



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job title: Regional Administrator

Department: Employment Relations Department, RCN Scotland

Reports to: Service Manager/PA to Associate Director

Key relationships: ERD Scotland Team, RCN Scotland

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: H

Location: RCN Scotland HQ

JOB PURPOSE

The purpose of this role is to work with the Service Manager and administration team colleagues to deliver an administration service which complies with RCN corporate protocols, tasks and processes, including finance, governance and data management. The role will also provide administrative support to designated senior team member(s) and will liaise with internal and external stakeholders as required in the organisation of regional events and recruitment and retention activity.

KEY RESPONSIBILITIES

Regional Administration and Support

- Ensure all communications and correspondence received in relation to regional and corporate issues are dealt with promptly and effectively to ensure the correct people are informed and the best outcome is delivered. This includes ensuring compliant storage and filing of documentation as appropriate.

- Draft and produce documentation as per requirements of the senior team members according to RCN and regional standards, to include letters and other communications to activists, Branch Executives, external stakeholders and other RCN departments.
- Provide administrative support to regional meetings to include booking meeting rooms, sending invitations, the preparation of meeting packs, minute taking and offer any other administrative support required.
- Ensure all suppliers, customers and related invoices are entered onto the RCN finance system to ensure efficient and timely processing of payments and receipts.
- Process Branch finance activity on the RCN finance system in a timely and accurate manner to facilitate reporting to the Branch Executives and RCN Head Quarters, to include the processing of Activist expenses.
- Process all regional activist data to include accrediting and disaccrediting of RCN Activists, updating all relevant databases with details of progress through the L&D Pathway and administering Pathway Module 1 as per RCN and local protocols.
- Manage and maintain accurate local data for internal and external contacts to include NHS and Independent Sector HR and senior nurse contacts, venue and speaker information for events.
- Ensure all relevant systems for the filing and archiving of documentation are adhered to at all times.
- Provide efficient and effective diary management to designated team member(s):
 - Acting as the primary contact for internal and external contacts in organising meetings, professional events, Congress and other regional activity.
 - Booking meetings and appropriate rooms / venues as required, to include Staff Team meetings, Staff Link-up and ERD Management Team meetings.
 - Make travel arrangements for designated team member(s) including booking of travel tickets and accommodation through the RCN travel provider system.
- Coordinate the administration of member complaints in the region, ensuring that investigations are undertaken and reports delivered to meet Case Management and Customer Service Standards.
- Ensure that any messages taken for staff are clear, concise and accurate and, if necessary, prioritised for action.

- Maintain stock control and ordering of stationery, equipment, supplies and services as per organisational procedures. Liaise with suppliers in relation to any queries.
- Assist ERD team and other colleagues in the organisation and delivery of recruitment and retention activities as required across the region.

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:

Service Manager/ PA to Associate Director
June 2025