
The application process is the first chance we have to assess your suitability for the role you're applying for, and as such, we ask that your application is written by you, and that you do not use AI tools such as ChatGPT to create your application. Where we suspect AI tools have been used to create your application you unfortunately won't be shortlisted for the next stage of the recruitment process. We hope that you respect this request in line with our value of integrity [Values & strategy | The Royal College of Radiologists \(rcr.ac.uk\)](#)

Applications should be emailed to jobs@rcr.ac.uk

If you have not heard further from the RCR within a fortnight of the closing date, you should assume that you have not been shortlisted for interview on this occasion.

Shortlisted candidates will be invited to attend first stage interviews on 9 July 2025

If you consider yourself to have a disability and require a hard copy pack or a different format, for example large print, please contact the HR team at jobs@rcr.ac.uk





The Royal College of Radiologists

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