



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job Title:	Patch Administrator
Department:	RCN England
Reports to:	Office Manager
Key Relationships:	South East Region team members, RCN wider team departments, RCN members, NHS Trust and independent sector HR advisers
Hours:	35 hours per week, 9 a.m. to 5 p.m., until 31 st May 2025
Tenure:	Fixed term contract
Grade:	H
London Weighting:	Not Applicable
Location:	RCN Newbury Office

JOB PURPOSE

The purpose of this role is to work with the administration team and other regional colleagues to deliver Case Management and related administration which complies with RCN corporate protocols, tasks and processes, in the management of member cases and activist support within a designated geographic area. The role provides administrative support to specific regional Senior RCN Officers and RCN Officers and liaises with external partners, such as NHS Trust HR departments, in organising representational meetings for our members.

The focus and specific responsibility of patch administrator roles varies across RCN 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. Case Management Administration and Member Support

- Ensure all communications received in relation to member issues / cases are dealt with promptly and effectively to ensure the best outcome, including RCND referrals. This includes ensuring compliant storage and filing of documentation as appropriate.
- Produce correspondence, reports, statements and any other documentation in relation to the region and member case requirements (as requested by a Senior RCN Officers and RCN Officer) according to RCN and regional standards.
- Provide efficient and effective diary management to designated team members:
 - Provide a contact for external HR departments and members in organising meetings and hearing dates for representation.
 - Act as the primary contact for reps in booking mentorship meetings with Senior RCN Officers and RCN Officers in accordance with the RCN activist pathway.
 - Book meeting rooms for member meetings as required.
 - Make travel arrangements for designated team member(s) including booking of travel tickets and accommodation through the RCN travel provider system.
 - Organise and administer patch / team meetings as required and requested by Senior RCN Officers and RCN Officers.
- Maintain an up-to-date, efficient and effective current and archive filing system (both paper and electronic) in accordance with the case file management and associated protocols for member cases and the recording of advice on enquiries.
- Communicate with members in a timely, professional and appropriate manner to ensure they are aware of progress with their case and can access all necessary information and updates easily.
- Offer assistance to members, signposting them to further online advice or other sources of appropriate information, for example, the NMC website.
- Ensure that messages for Senior RCN Officers and RCN Officers are clear, concise and accurate and, if necessary, prioritised for action.
- Administration of updates to member case files and the membership database ensuring RCN case management standards and other relevant protocols are adhered to.
- Provide any relevant information to members, staff and external partners in order to progress their enquiry/request within designated RCN processes and systems.

2. Recruitment and Retention

- Assist Senior RCN Officers and RCN Officers with the organisation and delivery of recruitment and retention activities as required within your Patch.
- Take part in events and actively promote membership of the RCN to the whole nursing team.

3. Customer Service

- Ensure that all working practices deliver excellent customer service to our members and all internal and external customers, meeting the RCN Customer Service Standards at all times.

4. Promote

- 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, promotes excellence in practice and shapes health policies.

5. Control of HR and Health & Safety

- Every employee will co-operate in maintaining safe and healthy working environments by complying with RCN Health and Safety Policy and subsidiary policies and procedures relevant to their work activities.

6. Equality and Diversity

- Promote good equality practice and play a key role in ensuring equality of opportunity in the workplace.
- Observe all the relevant law relating to equality of opportunities.
- Encourage a working atmosphere where everyone is treated with dignity and respect.
- The RCN is working towards equality of opportunity and staff are required to bear this in mind when carrying out their duties. It is also our policy to ensure that all staff are treated with respect, fairness and without discrimination at work.

7. Any Other Duties

- Post-holders will work collaboratively with other appropriate parts of the RCN to provide a seamless service for RCN members.
- Act with diplomacy and discretion to safeguard confidential and commercially sensitive information at all times.
- Undertake additional duties as requested by the Line Manager.