



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job Title: Corporate Services Manager

Department: RCN Northern Ireland

Reports to: Executive Director

Key relationships:

All Northern Ireland Directorate teams
RCN Estates
RCN Health, Safety and Wellbeing
RCN Finance
RCN Northern Ireland Board Members
RCN Northern Ireland Branch Members

Hours: 35 hours per week – **Monday to Friday**
(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: E

Location: RCN Northern Ireland,
17 Windsor Avenue, Belfast BT9 6EE

JOB PURPOSE

To provide operational leadership and expertise, managing and co-ordinating staff and activities relating to the delivery of efficient and cost-effective Corporate Services for RCN NI members and staff.

Lead the Corporate Support Team and to deliver the RCN NI Corporate Services Events strategy including existing programmes and events and provide excellent customer service via reception. To develop new event opportunities that aim to benefit NI members. Manage the Team Administrators workload and coordinate requirements with other teams within the directorate.

Leading on the management of all existing services and local contracts within RCN NI and responsible for managing RCN NI procurement of services; building effective relationships with suppliers, whilst ensuring best pricing and service is provided.

Lead on the Health and Safety to ensure a safe working environment for staff, members and visitors.

KEY RESPONSIBILITIES

1. Management responsibilities

- 1.1 Management and leadership of the Corporate Services department, ensuring that all projects, services and processes are managed effectively and continuously improved
- 1.2 Be a management member of the RCN NI Joint Management/Staff Partnership Forum
- 1.3 Provide clear leadership, communicate agreed organisational objectives and priorities, set standards and protocols, agree individual and team objectives, facilitate team development and career progression, and manage ongoing organisational development
- 1.4 Contribute to the development and implementation of strategic and operational plans
- 1.5 Participate in selection and recruitment of appropriate staff
- 1.6 Providing advice and guidance to the Associate Director of Nursing Policy and Practice around any issues which may impact on the delivery of services and the achievement of expected outcomes
- 1.7 Manage the resources and functions across the corporate services department to ensure the RCN's corporate objectives are reflected in the development, management, delivery and evaluation of the operational plans.
- 1.8 Engage in matrix working with the rest of RCN NI contributing to the development and maintenance of an excellent service for members and stakeholders
- 1.9 Responsible for the management of Corporate Services annual budgets
- 1.10 Lead on forward planning to ensure continuity of services for members
- 1.11 Delegate appropriate responsibility and authority to staff to ensure effective decision-making whilst retaining overall responsibility

- 1.12 Contribute to the development of operational plans to ensure that agreed objectives are implemented and progressed
- 1.13 Develop relationships with stakeholders and members
- 1.14 Monitor and investigate complaints from members, external and internal stakeholders regarding the Corporate Services Team, ensuring swift resolution in line with RCN policies
- 1.15 Identifying learnings from investigations following a complaint, developing appropriate solutions that improve overall performance and outputs, thus avoid future complaints
- 1.16 Performance manage department staff and identify training and education needs of the department ensuring these needs are met in a fair and equitable manner
- 1.17 Accountable for making decisions that impact outcome of NI operational priorities and take proactive action to ensure continuity of services to members and staff

2. Financial responsibilities

- 2.1 Accountable for the effective management of the budgets relating to the work of the Finance and Business Continuity team. Ensuring best value within the RCN's financial budgetary and operational planning procedures and in accordance with standing financial regulations
- 2.2 To manage and contribute to all internal and external audit process ensuring implementation of recommendations within span of control
- 2.3 Accountable for the implementation of proven, effective strategies to ensure that revenue targets are achieved, establishing robust business cases to programme and project funding, aligning activity, expenditure and measurable outcomes
- 2.4 Responsible for managing the finance receipting and handling of cash
- 2.5 Lead on the preparation of month end for expenditure accruals and cross charges for audit and posting by the Senior Business Accountant
- 2.6 Confident user of RCN accounting software
- 2.7 Manage the procurement of goods and services at RCN NI in accordance with the policies of the College
- 2.8 Provide operational advice to the Executive Director, Senior Management Team, Board members and activists, individually and collectively as required

- 2.9 Lead on the tendering and procurement of services and outsourcing of contracts in accordance with the RCN financial regulations

3. Specific role responsibilities

- 3.1 Lead on the operational management of catering service, building maintenance and contractors
- 3.2 Lead for Northern Ireland for the RCN IT service user group, IT issues and contribute to IT developments to ensure systems are fit for purpose and IT policies and protocols are adhered to
- 3.3 Health & Safety lead for Northern Ireland, ensuring mandatory training is completed and a safe working environment for staff is maintained
- 3.4 Lead, manage and maintain the RCN NI Business Continuity Plan
- 3.5 Work in partnership with Associate Director on Nursing Policy and Practice to ensure all commissioned programmes are costed, organised and administered and evaluated
- 3.6 To manage all provision of programme administration for all RCN NI events and programmes. Lead the development of the Corporate Support Team ensuring matrix working across all departments
- 3.7 Lead the reception team in RCN NI ensuring an effective, efficient reception service to RCN Members, the public and staff is delivered
- 3.8 Contribute to the development of a marketing strategy for RCN NI
- 3.9 Create strategies and solutions that contribute to meeting membership targets
- 3.10 Manage and contribute to local projects with RCN Northern Ireland, including the pay campaign
- 3.11 Contribute to RCN UK wide project groups

4. Additional responsibilities

- 4.1 Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter
- 4.2 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

- 4.3 Comply with the RCN Data Protection Policy, Retention Schedule and department procedures to ensure personal data is protected at all times
- 4.4 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
- 4.5 Undertake any other duties as requested in line with the job role

Job description updated by:
Rita Devlin, Executive Director
February 2025