



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job Title: Adviser

Department: Advice Contact Centre

Reports to: Team Manager

Key relationships:
Advice Contact Centre Colleagues
RCN Members

Grade: G

Location: RCN Cardiff Gate Office

JOB PURPOSE

Working as part of a team within the RCN's Advice Centre to provide RCN members with an information and advice service that reflects the RCN as a membership organisation, trade union and professional body.

KEY RESPONSIBILITIES

1. Specific Role Duties

- 1.1 Provide an effective and confidential advice service to RCN members on a range of employment and professional issues
- 1.2 Diagnose members' situations using a range of communication skills to gain insight and clear understanding of the issues
- 1.3 Research from trusted electronic and manual data sources; filtering complex information to identify options appropriate to the member's situation
- 1.4 Interpret and explain information to members to support them to make decisions
- 1.5 Refer members to other departments for support as per agreed processes. Be able to justify the decision to refer on

- 1.6 Provide information and advice to members of the public and health care professionals where this is in line with the aims of the RCN
- 1.7 Work diligently to meet the Advice Centre's quality and productivity standards
- 1.8 Write up succinct and accurate records of advice given
- 1.9 Create and amend members' records
- 1.10 Keep up to date with the knowledge necessary to do the job
- 1.11 Work with colleagues to contribute idea for the ongoing improvement of internal information sources
- 1.12 Get involved in project work as directed by the Advice Centre Manager and Team Manager
- 1.13 Participate in the activities of the Advice Centre to raise the profile of the department

Additional responsibilities

- 2.1 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.
- 2.2 Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter.
- 2.3 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
- 2.4 Support member ballot and industrial action activities when required.
- 2.5 Comply with the RCN Data Protection Policy, Retention Schedule and department procedures to ensure personal data is always protected.
- 2.6 Undertake any other duties as requested in line with the job role.

Job description updated:
November 2025