



The Royal College of Pathologists

Pathology: the science behind the cure

September 2024

Dear Applicant,

Re: Digital Officer 12-month Fixed Term Contract

Thank you for your interest in working for the Royal College of Pathologists.

Pathology is at the heart of modern healthcare. Pathologists work to prevent, diagnose, treat and monitor diseases and are involved in the diagnosis of disorders affecting every organ of the body, from before birth to after death. The majority of tests requested by doctors will be performed and interpreted by a clinical scientist or medically qualified pathologist.

This is a fantastic opportunity to join a royal medical college whose members are at the forefront of tackling the COVID-19 pandemic and furthering high standards of patient care and safety.

About you

We have an opportunity for a Digital Officer to support the day-to-day running of the College website. You will work closely with staff, members and volunteers to produce, manage and improve content for the website. As part of a small and busy team, this role would suit someone who enjoys collaboration and working with a range of stakeholders.

We are going through an exciting period of digital transformation and this role will work on a variety of digital projects to support this area of work. The role will also provide support on a project to move our website onto a new content management system (CMS.)

You'll have experience of website editing and using CMSs, with strong technical knowledge. In addition, you will be comfortable scoping and testing new website developments, working alongside our web developers. You'll have the ability to draft and edit engaging copy for the web, adhering to a house style. You'll also have excellent communications skills to develop positive working relationships with colleagues and members. An interest in medicine, science or healthcare would be advantageous but is not essential.



Interviews are currently Scheduled for w/c 7 October 2024.

To apply, please send a CV and completed supporting information form to recruitment@rcpath.org by **9am Monday 23 September 2024**.

If you apply for the post, I would be grateful if you would complete an optional anonymous diversity monitoring questionnaire to enable the College to monitor the diversity of applicants: [RCPath Diversity Monitoring Questionnaire](#)

If you would like to speak to someone about the role, please contact HR in the first instance on 020 7451 6700, or via recruitment@rcpath.org.

I look forward to receiving your application.

Yours sincerely,

Stacy Baxter

Editorial and Digital Manager



Digital Officer (fixed term contract)

Job description

Reporting to:	Senior Digital Officer
Contract:	Fixed term (12 months)
Working hours:	Full time, 35 hours per week (excluding lunch hour) Monday to Friday Hybrid working: Office based 2 days a week (Mondays and Thursdays) and remote (home) working on the other days
Grade:	3
Location:	The Royal College of Pathologists, 6 Alie Street, London E1 8QT

Directorate and team

The Digital Officer is a member of the Communications Directorate. The directorate increases the strategic influence and reach of the College voice through influential contacts, showcasing the work of the profession to raise awareness and understanding of pathology and its contribution to the prevention, diagnosis and treatment of disease.

The teams in the directorate are:

- Corporate and Public Engagement
- Publishing & Digital
- Media, Public Affairs and Policy.

Main purpose

- To support our current period of digital transformation by providing support on a project to replatform our website and move to a new content management system (CMS).



- To raise and manage support items with the College's web supplier and provide project and administrative support to the Senior Digital Officer – including helping with user testing and reporting on analytics.
- To provide first-line support to College members to overcome problems using the College's website, giving a confident and professional level of customer service and dealing with a variety of queries.
- To help staff to use the College's CMS and, with support, to structure content in line with best practice and the College's house style.

Key duties

Content support

The Digital Officer will work closely with staff, members and volunteers to produce, manage and improve content for the website, including:

- to commission and edit blogs to support projects – liaising with contributors, sourcing imagery and proofreading
- to undertaking website audits – fixing broken pages, checking for house style and identifying ways to improve the user experience
- to support staff in creating new pages or making major changes to the College website, ensuring content design principles and house style are adhered to
- to set up and administer ongoing digital support for staff by running group training sessions, sending reminders and other communications
- to support the Senior Digital Officer in reporting on website and social media analytics.

First-line website support

- To monitor the web support inbox and provide customer-focused support to members and staff to overcome problems using the website and the CMS.
- To escalate website support issues to relevant internal staff, including the IT team and the Database Support Officer.
- To monitor support issues to identify trends and common problems and share these with the Senior Digital Officer.
- To create communications plans and guidance for staff on new website functionality.

Technical development and support

- To log technical and functionality issues with our external web supplier as they arise.



- To monitor tickets on the web supplier service desk to ensure compliance with our service level agreement.
- To participate in web support desk meetings to review tickets and discuss potential new enhancements to the website.
- To communicate with internal staff about the progress of items relevant to them.
- To test new or revised website functionality against specifications to ensure quality and accuracy.
- To support staff to test new functionality where appropriate.
- To assist with the CMS/website replatforming where necessary.

