



JOB DESCRIPTION

HEAD OF ASSESSMENT

Location: Flexible with 4-8 days a month in-person in London
Reports to: Associate Director: Assessment & Credentialing
Grade: 6
Hours: 35 hours a week
Duration: Permanent

What we do

We support pharmacists in their education and development, promote pharmacy in the media and government, and lead the way in medicines information across Great Britain and around the world. Our **mission** is to put pharmacy at the forefront of healthcare. Our **vision** is to become the world leader in the safe and effective use of medicines.

Our values

At the core of our culture, our Values Focus, Agility, Quality, Collaboration and Respect describe the way we work to achieve our organisational goals. We believe people don't need to be fixed to their desk to achieve great things, so we offer flexibility to our people in how they do their work wherever possible, to bring out the best in everyone and provide an inclusive working environment.

Leadership in pharmacy

We define best practice for pharmacy professionals and help them achieve this through professional development, career support and training. We are here to support professionals with the challenges of pharmacy practice, and advocate for the role of pharmacy by setting professional and ethical standards, producing policy papers and responding to consultations with government and industry.

Publishing

We're the world leaders in evidence-based pharmaceutical publications and guidance. Pharmacists and other healthcare professionals trust us to provide expert analysis, educational support, webinars and news that informs, supports and enhances their practice. We independently source, evaluate, and communicate and make practical medicines knowledge accessible worldwide.

Central Services

We support the organisation to achieve its goals by providing people, technology, facilities and financial services.

Our governance and leadership

Our Assembly provides overall governance and strategic direction for RPS. Our three National Pharmacy Boards provide advocacy, support and strategic leadership for pharmacy practice and developments within England, Scotland and Wales. The Pharmaceutical Press (PhP) Board advises the Assembly on the direction and approach of Publishing, while our Executive Team look after every aspect of our operations.



JOB PURPOSE

The Head of Assessment is responsible for

- developing and delivering high-quality and scalable assessment processes, workflows, and technologies to support post-registration credentialing for the pharmacy profession.
- ensuring that RPS credentialing assessments, and the curricula on which they are based, are delivered in line with best assessment practice & policy as encoded in the RPS curriculum quality standards and in accordance with the relevant assessment regulations.
- managing and supporting a wide range of external stakeholders, including employers and governmental bodies, promoting the value of RPS credentialing to the sector.

MAIN ACCOUNTABILITIES

1. Assessment operations

- 1.1. Ensure the high-quality delivery of RPS post-registration Foundation, advanced and consultant e-portfolio credentialing assessments across the assessment lifecycle, including assessment calendar planning, assessor portfolio allocation and marking workflows, event delivery, results processing and quality control, educational governance sign off and reporting.
- 1.2. Oversee the quality assurance of operational assessment processes and workflows, ensuring assessments are consistently delivered in line with RPS assessment regulations, quality standards and SOPs.
- 1.3. Optimise BAU assessment processes and workflows, ensuring they are efficient, scalable and candidate-focussed.
- 1.4. Ensure RPS assessments are delivered in line with our proactive commitment to EDI principles, including the successful operationalisation of reasonable adjustments for any candidates with disabilities, maintenance of assessment EQIAs and accurate reporting of differential attainment.
- 1.5. Act as the senior responsible officer for cross-team transformation projects relating to assessments delivery.
- 1.6. Oversee assessor forecasting, recruitment, contracting, onboarding, allocation, and performance monitoring.



- 1.7. Oversee the collation and retention of accurate candidate & assessor data, including special category data, working with the Data Protection Officer to ensure compliance with internal data policies and data protection legislation.
 - 1.8. Oversee reporting of accurate candidate performance data for RPS educational governance bodies and external reports.
 - 1.9. Support with the effective planning and execution of RPS educational governance bodies, including assessment panels.
 - 1.10. Oversee with the operationalisation of member and assessor value propositions relating to post-registration credentialing.
 - 1.11. Ensure the timely and effective communication of assessment information to key audiences.
 - 1.12. Oversee the co-ordinated development of responses to external tenders and/or commissions relating to curriculum/framework development and/or assessment operations.
 - 1.13. Oversee the contracting of assessment services to/from third parties, liaising with the RPS legal team as required.
 - 1.14. Set and monitor annual budgets relating to assessment delivery; monitor and manage budget variance working closely with the Finance team.
 - 1.15. Manage a small team of direct line reports: directing, motivating, and monitoring performance through annual professional development reviews, mentoring and regular feedback.
2. Assessment technology development
- 2.1. Act as the overarching SME in the development of technological solutions to support automation and scalability of assessment processes and workflows, in collaboration with the RPS technology team.
3. Curriculum & assessment policy & quality
- 3.1. Support with the design and delivery of assessor training, including the development of high-quality guidance and support documentation.



- 3.2. Support the Assessment & Credentialing lead with the review and development of evidence-based assessment policy aligned with operational deliverability and processes.
- 3.3. Support the Assessment & Credentialing lead with the operational review of RPS post-registration curricula and frameworks.
4. Other
 - 4.1. Promote and communicate the RPS post-registration assessment and credentialing model to internal and external stakeholders through writing and presentations.
 - 4.2. Undertake any other appropriate activities that ensure effective service delivery and contribute to the business plan that may be required as per demands of the directorate, as directed by your line manager.
 - 4.3. Deputise for the Associate Director: Assessment & Credentialing when required.

This list is a summary of the main accountabilities of this role and is not exhaustive. The role holder may be required to undertake other reasonable duties from time to time.

SUCCESS MEASURES

- RPS post-registration credentialing assessments are consistently delivered in line with RPS assessment regulations and quality standards.
- Assessment operations are optimised and standardised to support scalability of assessments at a UK scale in line with budget.
- Intuitive and efficient technology solutions are in place to support the automation and scalability of assessment processes and workflows.
- The RPS has a sufficient pool of high-quality and engaged assessors who feel valued and can meet national assessment demand.
- Candidate and assessor data is consistently collated and safely stored in line with RPS data retention policies.
- Candidate and assessors provide positive feedback about their RPS assessment experiences.
- Assessment operations projects are well managed and deliver outputs to time and budget.
- Assessment operations budgets are well managed; assessment operations are financially sustainable.



KNOWLEDGE, SKILLS & EXPERIENCE FOR THIS JOB

Essential

- Educated to degree level (or equivalent work experience).
- Experience of working in a senior assessment role in undergraduate or postgraduate education, training and/or examinations environment.
- Experience of successfully managing complex projects and implementing operational or technological change in an assessment environment.
- Understanding of automating processes to support a scaling assessment operation.
- Knowledge of innovative assessment processes and technologies.
- Experience of the production of reports and statistics for management information and educational governance reporting purposes.
- Experience of managing a team.
- Ability to work effectively with colleagues across a complex organisation in a matrix fashion.
- Understanding of annual business planning and budget setting processes.
- Ability to pragmatically balance assessment policy & principles against the need for efficiency and financial sustainability.
- Good IT skills including MS word, Excel and PowerPoint.
- Ability to quickly and accurately assimilate information and manage priorities in an evolving landscape.
- Excellent verbal and written communication skills, including report writing skills.
- Critical thinking and able to problem solve.
- Proactive approach to work.
- Ability to work under pressure and meet deadlines.

Desirable

- Experience of working in a similar healthcare leadership or royal college organisation.
- Experience of overseeing the operational delivery of portfolio assessments.
- Experience of designing and successfully implementing new technology solutions to automate assessment processes.
- Understanding of best practice in post-registration healthcare assessment.