



Job description

Job title: ePortfolio Team Leader

Grade: 4

Post number: PTB239

Department: Joint Royal Colleges of Physicians Training Board (JRCPTB)

Job context:

The Federation of the Royal Colleges of Physicians of the United Kingdom is a partnership between the three Royal Colleges of Physicians of London, Edinburgh and Glasgow by which the colleges deliver their responsibilities in the following three areas:

- the MRCP(UK) Diploma Examinations, the PACES practical examination and Specialty Certificate Examinations (SCE'S)
- the Joint Royal College of Physicians Training Board (JRCPTB) which is responsible for managing the Colleges' role in the regulation of specialist training in the UK
- The Continuing Professional Development (CPD) Policy and Diary for Physicians.

The Joint Royal College of Physicians Training Board (JRCPTB) set and maintain standards of specialist medical training and confirm the competence of trainee Physicians on behalf of the three colleges.

Purpose and scope:

The ePortfolio services team is responsible for a number of functions including; the enrolment of trainees, provision of the ePortfolio (an online assessment tool) and recommendation for entry onto the GMC Specialist Register.

Reporting into the Head of Department, supported by two administrative staff. This post is fixed term for one year following maternity leave.

The ePortfolio Team Leader is responsible for ePortfolio and data management, developing information systems used to support trainees, career grade doctors, trainers and the wider work of the JRCPTB. This currently includes the electronic trainee portfolio (ePortfolio), the JRCPTB trainee database and CRM.

Job description and person specification

The ePortfolio Team Leader supports and delivers all aspects of Trainee Services, working together to support effective business delivery and continuity planning. This will include the development and maintenance of team-wide workplans, resource allocation, management information and reporting and cross-training to ensure business continuity throughout the year.

Reports to: Head of JRCPTB

Direct reports: Trainee Services Administrators(s)

Works closely with:

Internal
JRCPTB team members
JRCPTB Senior Management Team including Medical Director and Deputy Medical Director
Federation and College Staff

External
Chairs and members of JRCPTB committees, including Specialty Advisory Committees (SACs)
Postgraduate Deaneries/Health Education England Local Offices

Heads of Schools of Medicine
The General Medical Council (GMC)
Trainee doctors
Royal Colleges
External contractors / suppliers
Other training organisations

Major responsibilities: **ePortfolio and data management responsibilities**

- Provide management support specifically to the ePortfolio/data management function of the JRCPTB, including the provision of the helpdesk.
- Ensure that both staff working on the helpdesk and those in the wider team are able to use the ePortfolio in accordance with the needs of their role.
- Ensure, via the helpdesk staff, that user guides are kept up to date and are shared effectively with trainees, trainers and other users (such as local teams).

Job description and person specification

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- Ensure excellent customer service within the function when dealing with enquiries by telephone, email and correspondence relating to the various areas of responsibility of the post.
- Develop and maintain an expert knowledge of the ePortfolio used by JRCPTB (and others) to ensure the ability to both make recommendations for development and provide guidance to others on feasibility of their suggestions.
- Ensure development of approved ePortfolio functionality and enhancements for existing and new programmes; including authoring change requests, agreeing budgets, project management, user testing and acceptance, and delivery within agreed time, cost and quality indicators. This includes in-house development.
- Make recommendations for areas of priority, considering feasibility for new proposals and producing business cases for developments currently out of scope in accordance with the budget set.
- Investigate technical issues and find solutions, liaise with supplier support team for assistance which cannot be dealt with in-house
- Ensure SLA's are met by the ePortfolio provider, escalating appropriately where not, managing resolution.
- Directly input into setting of new/revised SLAs in accordance with the contractual cycle, ensuring the needs of users are at the forefront of any discussion.
- Represent JRCPTB at internal and external forums, including the NES ePortfolio user group meeting, and the NES and JRCPTB quarterly meeting, MaP Board meeting
- In conjunction with the Head of Department, develop and implement a marketing plan and policy to maximise income from non-trainees for access to the ePortfolio.
- Contribute directly to the development and implementation of the Federation IT project as directed by the Head of Department.
- Act as departmental data lead, working with colleagues across the department to ensure that data is held, maintained and managed appropriately. Actively engage in the development and maintenance of data management and retention strategies, with responsibility for ensuring all departments maintain the integrity and 'cleanliness' of their data in line with these strategies and the principles of data protection and governance.
- Act as the lead on data protection and GDPR for the department
- Provide training for JRCPTB staff on the associated databases in accordance with appropriate permissions
- Work with colleagues including the IT department, HEE Specialty Recruitment Office and MRCP(UK) to ensure data is effectively uploaded into the database in a timely and accurate manner (whether via API or manually).

