



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION

Job Title:	Business Support Team Coordinator
Department:	Member Administration
Reports to:	Business Support Team Manager
Key relationships:	Member Administration Team Managers & Team Coordinators Finance Department RCND Advice
Hours:	35 hours per week (Required to work flexibly to meet the requirements of the job. Occasional travel within the UK with occasional overnight stays and extended days required to fulfil the duties of the post)
Grade:	G
Location:	Hybrid Working (40% Face to Face Time, RCN Cardiff Gate Office)

JOB PURPOSE

The post holder will support the Team Manager in delivering the operational services of the team. The Business Support Team Coordinator will be the first point of contact for queries from team members or other stakeholders. The post holder will play a key role in the completion of full end-to-end processing of organisation critical, business and financial processes.

KEY RESPONSIBILITIES

1. Management responsibilities

- 1.1. First point of contact for team queries, and a subject matter expert on the RCN membership, subscriptions and payment processes.
- 1.2. Deal with escalated issues and complaints, escalating further as required.
- 1.3. Work with the Team Manager to plan and co-ordinate workload, prioritising as required and ensuring resources are allocated effectively across the department.

- 1.4. Work with the Team Manager to facilitate the effective operational management of team services and functions to agreed performance goals.
- 1.5. Undertake reporting of performance and qualitative measures that demonstrate outstanding customer service provision.
- 1.6. Address issues identified through internal and external audits and ensure these are actioned in a timely manner.
- 1.7. Mentor and coach both new staff and those who require additional levels of support under the direction of the Team Manager.
- 1.8. Assist with recruiting, managing and developing the roles of the staff.

2. Projects

- 2.1 Undertake and participate in projects, as directed, including project planning, action plans, reporting, etc.
- 2.2 Establish collaborative working relationships with key stakeholders around the organisation that support the delivery of and develop the business.

3. Financial responsibilities

- 3.1 Contribute to effective financial management on matters relating to the team's specific areas of responsibility.
- 3.2 Identify cost savings and ensure value for money where possible.

4. Specific role responsibilities

- 4.1 Promote, implement, and maintain efficient ways of working by continually reviewing and implementing improvements to business systems and procedures.
- 4.2 Maintain an understanding of issues relating to subscriptions management, and any other areas relevant to the business of the Member Administration Department.
- 4.3 In conjunction with the Team Manager, undertake full end to end processing of organisation critical, business and financial processes, ensuring income streams are managed and reconciled in a timely manner.
- 4.4 Input into strategic work streams as required.
- 4.5 Ensure compliance with governance and quality assurance processes of the Member Administration Department and the wider RCN.
- 4.6 Input into the team's operational plans and objectives, including the preparation of reports as required.

- 4.7 Support the ongoing maintenance of a risk register for internal and external risks for the team, ensuring it is reviewed and updated regularly, and feeds into the wider departmental Risk Register.
- 4.8 Maintain an active commitment to continuing professional development.
- 4.9 Work with Team Managers, Business Support Team Coordinators and RCN te to resolve issues and ensure consistency of service provided to teams.
- 4.10 Work proactively as a team member and contribute to team meetings.
- 4.11 Deputise for the Team Manager as required.

5. Additional responsibilities

- 5.1 Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter.
- 5.2 Champion equality, diversity, inclusion and human rights and be responsible for contributing to achieving the commitments set out in the RCN Group Equality, diversity and inclusion statement.
- 5.3 Comply with the RCN Data Protection Policy, Retention Schedule and department procedures to ensure personal data is protected at all times.
- 5.4 Maximise all opportunities available to encourage member recruitment and promote the benefits of joining the RCN. Promote the RCN as the organisation that represents nurses and nursing, and that promotes excellent in practice and shapes health policies.
- 5.5 Represent the Member Administration Department at meetings, seminars, conferences, including making presentations as required.
- 5.6 Participate in activities to raise the profile of the Member Administration Department
- 5.7 Undertake any other duties as requested in line with the job role.

Job description updated by:
John Young Business Support Team Manager
25th September 2024