



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job Title:	Apprentice (Business Administration)
Tenure:	1 Year Fixed Term Apprentice Contract
Department:	RCN Scotland
Reports to:	Knowledge and Research Manager
Hours:	35 hours per week
Grade:	Apprentice
Location:	RCN Scotland HQ (Edinburgh)

JOB PURPOSE

The Apprentice will provide a range of administrative support for the delivery of an excellent service to RCN members including support for events, activities to recruit RCN members in workplaces and at universities, supporting the delivery of library and information services across Scotland and providing administrative support to the Knowledge and Research team.

KEY RESPONSIBILITIES

1. Specific role responsibilities

- Provide customer service to RCN members and other visitors within the Learning Hub area of the RCN Edinburgh Office as a first point of contact for the team, including greeting visitors, answering routine enquiries, and opening and closing the Learning Hub library and exhibition space.
- Support for exhibition events and events taking place in workplaces and universities including booking arrangements for venues, promotion of events,

communicating with delegates, packing and receiving RCN materials, and arranging couriers to transport materials.

- Support for events taking place within the RCN Edinburgh Office, including: e.g. preparing, printing and circulating papers; booking rooms and equipment; ordering catering, and providing relevant support at selected events. Assist with meeting room set up and break down, including setting out and clearing of catering.
- Support for virtual events taking place on a variety of digital platforms including booking delegates, promotion of events, communicating with delegates, and assisting during events.
- Assist with activities to recruit and retain RCN members including ordering and maintaining publications and materials stock, and support for activities in an accurate, timely and professional manner. Store incoming publications and materials quickly and efficiently, ensuring items are accurately checked and stored safely.
- Make travel and accommodation arrangements.
- Assist in answering telephone enquiries, handling sensitive information with absolute discretion.
- Provide customer service to RCN members accessing virtual library services from the Knowledge and Research team, including checking team email boxes and ensuring e-mail, postal and telephone requests are processed in a timely and effective manner to agreed standards.
- Provide customer service to members using the Learning Hub library resources including checking in journals, assisting members with book loans including postal loans, and shelving journals and books.
- Update member records on the library management system as required.
- Process in-coming and out-going mail for the team.
- Under the instruction of the Knowledge and Research Manager, arrange both internal and external meetings and ensure staff diaries are up to date.
- Tidy and maintain the Learning Hub area, providing a friendly and welcoming environment with a professional attitude.
- Keep appropriate records, including updating weekly statistics on exhibitions, events, and library and information services.
- Maintain electronic filing systems, ensuring optimum use of information technology.

- Provide other administrative support as required and participate in centralised administrative support duties.
- The postholder will work collaboratively with other appropriate parts of the RCN to provide a seamless service for RCN members.

2. Additional responsibilities

- Champion equity, 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.
- Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter.
- 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
- Support member ballot and industrial action activities when required.
- Comply with the RCN Data Protection Policy, Retention Schedule and department procedures to ensure personal data is always protected.
- Undertake any other duties as requested in line with the job role.

Job description updated by:
Sian Kiely [Knowledge and Research Manager]
12 May 2025