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- Act as the first point of contact for both internal and external data queries and requests, managing them in accordance with the departmental policy.
- Produce ad-hoc and regular reports in accordance with departmental needs.
- Ensure Standard Operating Procedure and other such documentation remains up to date and accessible within the department.
- Ensure that all database records are created and maintained on the database in accordance with departmental guidelines, including consideration of data governance and protection principles.
- Working with the Trainee Services Team Leaders for enrolment and training programme support, ensure that data uploads are conducted in a timely and efficient manner.
- Ensure that information provided on the JRCPTB website and Intranet is maintained as accurately and up to date as possible.
- Involved in the Federation IT systems review project; providing expertise knowledge of the ePortfolio, attending workshops to scope out specification and requirements of the new ePortfolio system. Understanding the process flows of all teams and how it should interact between different systems. Being involved in the development, UAT for the new system, identifying risks
- Reviewing current ePortfolio system and prioritising new developments in-line with business needs and the impact of the IT project
- Keep up to date with technical skills to modify forms and curriculum in-house on the ePortfolio
- Administering in-house developments; creating and updating forms, curriculum, programmes, assigning specialty forms, creating programmes for both UK and international partners
- International development; presenting to international delegates, outlining ePortfolio requirements and development needed to accommodate new client, liaising with delegates overseas building relationship, providing ePortfolio training and support, setting up initial accounts for users. Working closely with International Medical Director, Head of Dept and Education Director; providing resources for training
- GMC overarching data group meetings; ensuring ARCP data is correctly recording and reported from the ePortfolio
- Taking active role with projects that require ePortfolio involvement such as the shape of training. Understanding the changes for the curriculum and assessments and how this will impact the ePortfolio

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- Providing regular ePortfolio updates for SACs, MaP Board and Federation as well as the staff, trainee and trainer newsletter and other external stakeholders
- Using social media to promote developments of the ePortfolio, FAQs
- Attending SAC meetings to discuss ePortfolio for new specialties, Liaise with ePortfolio leads on the latest ePortfolio developments in advance of SAC meetings
- ePortfolio budget setting, input to the business plan, processing invoices, monthly finance report update
- GDPR project group reviewing systems data protection and privacy notices
- Updating the website with new ePortfolio information on development and highlight key issues
- Liaising with other organisations to provide exam results to be uploaded to the ePortfolio
- Reviewing supplier contract
- Drafting policies and getting these approved by MaP Board
- Data cleansing of the ePortfolio data and highlighting data issues for the database and finding solutions to these
- Data reconciliation for GMC on ARCP forms
- Liaising with eLfh on expanding the links for all specialty trainees on the ePortfolio and mapping the modules to the curriculum
- Using social media to promote ePortfolio awareness, guidance, support and notifying of any changes
- Implementing change and improvements to the ePortfolio system and processes for efficiency
- To liaise regularly with ePortfolio supplier to maintain good relationship and update on project development progress, testing and discuss future change requests
- Review the SAS spread sheet and income generated. Ensure team process all applications within the agreed SLA
- Invoice Trusts for SAS access
- Liaise with RCPL, RCPE and RCPSG International MTI teams to give access to ePortfolio
- Working closely with the curriculum and assessment manager, SACs and Medical Director on changes to curriculum and assessment forms that need to be implemented on the ePortfolio
- Attend conferences and trainee welcome days when requested and represent the JRCPTB
- Provide ePortfolio training to external stakeholders
- Working closely with the training programme team lead on ensuring the enrolments process runs smoothly bi-annually
- Annual data cleansing exercise to ensure data matches the ePortfolio and database and update where data is incorrect

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- Drafting and updating policy guidelines for ePortfolio and seek approval for new policies

Team Leader responsibilities

- Ensure the integrity and management of all data associated with this function, considering the requirements of the wider team and department.
- To contribute to planning, development and implementation of the business plan, strategy, organisational development and workload planning to support Trainee Services and JRCPTB -wide objectives and initiatives as appropriate.
- Maintaining excellent working relations both internally within the JRCPTB and with external stakeholders such as the General Medical Council (GMC) and Deaneries/HEELOs.
- Attend meetings, representing as appropriate own function, or the wider team, ensuring all information given is up to date and reflective of current practice. This includes ensuring that the SACs and other such committees receive accurate and relevant information in a timely manner.
- To embed and maintain the use of the departmental SBAR escalation process.
- Produce papers/reports/analysis in line with the departments' management information requirements.
- Actively engage with infrastructure change within the department, considering the use of technology and quality improvement methodology to support implementation.
- Ensure appropriate financial and other such resource management in accordance with the budget, business plan and operational monitoring. This includes the appropriate management of coding.
- Ensure that activity within the function and team is monitored and reflected in line with management reporting requirements.
- To undertake ad-hoc quality improvement project as required.

