



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job title: Regional Service Manager

Department: England, South West

Reports to: Regional Director

Key relationships:

RCN staff and members

Managers across organisation

External stakeholders, organisations, and contractors

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: F

Location: RCN Exeter office

JOB PURPOSE

The role of the Regional Service Manager is to support the region, working collaboratively with the Regional Director and Operational Manager to provide overall regional management and leadership including the development of the regional team, direct line management of the administrative team, the management of the regional budget, operational plan, business continuity plan and the risk register.

KEY RESPONSIBILITIES

1. Management responsibilities

- Leadership and support of the administration team within the region ensuring all administrative standards and requirements are met.

- Contribute as requested to work undertaken by other RCN England colleagues in the form of review / feedback or other participation. Contribute to RCN England work undertaken by the Regional Service Manager Group, under the direction of the England Management Team.
- Responsible for the management of regional data and the compilation and reporting of Management Information as appropriate.
- Responsible for ensuring the administration of member complaints is in accordance with the RCN complaints policy.
- Responsible for the provision of support to the Regional Board, working with the Regional Director and RCN Governance Department, ensuring robust records are maintained locally.

2. Projects

- Responsibility for administrative project management of activities within the region.
- Take responsibility for ensuring that the regional administration of Congress each year is carried out within specified systems and processes and that the designated budget is managed locally.

3. Financial responsibilities

- Make cost effective use of resources and manage the services of the regional office within budget, including the management of recruitment to administration posts as necessary.
- Responsible for the regional Branches finances, ensuring they are managed within RCN Financial Regulations and relevant policies, liaising with the relevant members of the Finance department.
- Working with the relevant business Accountant, ensure that the management and administration of regional income, expenditure, cash handling, banking and Petty Cash complies with RCN policies and procedures including the RCN Expenses Policy.

4. Specific role responsibilities

- Manage locally the housekeeping, property, and service agreements / contracts for the regional office, working with RCN Corporate Services.
- Provide the HR Department with a primary point of contact in regard to staffing issues, to include recruitment of staff as required, and the provision of management information.
- Provide the IT Department with a primary point of contact in regard to any IT issues.

5. 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:
Lisa Elliott, Regional Director
October 2023