

# ROYAL PHARMACEUTICAL SOCIETY

## JOB DESCRIPTION

### EDUCATION OPERATIONS MANAGER

Location: London / Cardiff / Edinburgh Office/ Hybrid Working  
Reports to: Associate Director of Education  
Grade: 5  
Salary: Up to £42,000 (dependent on experience)  
Hours: Full time – 35 hours per week  
Duration: Fixed Term -12 months, with possibility of extension

#### **What we do**

We support pharmacists in their education and development, promote pharmacy in the media and government, and lead the way in medicines information across Great Britain and around the world. Our mission is to put pharmacy at the forefront of healthcare. Our **vision** is to become the world leader in the safe and effective use of medicines.

#### **Our values**

At the core of our culture, our Values Focus, Agility, Quality, Collaboration and Respect describe the way we work to achieve our organisational goals. We believe people don't need to be fixed to their desk to achieve great things, so we offer flexibility to our people in how they do their work wherever possible, to bring out the best in everyone and provide an inclusive working environment.

#### **Leadership in pharmacy**

We define best practice for pharmacy professionals and help them achieve this through professional development, career support and training. We are here to support professionals with the challenges of pharmacy practice, and advocate for the role of pharmacy by setting professional and ethical standards, producing policy papers and responding to consultations with government and industry.

#### **Publishing**

We're the world leaders in evidence-based pharmaceutical publications and guidance. Pharmacists and other healthcare professionals trust us to provide expert analysis, educational support, webinars and news that informs, supports and enhances their practice. We independently source, evaluate, and communicate and make practical medicines knowledge accessible worldwide.

#### **Central Services**

We support the organisation to achieve its goals by providing people, technology, facilities, and financial services.

#### **Our governance and leadership**

Our Assembly provides overall governance and strategic direction for RPS. Our three National Pharmacy Boards provide advocacy, support and strategic leadership for pharmacy practice and developments within England, Scotland and Wales. The Pharmaceutical Press (PhP) Board advises the Assembly on the direction and approach of Publishing, while our Executive Team look after every aspect of our operations.

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## JOB PURPOSE

The Education Operations Manager is a key member of the RPS Education and Professional Development (EPD) team and is responsible for the effective operational, business and quality assurance of educational content.

The post-holder will work collaboratively with subject matter experts and key stakeholders to ensure a seamless and co-ordinated approach to the development and delivery of high-quality educational content that are responsive to learner needs, which includes training programmes and courses, interactive online modules, and live webinars.

## MAIN ACCOUNTABILITIES

1. Responsible for the day-to-day operational management of RPS educational content in line with RPS quality standards, overseeing processes for the creation, design, implementation, and review.
2. Work with subject matter experts and stakeholders (internal and external) to ensure timelines for the development and delivery of RPS educational content are successfully achieved.
3. Develop, maintain, and regularly review systems, processes, and operations for RPS educational content, including SOPs and templates, to ensure that they are fit for purpose and deliver quality.
4. Manage digital solutions and products that host RPS educational content, including the RPS learning management system, Moodle, e-portfolio, and website.
5. Review and improve digital solutions and products that host RPS educational content to ensure that they provide a high-quality user experience.
6. Support the development of funding applications and manage the delivery of contracts for RPS educational content and contractual relationships with providers of education solutions and products.
7. Respond to enquiries from learners about RPS educational content and associated systems and products, ensuring they receive a timely response.
8. Audit, monitor and prepare reports on the delivery of RPS educational content to inform product/service improvement and business planning.
9. Develop and maintain good working relationships with relevant stakeholders and partners which supports the delivery of the RPS mission, vision, and Education business plan.
10. Undertake any other appropriate activities that ensure effective service delivery and contribute to the business plan that may be required as per demands of the team, as directed by your line manager.

**This list is a summary of the main accountabilities of this role and is not exhaustive. The role holder may be required to undertake other reasonable duties from time to time.**

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## SUCCESS MEASURES

- Effective operational management of the development and delivery of RPS educational content, in line with agreed deadlines and within budget
- Delivery of standardised processes, tools and templates for the development and delivery of high quality RPS educational content
- Delivery of timely and accurate business reports
- Successful management of contracts
- Successful management of risks
- Effective teamworking within the Education and Professional Development team, and across teams including the RPS Events, Marketing and Communications Teams
- Motivated and able to work independently, under pressure and prioritise tasks/projects effectively

## KNOWLEDGE & SKILLS FOR THIS JOB

### Essential

- Educated to degree level and/or equivalent level of experience within area
- Demonstrable experience of operational management principles
- Experience of developing, implementing, and maintaining robust processes for the development and delivery of educational content
- An understanding of best practice processes for the development and delivery of high-quality educational resources, products, and services
- Experience of implementing and working with education related IT infrastructure e.g., learning management system, e-portfolio, and websites
- Experience of managing projects, writing reports, and delivering to deadlines
- Experience of audit and evaluation of educational resources, products, and services
- Highly effective verbal, written and videoconference communication skills
- Experience of developing and maintaining good working relationships with a range of stakeholders
- Highly organised with the ability to work under pressure
- Detail and quality focused
- Excellent IT skills including MS word, Excel, PowerPoint, Zoom / MS Teams (or equivalent)

### Desirable

- An understanding of pharmacy practice in Great Britain
- Contract management experience
- Quality improvement experience

May 2023