Staff Management

- Provide effective line management of staff within the function, and to this end comply with college policies around 1-2-1's, appraisal and personal development review and in support of the College's commitment to become a Times 100 employer.
- Ensure that the team develop and maintain an excellent working knowledge of appropriate policies, work streams and other such activity to optimise the service provided to trainees, CESR

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applicants and other stakeholders including Deanery/HELO staff and JRCPTB committees.

- Quality manage the team function to ensure optimal performance, delivering service improvements for all aspects of team's activities including the review of standard operating procedures, key performance indicators, and proactive reporting against them.
- Supervising other areas of the trainee services team when required

General

- Working collaboratively to deliver on team outcomes while retaining individual accountability.
- Actively participate and contribute to a positive working culture.
- Embodying the values, behaviour and professionalism of the wider college and JRCPTB.
- Adhere and comply with the provisions of the RCP's Health and Safety Policy and all other PCP policies.
- Undertake all duties and responsibilities in compliance with the rules and regulations encompassing equal opportunities.
- Engage with Department / college wide activities which support a positive working environment.
- Other appropriate duties commensurate with the role

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Terms and conditions

Salary scale: 4

Annual leave: 27 days annual leave plus statutory holidays (full time)

Other benefits:

- 35 hour week
- Pension scheme (defined contribution scheme and death in service benefit)
- Free staff restaurant (lunchtime Monday to Friday working days exclusive of Bank Holidays)
- Interest-free season ticket loan (following completion of probation)
- Enhanced maternity pay (after two years of service)
- Kidsunlimited childcare vouchers
- Individual learning and development needs review
- Occupational health support
- Cycle to Work Scheme
- Use of RCP facilities (eg library)

In addition to the benefits set out above, the RCP complies with all statutory rights: details of which can be found at <http://www.berr.gov.uk/employment/>

Full details on any of the above benefits can be gained from the HR Department upon request or, following employment, via the RCP's intranet, Parklife.

In consultation with staff, benefits and policies may be reviewed and changed over time.

The RCP operates a no smoking policy.

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Person specification

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Department: JRCPTB

Date: March 2019

	Application	Interview
Education		
<i>Essential</i>		
Educated to A-level standard or equivalent	✓	
<i>Desirable</i>		
Educated to degree level standard or equivalent	✓	
Technical competencies		
<i>Essential</i>		
Ability to demonstrate a high degree of accuracy and attention to detail in all work and in respect to the completion of tasks	✓	✓
Proficient in the use of features of a range of software products relevant to work including Microsoft Word, Excel and Outlook	✓	✓
Working knowledge of CRM or equivalent database	✓	✓
Excellent communication skills both written and verbal, with a confident telephone manner	✓	✓
Ability to understand and assimilate complex information, presenting to others in a condensed manner, considering appropriate points	✓	✓
Demonstrable commitment to customer service and service improvement	✓	✓
An ability to maintain knowledge of the work of the wider team outside that directly affecting their own function	✓	✓
Ability to work in a regulated environment, delivering work in accordance with Service Level Agreements (SLAs)/Key Performance Indicators (KPIs) etc	✓	✓
<i>Desirable</i>		
Knowledge and understanding of regulation as it applies to medical education and training	✓	✓
Previous experience in the NHS or medical administration	✓	✓
Understanding and use of project management tools and methodology	✓	✓
Line management experience	✓	✓
Grade Competences		
<i>Essential</i>		

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A methodical approach to work and the ability to pay close attention to detail, achieving high standards of accuracy and integrity	✓	✓
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	Application	Interview
Grade Competences (cont'd)		
Is able to represent an organisational view/policy with senior stakeholders	✓	✓
Successfully establishes and develops relationships; offers information and new ideas and encourages others to do the same to work towards solutions	✓	✓
Uses a systematic approach to planning and organisation to ensure tasks and projects are delivered on time. Develops action plans to support the delivery of projects.	✓	✓
Keeps information up to date and in a form which can be used by others – providing and maintaining an audit trail for work activities	✓	✓
Communicates clearly to people in different contexts and viewpoints, using a number of different communication styles	✓	✓
Uses skilful questions to get to the heart of the matter and separate detail from overview, evidence from opinion and cause from symptoms	✓	✓
Exercises integrity and judgement in dealing with privileged information or giving information or advice.	✓	✓
Ability to work under pressure to meet deadlines without compromising quality and standards	✓	✓
Is clear about targets and success measures, and maintains focus on both immediate and longer tasks, striving for successful completion	✓	✓
RCP generic competencies		
<i>Essential</i>		
Adapts to agreed changes and new ways of working positively, effectively and completely. Willingness to learn new skills and work in a changing environment.	✓	✓
Interacts with staff and other professions with respect for difference and diversity.	✓	✓

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