



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job title: Administration Coordinator
Department: Yorkshire & the Humber region
Reports to: Regional Service Manager

Key relationships:

Regional team
Finance and HR departments
RCN members, representatives, committee members
External stakeholders, suppliers/customers

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: RCN Leeds office

JOB PURPOSE

To line manage administration colleagues, coordinate delivery of case management and regional work to meet RCN standards and local protocols and to deputise for the Regional Service Manager. This role will also hold delegated responsibility for corporate activities such as governance, Health and Safety, finance, facilities and estates activities within a designated regional office.

The focus and specific responsibility of Administration Coordinator roles varies across England and therefore the main duties and responsibilities for the post holder will include any combination of the following types of activities listed below.

KEY RESPONSIBILITIES

1. Management responsibilities

1.1 To line manage administration team members.

2. Projects

2.1 To co-ordinate the organisation and delivery of student recruitment and retention activity as required.

3. Financial responsibilities

3.1 Delegated responsibility for making cost effective use of resources and managing the services of the regional office within budget and ensuring that any expenditure is managed in accordance with RCN Financial Regulations.

4. Specific role responsibilities

4.1 Through regular supervision and performance appraisal, support and develop the skills of the Administration Team to enable them to provide an effective and efficient quality service to members, representatives and RCN colleagues within the regional team and the wider organisation.

4.2 Oversee the maintenance of the Customer Relationship Management system including contact management and registration and maintenance of member cases.

4.3 To champion the Case Management system, supporting team colleagues with advice, representing the region on the Case Management User group and providing feedback to regional colleagues.

4.2 Coordinate own and Administration Team workloads to ensure:

- the RCN's Customer Service Promise is met
- cover is provided to ensure delivery of the administration support function for the region is maintained
- communication in relation to member enquiries/cases are dealt with in a timely and professional way, ensuring the best outcome and to meet RCN and regional standards
- relevant member files are available when required by colleagues
- the administration of updates to member case files and the membership database are completed in a timely, accurate and professional manner and meet RCN case management and other relevant standards
- efficient and effective diary management is provided to designated team member(s)

- Ensure that messages for regional colleagues are clear, concise and accurate and, if necessary, prioritised for action
- Provide any relevant information to members, colleagues and external stakeholders to progress enquiries effectively and efficiently and within designated RCN processes and systems
- Assist members to access the full range of RCN services, e.g. educational opportunities, professional journals and local Branch activity by signposting them to online support and other relevant resources

4.3 Regional Corporate Activity

- Deputise for Regional Service Manager as required in leading on management of the wider administration team, governance arrangements in respect of Board, Branches and representatives, Health and Safety, financial duties, facilities and estates activity.
- Oversee the administration of regional events for representatives, activists, and members.
- Co-operate in maintaining safe and healthy working environments by complying with RCN Health and Safety Policy and subsidiary policies and procedures.
- Ensure implementation of any recommendations within sphere of control arising from Case Management audits and contribute to other internal and external Audit processes.

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 always protected.
- 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 Undertake any other duties as requested in line with the job role.

Job description updated by:
Gill Barras, Regional Service Manager
November 2024