



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job Title:	Institute Admin Team Leader
Department:	Institute of Nursing Excellence
Reports to:	Head of Institute Operational Delivery
Key relationships:	Director of Institute of Nursing Excellence Deputy Chief Nurse Associate Directors of the Institute Academies for Workforce/Practice/Leadership/ International and Education Heads of Workforce/Practice/Leadership/ International/Education Institute Admin Team
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:	G
London Weighting:	As applicable
Location:	RCN UK HQ, London working in accordance with the RCN hybrid working policy

JOB PURPOSE

The Institute Admin Team Leader leads the team responsible for supporting and co-ordinating the delivery of high quality programmes of work. The team supports the functions and processes shaping the RCN Group's long-term strategy goals and delivery of the Institute of Nursing Excellence academy work streams. The Admin Team Leader provides a comprehensive administrative and business support service to the programmes of work being delivered through the Institute of Nursing Excellence staff and projects/programmes of work. The role requires

line management of the admin team as well as collaboration with members, Heads of Academies, internal teams and external stakeholders.

The role provides support to ensure the Institute of Nursing Excellence is aligned and achieves the guiding principles of the RCN's Strategic Plan. The post holder will coordinate and support the admin service to the Institute and its Academies in delivering cost-effective and efficient services to staff, members, and other stakeholders.

KEY RESPONSIBILITIES

1. Management responsibilities

- 1.1 Through Continuing Conversations (1:1s) and 4Q Reviews (annual reviews), support and develop the skills of the Institute Admin Team to enable them to provide an effective and efficient quality service to our members and RCN colleagues across the Institute.
- 1.2 Ensure the Administration Team communicate with members and colleagues in a timely, professional and appropriate manner to ensure they receive excellent customer service and can access all necessary information and updates easily.
- 1.3 Provide a comprehensive administrative support service to designated projects, events and meetings from planning through to completion and evaluation across the Institute.
- 1.4 Work collaboratively and provide cover to support the work of the Institute.
- 1.5 Challenge current practise and identify more efficient ways of working.
- 1.6 Coordinate own and Administration Team workloads through line management and supervision to ensure:
 - cover is provided as required to ensure delivery of the administration support functions for the Institute.
 - all communications sent or received in relation to member issues including RCND referrals, are dealt with professionally, promptly and effectively to ensure the best outcome and to meet RCN standards.
 - an effective bring forward system of pending matters for future action ensuring any relevant paperwork / relevant files are available when required by colleagues

- corporate administration requirements are met and a quality service is delivered
- efficient and effective support for the Heads of the Institute diaries, attendance at RCN Congress, programmes of work, including managing of the allocated budget allowances, booking travel and accommodation and processing expenses.
- Provide administrative support for the preparation and despatch of interview documentation, meeting arrangements and booking of travel and accommodation.
- Work collaboratively across Academy teams to ensure work is effectively planned and delivered, using resources appropriately.

2. Development Responsibilities

- 2.1 Work with colleagues to continuously identify improvements to the ways of working within the team to support delivery of Institute objectives.
- 2.2 Identify personal development needs for self and team to enable continued high levels of performance in the role and discuss how these can be met as part of continuing conversations process.

3. Financial responsibilities

- 3.1 Signpost staff, members and non-members to the appropriate sections of the RCN Finance and Expense policies, where appropriate.
- 3.2 Within policy, make decisions on the most appropriate use of RCN resources when making purchases and bookings.
- 3.3 Accurately document financial interactions, including purchases and bookings, travel invoices and credit notes and respond to requests for information on budgets.
- 3.4 Work with the Head of Institute Operational Delivery; project coordinators and project managers to deliver the Academies projects and programmes, reporting and raising any identified risks, issues, mitigations and dependencies to the project team.

4. Specific role responsibilities

- 4.1 Provide development support, supervision and coordination of the Institute Admin Team.
- 4.2 Support the delivery of specific work activities for projects and workstreams.

- 4.3 Provide a comprehensive administrative support service to a range of Institute meetings. This service will include booking rooms, creating agendas, taking minutes and providing other specified support as required.
- 4.4 Ensure professional communication and reporting to staff, members and stakeholders, in line with the RCN Confidentiality Policy at all times.
- 4.5 Where required, provide training and support to staff in respect of the CRM database, annual leave reporting, sickness and training reports, producing and processing documents and ways of working guidance.

5. Additional responsibilities

- 5.1 Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter.
- 5.2 Champion equality, 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.
- 5.3 Comply with the RCN Data Protection Policy, Retention Schedule and department procedures to ensure personal data is protected at all times.
- 5.4 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.
- 5.5 Undertake any other duties as requested in line with the job role.

Job description updated by:
Lorraine King, Head of Institute Operational Delivery
September 2025