Other

- To support digital meetings by liaising with staff/external suppliers for availability and booking rooms and equipment.
- To contribute to the College's 5-year strategy.
- To keep abreast of relevant research and developments within own professional field.

General duties

- Undertake any other duties and responsibilities as required by the Senior Digital Officer or Editorial and Digital Manager that are commensurate with this role.



Digital Officer

Person specification

Requirements	E	D
Knowledge / qualifications / experience		
Experience of using content management systems (CMS) to manage website content and users	✓	
Experience working with CRMs and an understanding of how they integrate with a CMS	✓	
Experience writing and designing user-focused content for web in line with house style	✓	
Experience of writing and scheduling content for social media channels	✓	
Experience providing customer service or support	✓	
Experience of supporting people with website problems	✓	
Relevant degree or vocational qualification		✓
Experience in using HTML and CSS		✓
Experience using analytics reporting tools, such as Google Analytics	✓	
Skills / abilities		
Excellent interpersonal skills and demonstrable ability to build and maintain effective relationships with staff and external stakeholders	✓	
Good organisational skills, with the ability to plan and prioritise work under pressure, meeting deadlines with tight schedules	✓	
Good ability to use Microsoft Office	✓	
Able to use Adobe Creative Suite, e.g. Illustrator and Photoshop		✓
Good problem-solving skills with a methodical approach to solving technical problems	✓	
Good written and verbal communication skills, to provide support via email, telephone, face to face and to assist in development of written guidance, communicating solutions in clear language to non-technical customers	✓	
Personal qualities		
Commitment to creating a first-class user experience	✓	
Team player with an enthusiastic approach, and able to work on own initiative	✓	



A flexible and positive approach to work, and keen to take on new challenges	✓	
Excellent attention to detail	✓	
Resilience and calmness under pressure	✓	
A willingness to keep up to date with developments in digital	✓	
Commitment to equality and diversity and understanding of how this would apply to own role and responsibilities	✓	



Working for the Royal College of Pathologists

Competitive salary	The salary for this Grade 3 role is £36,707.00 per annum This also has opportunities for competence-based pay progression.
Hours	Standard working hours are 35 hours per week for this role.
Annual leave	25 days per annum (pro-rotta), plus bank holidays, increasing with length of service.
College closure days	The College closes between Christmas and New Year. This is an additional 3 days on top of your annual leave allowance.
Employee discount scheme	The College has an employee discount scheme operated through Reward Gateway. This scheme offers employees discounts and cashback with major retailers.
Pensions	Employees will join the College pension scheme.
Interest-free season ticket loan	You may apply to the College for an interest-free loan to purchase an annual season ticket.
Cycle to work scheme	The College offers an interest free loan as part of our cycle to work scheme.
Employee assistance programme	Through this programme employees have access to a confidential counselling service, health advice, emotional support as well as a comprehensive occupational health service.
Learning and development	The College offers learning and development opportunities for all members of staff.
Maternity pay	Enhanced maternity pay, with up to 8 weeks at full pay, and 18 weeks at half pay.
Paternity pay	2 weeks full pay.
Flexible working	Flexible working is supported.

Note: This is an example of current benefits provided, subject to eligibility requirements, and it is not contractual.



The College's values and behaviours set out the kind of organisation we are, what is important to us collectively, and how we work to achieve success. They apply to staff members, honorary officers and volunteers. We also share our values and behaviours with contractors and others working within the College.



Teamwork

We achieve excellence by working together.

- We collaborate, share knowledge and communicate plans.
- We involve the right people at the right time.
- We work cohesively towards common goals.
- We value diversity and the contribution and expertise of others.
- We provide, seek and act on constructive feedback.
- We approach tasks with energy and focus on positives.



Service

We support members to deliver the best patient care.

- We provide a welcoming, consistent and professional service.
- We listen to our members to understand and respond to their needs.
- We deliver impartial and accurate information and advice.
- We seek opportunities to improve the value of benefits for all membership categories.
- We are positive, open and transparent.
- We are reliable, delivering within agreed timescales.



Ambition

We aspire to provide the best quality services and lead innovation for pathology.

- We strive to be the best we can be.
- We are resilient and determined.
- We take managed risks and learn from our mistakes.
- We take a proactive and solutions-focused approach to our work.
- We use innovation and creativity to improve the quality and efficiency of our work.
- We are committed to continuous learning and development.

