The Royal College of Surgeons of Edinburgh

**Examinations, Education and Faculties**

**Quality Enhancement Manager**

**1. General Information**

# The Royal College of Surgeons of Edinburgh is an independent membership organisation concerned principally with the education, training and assessment of Surgeons, Dental Surgeons and Doctors who are involved in the surgical care of patients. Founded in 1505, the College currently has a membership approaching 27,000 in over 100 countries throughout the world.

# The Council is the governing body of The Royal College of Surgeons of Edinburgh and represents the professional interests of the College's membership. Decisions made by Council formulate policy and direct the College in its mission to promote the highest standards of surgical practice. As a charitable organisation, the Members of Council are also Trustees of the College. Council comprises five Office-Bearers, 15 members and the Dean of the Faculty of Dental Surgery.

# The President, two Vice-Presidents, the Honorary Secretary and the Honorary Treasurer are the Office-Bearers. The President and Vice-Presidents are elected by Council and have a three-year term of office. The Honorary Secretary and Honorary Treasurer are appointed by Council from within the Fellowship of the College. Their term of office is normally three years, but extendable to five years. The Council Office-Bearers, together with the Dean of the Faculty of Dental Surgery and the Chief Executive meet on a regular basis to conduct Council-related business.

# Executive management of the College is vested with a Chief Executive who is responsible through the President to the Council.

# The number of staff currently employed by the College is approximately 200.

# For further information, please visit our Website: [www.rcsed.ac.u](http://www.rcsed.ac.u)[k](http://www.intercollegiate.org.uk/)

**2. Examinations, Education and Faculties Directorate**

This directorate incorporates Examinations, Education, JCIE, Faculties, Academic Quality and Psychometrics Departments. The Quality Assurance activity includes the organisation and running of over 100 examinations each year in the UK and worldwide overseas for around 6,000 candidates.

The main objective of the Quality Assurance team is to ensure that all examinations are produced to the highest possible standard and provided to the examination conveners, leads and co-ordinators within set timescales.

The service involves inputting, maintaining, and updating the questions within various question banks, as well as processing examination data. It includes collaborating with examiners and clinical question bank managers to produce and select high-quality questions. Additionally, the service requires compiling, formatting, proofreading, and producing examination papers.

A key aspect of the service is the comprehensive quality assurance of all examination processes before, during, and after the exams. This encompasses standard setting, which is the process of establishing the pass mark. Other responsibilities involve liaising with assessment specialists both within and outside the organization, assisting with related quality assurance processes, organizing question writing sessions, and managing the budget.

Quality assurance is integral to this role, ensuring that all examination materials and processes meet the highest standards of accuracy and reliability. This includes rigorous checks and validations at every stage of exam preparation and execution, ensuring consistency and fairness in assessment.

**3. The Role of the Quality Enhancement Manager**

The Quality Enhancement Manager plays a pivotal role in ensuring the integrity, accuracy, and fairness of examination processes within the organisation. The postholder is responsible for consistent improvement and optimisation of the service and quality within the College. They are responsible for overseeing the quality assurance measures implemented throughout the entire examination lifecycle, from development and administration to evaluation and reporting. This role requires a keen eye for detail, strong analytical skills, and the ability to collaborate and communicate effectively with various internal and external stakeholders to maintain high standards of academic integrity.

**4. Key Responsibilities:**

a) Quality Assurance Oversight

* Implement, and maintain quality assurance policies and procedures for examination processes.
* Conduct regular audits and reviews of materials, procedures, and systems to identify areas for improvement and ensure compliance with industry standards and regulatory requirements.
* Alert potential quality issues to internal teams, including exam development, senior management, and psychometrics, and collaborate to address, identify and implement corrective actions.
* Use feedback and evaluation to embed a culture of continuous quality improvement within the directorate and with stakeholders

b) Programme and project management

* Take responsibility for introduction, maintenance and security of exam management software systems used to review and store examination assets and items, track standard setting data and deliver examinations and
* Prepare and manage the question bank budget
* Represent the Quality Assurance team at various advisory boards, tri-collegiate and bi-collegiate management boards and committee meetings as required.
* Line manage the Question bank Co-ordinators, clearly defining roles and responsibilities within a robust governance framework.

