



The ROYAL
SOCIETY of
MEDICINE

Graduate Trainee Job Description (3 year fixed term)

Flexible working, with some evenings and early starts. A minimum of 3 office days (central London) and home working is anticipated with this role.

The Royal Society of Medicine is one of the UK's leading providers of continuing learning in healthcare. Our vision is 'better healthcare for better lives'. We aim to achieve this by sharing learning and supporting innovation on the science, practice and organisation of medicine. As a registered charity and membership organisation with a global network of 16,000 members, we bring together healthcare professionals across specialties. We offer a range of membership options for every career stage, from students to retirement. We deliver multidisciplinary, specialist and general education, as well as professional development, drawing on the support of leading experts in over 50 specialist areas (Sections) of medicine. Our learning resources span a wide collection of books, journals, digital journals, online medical databases. We are home to one of the finest physical digital medical libraries in the world. We connect those involved, interested in healthcare, by leveraging expertise from across the RSM, we support, help and inspire the innovators developing the medical products and services of tomorrow.

Overall Job Purpose

Working within a vibrant Learning Directorate, this role supports the planning, organisation and delivery of in person, hybrid and virtual events, providing coordination, forward planning, budget management and logistical support for Section events and new income generating programmes. As a Graduate Trainee, you will be expected to act professionally and proactively, using customer focused processes, taking ownership of your work, and supporting senior health professionals, specialist medical Section Councils and the wider Learning Directorate in delivering impactful educational activities in line with service agreements. This role offers a valuable opportunity to contribute to innovation in healthcare learning while developing through a structured induction and training. The role also provides valuable experience in a respected charity that can provide a stepping stone to numerous career pathways within the RSM and the wider charitable space.

Key tasks and responsibilities

Planning

- Attend event kick-off and planning meetings, finalise logistics and take ownership of event delivery once handed over.
- Liaise closely with meeting organisers to develop and deliver events.
- Contribute ideas for innovation, creative approaches and use of technology.
- Maintain event plans and ensure deadlines are met across teams.
- Create and monitor event budgets, highlighting concerns where needed.
- Set events up on the CRM system.
- Upload event programmes to the website following brand and style guidelines.
- Attend planning meetings and Section Council meetings as required.
- Set up webinars on Zoom, attend test sessions with AV, and support smooth live delivery.
- Contribute creative ideas, innovations and use of technology to enhance events.

Delivery

- Work with marketing and communications teams to promote events and share materials with speakers and Council.
- Apply for CPD approval.
- Coordinate all operational aspects with catering, AV, operations, and external venues where relevant.
- Support customer service teams to respond to delegate queries effectively.
- Work with the sponsorship team to ensure agreements are fulfilled.

- Liaise with speakers, arrange travel/accommodation and manage invitations and responses.
- Coordinate delegate packs and event resources.
- Attend events, provide support and act as first contact for delegates.
- Collect and manage delegate feedback.
- Complete post event financial reconciliation and attend debrief meetings.

Learning Directorate Support

- Support prize management according to Section/RSM regulations.
- Build cooperative relationships with Sections and external partners.
- Contribute to educational development projects with new ideas and innovations.
- Manage stakeholder relations for education and training activities.
- Participate in team meetings and support training of new starters, the latter will develop over the three years as peer support.
- Provide flexible support across the Directorate, particularly during busy periods or absences.
- Assist with any additional duties to support the business, as per business need.
- Manage external relations with stakeholders in education and training.

Person Specification

Essential

- Undergraduate degree required.
- No specific prior experience required but a reasonable understanding of the events industry and evidence of working/volunteering in customer focused environments is required.
- Ability to work with stakeholders of varying seniority. Fluent in written and spoken English to professional business standards.
- Ability to complete detailed work accurately.
- Strong competencies in MS Office (Outlook, Word, Excel).

Desirable

- Experience of creating online materials, social media, creative software e.g. Canva.
- Understanding and/or interest in the healthcare sector is desirable.

Competencies

- Planning and organising - capable of prioritising and organising own workload, able to work under own initiative and balance peaks and troughs of work.
- Communication - good communication skills and the ability to liaise with peers, senior internal and external stakeholders.
- Team work - experience of working within project teams.
- Reliable - with a conscientious attitude to work.
- Adaptable, ability to work flexibly and adapt to a changing environment.
- Proactive/resourceful and shows initiative.
- Ability to pay attention to detail.
- Assertiveness - a pleasant disposition displaying tact and diplomacy when dealing with sensitive or contentious issues, assertive and confident.
- Customer service – professional and helpful approach to answering queries.

The post holder must always when conducting responsibilities and interacting with others:

Uphold the vision, mission and values of the RSM. Support effective communication and consistent management of RSM policies and procedures throughout the organisation. Adhere to the Society's Health and Safety regulations and ensure the safety of oneself and others engaged in the RSM premises and work by reporting hazards to a senior manager for address or taking actions (where possible) to remove safety hazards. Adhere to the Society's Data Protection regulations and only use data as required to undertake their role and handle it in an appropriate and confidential manner. Fully subscribe to the spirit of and adhere to the Society's people policies in particular the Discrimination, Bullying, Harassment, Victimisation policies.