



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job Title: Head of Member Support Services

Department: Member Relations

Reports to: Associate Director of Member Relations

Key relationships:

Members
Member Support Services
Member Relations
Member Experience Journey Strategic Board
Legal and Member Relations Directorate
Countries & Regions
Policy and Public Affairs
Communications

Hours: 28 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: D

Location: London HQ, Cardiff Gate or Croydon with hybrid working

JOB PURPOSE

The Head of Member Support Services provides leadership and operational oversight for the delivery of high-quality, compassionate support to RCN members experiencing personal, emotional, financial, or professional challenges. This role ensures that services delivered through Membership Support Services (MSS) are responsive, equitable, and aligned with the RCN's values of dignity, empathy, and excellence.

Working across complex member journeys, the post holder leads service design and continuous improvement to meet evolving member needs, reduce frontline

burden, and uphold organisational standards. They also oversee the provision of appropriate support to the wider nursing community, where aligned with RCN's mission and remit.

KEY RESPONSIBILITIES

1. Specific role responsibilities

- Provide leadership and operational oversight of Membership Support Services (MSS), ensuring high-quality, equitable support for nurses and nursing students across the UK in line with the RCN's strategic and operational objectives.
- Lead and support MSS staff across counselling, welfare, careers, peer support, and immigration advice, fostering a values-driven culture of professionalism, empathy, and continuous improvement.
- Hold a caseload/case supervision and actively contribute to complex case management, modelling best practice and ensuring service consistency.
- Represent MSS on the Membership Experience Journey Strategy Board, contributing to strategic development and delegating key workstreams to MSS colleagues as appropriate.
- Collaborate across stakeholders' group to ensure services are designed for member needs and support frontline staff and services.
- Collaborate closely with the Membership Relations Management Team to deliver the Legal and Member Relations Directorate's operational plans and priority projects.
- Strengthen partnerships with the RCN Foundation, co-leading joint initiatives and identifying opportunities to enhance support for the nursing community.
- Act as the RCN's lead on counselling, welfare, careers guidance, peer support, and immigration advice, ensuring services are responsive, inclusive, and aligned with member needs.
- Build and maintain effective relationships with external organisations and agencies to enhance service delivery for all members, including Nursing Support Workers (NSWs), Healthcare Assistants (HCAs), Trainee Nursing Associates, Nursing Associates, and nursing students.
- Expand and deepen collaboration with charitable partners, including the RCN Foundation, to support the wider nursing community – both within and beyond RCN membership.
- Lead on projects, initiatives or matrix working groups that are in line with the directorates goals to improve member journey and experience.

2. Management responsibilities

- Provide dynamic leadership, support and guidance for Member Support Services functions.
- Develop, implement, monitor and maintain effective performance targets and key performance indicators for Member Support Services functions.

- Line management of all team leads/specialisms on the RCN's management guidelines and best practice, as well applying individual expertise and professions in designing and delivering work, including setting clear objectives, and supporting professional development to deliver high-performance and high-quality service. To be responsible for the management of staff within the service and provide line management to all team leads within MSS.
- To monitor the performance and develop the professional and personal potential of other members of staff within the service.

3. Development responsibilities

- Be accountable for service review and continual improvements to member experience.
- Provide leadership and direction to the member support services team to deliver effective support to their staff's development and performance through regular 121's, appraisals, team meetings and ongoing coaching and learning.
- Act as a role model in a climate of cultural change.
- Maintain an active commitment to continuous professional and personal development.
- Keep up to date with industry standards relevant to the work of the department and share this learning across the organisation.
- Promote staff well-being and continued personal and professional development.

4. Financial responsibilities

- Responsible for forecasting, managing and reporting on the budget of the RCN member support services ensuring excellent financial control.
- Where possible seek and create opportunities for service growth and income generation.

5. Strategic duties

- To contribute to the effective delivery of the corporate management and overall objectives of the RCN.
- Responsible for the development of operational plans and KPIs of Member Support Services.
- Regularly assess and measure the effectiveness of the Member Support Services and be accountable for driving continual improvement from staff and stakeholder feedback.
- Working with customers and stakeholders across the RCN to ensure your department is meeting the service needs and work with stakeholders to design, develop, implement and evaluate new initiatives and services.

6. Promoting

- 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, promotes excellence in practice and shapes health policies.
- Raise awareness and promote member relations services internally and externally.
- Build on internal and external recognition and accolades.

7. HR

- Recruit, manage and develop the roles of the staff for high performance working.
- Undertake the staff development reviews and ensure their training and development needs are met.
- Ensure that health and safety is adhered to within the department.

8. 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.
- 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.
- Work collaboratively with appropriate parts of the RCN to provide a seamless and excellent service for RCN Members.
- Undertake other responsibilities and tasks commensurate with the role and grade.
- Please note that the duties and activities contained in this job description provide guidance relating to the main tasks of the role, they are not exhaustive or set.

Job description updated by:

Terina Scheeres, Associated Director Member Relations

October 2025