



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION

Job Title: Publications Assistant
Department: Member Administration
Reports to: Support Services Team Manager

Key relationships:

Member Administration Department
Marketing, Communications and Regional Departments
RCN Members
External stakeholders (e.g. external warehouse and couriers)

Hours: 35 hours per week
(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: I

Location: RCN Cardiff Gate

JOB PURPOSE

As part of a multi-skilled team, the Publications Assistant will provide an efficient publications ordering and despatch service and, when required, provide cover in the Post Room, Reception and Switchboard areas.

KEY RESPONSIBILITIES

1. Financial responsibilities

1.1 Assist with ensuring best value for money when despatching the publications and arranging the transfer of stock, identifying any cost savings where possible.

2. Specific role duties

2.1 Using the picking lists, pick, pack and despatch requested publications giving

priority to urgent orders and ensuring that all orders are ready for collection by agreed timescales.

2.2 Ensure that all e-mail, postal and telephone requests are processed in a timely and effective manner to agreed standards.

2.3 Respond to any enquiries requiring further investigation using the Customer Relationship Management (CRM) database and liaise with external organisations and other RCN departments, in particular liaising with the RCN UK HQ Communications and Marketing Departments.

2.4 Take orders for publications on the RCN Publications dedicated telephone line, ensuring that calls are dealt with promptly and in a courteous and efficient manner.

2.5 Ensure that stock levels are maintained and liaise with off-site storage companies for the delivery of stock. Order stock from the warehouse and handle queries relating to incoming stock and stock levels.

2.6 Provide statistical and KPI information when required.

2.7 Keep appropriate records (e.g. postage and courier costs) using set procedures and obtain quotes for non-standard items for approval by the Line Manager.

2.8 Deal with and store incoming publications and journals quickly and efficiently, ensuring items are accurately checked and stored safely. Assist with other deliveries to the building.

2.9 When required, provide cover in the Post Room and on the RCN Reception and Switchboard to ensure the efficient running of the Support Services department, including taking calls on the RCN switchboard, greeting visitors to reception and processing and despatching the incoming and outgoing mail.

2.10 Work in accordance with service standards and provide a high standard of customer service at all times.

3. Additional responsibilities

3.1 Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter.

3.2 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.

3.3 Comply with the RCN Data Protection Policy, Retention Schedule and department procedures to ensure personal data is protected at all times.

3.4 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.

3.5 Undertake any other duties as requested in line with the job role.

Job description updated by:
Helen Thomas, Support Services Team Manager
June 2023