



JOB DESCRIPTION

Job title:	EDUCATION & TRAINING INTERN
Hours:	Full-time
Term:	Fixed-term contract for 12 months
Location:	Three days a week at FPM's London office, Islington, London, EC1 with hybrid working
Reports to:	Examinations and Standards Manager
Works closely with:	Specialty Training Manager and volunteers

Main purpose:

The Faculty of Pharmaceutical Medicine (FPM) is a charity and membership body for doctors who work on all aspects of medicines research and development. Our small team work closely with the Board of Trustees and our 1,600 members to deliver on our mission and our strategic objectives, to improve the health of patients around the world.

The successful candidate will play a dual role in supporting the delivery of key services. On the one hand, the postholder works closely with the Examinations and Standards Manager and is responsible for ensuring the smooth and efficient administration of FPM's examinations. On the other, the postholder supports the Specialty Training Manager in delivering a high quality experience for trainees on the Pharmaceutical Medicine Specialty Training (PMST) programme.

Main tasks and responsibilities:

Examinations

To support the Examinations and Standards Manager with a range of administrative tasks, including:

- Managing online exam applications, ensuring eligibility and completeness and communicate with candidates where required.
- Pre-exam, assisting with bookings, time slots, and candidate information, and monitoring the exams inbox.
- Post-exam, ensuring data accuracy, updating candidate statuses, and tracking and actioning refunds as required.
- Assisting with CRM testing and setup, ensuring data accuracy and email communication.
- Maintaining examiner records, tracking examiner training and assisting with feedback as required.
- Assisting with examiner event planning, handling RSVPs and ensuring materials are circulated.
- Supporting development of online exam papers and question bank maintenance.
- Ensuring draft exam papers are consistent and accurate.
- Assisting with checking of exam results and distribution of certificates.

Specialty training

To support the Specialty Training Manager with a range of administrative tasks, including:

- Acting as the first line of response for queries, including by phone and via the PMST and Deanery mail inboxes, and passing on more complex queries as appropriate.
- Enrolling new trainees, ensuring all documents have been received and trainees set up in CRM.
- Ensuring all new trainees are enrolled onto the e-Portfolio platform and assisting with all e-portfolio queries.
- Assisting with administration of the monthly Annual Review of Competency Progression (ARCP) meetings, preparing and circulating meeting notices, agendas and packs.
- Attending and taking notes at ARCP meetings and assisting with follow-up activities, including updating trainee records.
- Ensure all current trainees have signed their annual ARCP forms.
- Raising reports in CRM and Xero to support submission of the annual ARCP data returns and the National Training Survey for the GMC.
- Handling programme invoicing, ensuring all fee invoices are raised, chasing up outstanding payments and raising payment reports.
- Assisting with planning for the annual PMST community event.

Committee support

To support the Examinations and Standards and Specialty Training Managers with administration of FPM's Education & Standards Committee (ESC), Trainees Committee and the Deanery Executive Group (DEG) for specialty training, including:

- Draft and ensure timely circulation of meeting agendas and minutes, and work with colleagues and with the Chair to ensure meeting actions are followed up.
- Handle organisation of meetings, including circulating meeting dates, sending out Teams or Zoom links for virtual meetings, tracking attendance and handling apologies for absence.

General

- Cover the day-to-day duties of the Examinations and Standards and Specialty Training Managers in their absence.
- Undertake any necessary training and development which may be required for the role.
- Contribute to and support the work of the wider team as may be required, and provide cover for colleagues.
- Undertake the duties of the role in compliance with FPM's policies concerning Data Protection, including GDPR, Equal Opportunities and Health and Safety.
- This role may occasionally require providing support outside normal working hours such as during FPM events and meetings.

This job description may be reviewed from time to time in agreement with the post holder.

PERSON SPECIFICATION

EDUCATION & TRAINING INTERN

REQUIREMENTS	Essential	Desirable	Application/ Interview
Education			
Can demonstrate successful completion of a course or programme of education to A' level standard or above.		✓	Application
Knowledge			
Proficient computer skills – inc. with Word, Outlook, Excel and online platforms such as MS Teams and Zoom	✓		Application / Interview
Able to learn and familiarise self with new online platforms quickly and maintain electronic records accurately	✓		Application / Interview
Skills			
Able to build effective working relationships and work as part of a team with staff, committees, members, and others.	✓		Interview
Able to administer and support the work of committees and organise cross-committee activities.	✓		
Able to work effectively within a small multi-disciplinary team, supporting and working collaboratively with colleagues	✓		Interview
Able to communicate confidently, professionally and effectively by telephone, in person and in writing	✓		Application / Interview
Able to manage competing priorities with a variety of deadlines, plan and manage own time without direct supervision	✓		Application / Interview
Able and willing to undertake any necessary training and development required to fulfil the role effectively	✓		Interview

February 2025