c) Item Development and Review

* Review and report on examination blueprints, item specifications, to ensure alignment with learning objectives.
* Work closely with subject matter experts and the wider team to ensure the quality, accuracy and appropriateness of examination content.
* Schedule and support question writing/review and standard setting sessions
* Interpret basic psychometric analyses and item-level statistics to support development and maintenance of the overall quality of examination items.

d) Standardisation and Training:

* Provide internal training on systems to the quality and examination teams on question bank and quality assurance processes
* Assist the Research and Training Manager in developing training programs for examiners, and other stakeholders involved in the examination process to promote consistency and adherence to quality standards.

e) Data Analysis and Reporting

* Perform analyses on question bank and standard setting data, to identify trends, patterns, and areas for improvement.
* Quality assure all data and calculations relating to establishing pass marks according to protocols developed with input from the Psychometric team.
* Prepare comprehensive reports and presentations summarizing examination quality metrics, findings, and recommendations for senior management and relevant stakeholders

f) Compliance and Risk Management

* Comply with relevant laws, regulations, and best practices related to examination integrity, security, and privacy.
* Collaborate with senior management to ensure adherence to regulatory requirements and mitigate risks associated with examination processes, including data security and confidentiality.
* Create contingency plans to address unforeseen circumstances or emergencies that could potentially negatively impact on data integrity and examination quality.

*Accountability*

The Quality Enhancement Manager is directly responsible to the Deputy Director of Examinations, Education and Faculties

*Working Patterns*

The nature of the job is such that tasks are time-critical; an ability to work to tight deadlines, often under pressure is required. The Question Assurance Manager may be required to work outside of normal working hours from time to time and particularly during the examinations periods when early morning or late evening working may be required. The Question Bank Manager may also be required to travel and work away from Edinburgh during certain examinations; this may require overnight stays away from the Question Bank Manager’s normal place of residence, and, possibly, travel overseas. **These commitments are an integral part of the job activities.**

*Ad-Hoc*

1. Undertake any training identified as relevant to the post.
2. Undertake any other duties which may be required in the College, commensurate with the grade of the post.

**4. Qualifications**

Bachelor’s degree in a relevant field such as quality management, engineering, business administration, or related disciplines; advanced degree or certifications (e.g., Six Sigma, Lean, ISO) preferred. Essential

**5.** **Experience**

Proven experience in quality management or assurance roles, preferably in a healthcare, or service industry setting Essential

Working constructively and collaboratively with a range of different stakeholders

Using strong communication and negotiating skills working with a range of internal and external stakeholders Essential

Using analytical skills to interpret data and metrics, identify trends and patterns, and drive data-driven decision-making Essential

Demonstrated leadership skills with the ability to motivate and inspire teams, foster a culture of quality excellence, and drive results in a dynamic environment Essential

Project management Essential

Working with bespoke IT/database systems Essential

Managing a Quality Assurance function in an educational setting Desirable

Experience of proof-reading or editing for publication Desirable

Experience running of examinations for a professional body Desirable

Knowledge of medical terminology Desirable

Experience of budgetary control Desirable

Leadership/management experience Desirable

**6. Personal Qualities**

Highly organised with a meticulous attention to detail Essential

Effective communication and interpersonal skills, with the ability to collaborate and influence stakeholders at all levels of the organisation Essential

Methodical and conscientious approach to work Essential

Able to prioritise tasks and work on different projects simultaneously Essential

Ability to work under pressure Essential

Confidentiality, diplomacy and discretion Essential

Problem solving skills Essential

Excellent grasp of English spelling and grammar Essential

1. **General Information**

Pension Scheme:

The College uses the People’s Pension, pension scheme. Further information can be obtained from the Finance Department. (Anyone wishing to transfer from an existing Pension Scheme should discuss this option with their Financial Adviser).

Sick Pay Scheme:

Members of staff are eligible for the benefits of the College’s Sick Pay Scheme once they have been in post for a minimum of six months.

Annual Leave:

30 Working days per annum

Nominated Public Holidays:

In addition to the period of annual leave notified above, you will be entitled to the following nominated public holidays as they fall due:

New Year’s Day Good Friday Easter Monday May Day

Spring Holiday Autumn Holiday Christmas Day Boxing Day

# General:

All posts are offered subject to the receipt of references satisfactory to the College.

This post is offered on a three-month probationary period basis.

Candidates may be requested to undergo a medical examination.

Salary: Grade 5

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