



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job Title: Administrative Co-ordinator

Department: Employment Relations

Reports to: Associate Director

Key relationships:

Associate Director, Employment Relations
Legal and Member Relations Directorate Executive Assistant
Management and Leadership team
Portfolio holders
External stakeholders, such as other trade unions and professional organisations and employers or representative organisations across health and social care.

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

Location: London HQ with hybrid working

JOB PURPOSE

The role of the administrative coordinator is to provide comprehensive administrative and organisational support to the employment relations department. The postholder works closely with the Associate Director and other key colleagues, ensuring the effective delivery of employment relations activities and related administrative functions, including projects.

The role supports member engagement across the NHS, Public and Independent Health and Social Care (IHSC) sectors, including RCN representative activity and organising initiatives.

KEY RESPONSIBILITIES

1. Specific role responsibilities

- To ensure accurate information, effective logistical planning and high-quality administrative systems, including monitoring project budgets, drafting correspondence and reports (using relevant data), organising and supporting events involving RCN members, representatives and/or staff.
- To work independently and as part of a large and diverse department with a high level of initiative.
- To act as the key point of contact for all enquiries, liaising with external stakeholders as required and working with internal departments to ensure coordination and good communication across the RCN.
- To provide high-quality note taking, formal minutes and document and follow up on important decision and actions arising from meetings.
- To collaborate with colleagues to ensure that the current and archive filing system(s), paper and electronic records, are kept up to date in accordance with relevant RCN processes.

2. Projects

- Update the RCN intranet for areas of responsibility and ERD activity.
- Assist hiring managers with the organisation and delivery of recruitment and retention activities as required.
- Support trade union activities, organising and campaigning, workplace visits, recruitment events, rep and member engagement.
- Prepare materials, briefing packs, posters, recruitment resources and relevant communication for members, reps and staff as appropriate.
- Assist in mapping employers, workplaces, and staff groups for the purpose of employment relations activity.

3. Development responsibilities

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

4. Management Responsibilities

- Co-ordinate own and administration team workloads through line management and supervision to ensure appropriate cover is provided to deliver the administration support functions in the department.
- Through supervision and performance appraisal, support and develop the skills of administrative staff to enable them to provide an effective and efficient quality service to RCN colleagues and members.
- To ensure all administration team members comply with relevant filing, storage and archiving requirements.

5. Financial responsibilities (Budget admin/processers)

- To collaborate with the Executive Assistant in relation to financial responsibilities such as raising invoices and purchase orders and other financial processes.
- To support portfolio holders in ensuring accurate budgets are prepared for projects, including forecasting and monitoring expenditure where relevant.

- Comply with the RCN Financial regulations and related policies to safeguard the assets of the RCN.

6. Additional responsibilities

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

Job description updated by:

Brian Morton, Associate Director Employment Relations.

July 2026

PERSON SPECIFICATION

Job Title: **Administrative Co-ordinator**

Department: **Employment Relations**

The person specification sets out the essential and desirable criteria required for this role. The selection process will look for evidence that you meet these criteria as well as the core behaviour competencies described further below.

Each criteria is assessed at one or more stage of the process as indicated by a ✓

- AF (application form) - your application needs to address the criteria ticked in this column
- A (assessment) – if you're shortlisted you'll do assessments that test these criteria
- I (interview) – if you're invited to interview you'll be asked questions to assess these criteria

AREA	CRITERIA	AF	A	I
1. Knowledge, training and qualifications	Essential			
	• Educated to A level or equivalent experience, with excellent standards of literacy and numeracy	✓	✓	✓
	• An understanding of confidentiality and data protection issues	✓		✓
	• Knowledge of trade unions and/or large membership organisations	✓		✓
	• Knowledge of project planning and coordination	✓	✓	
	Desirable			
	• An understanding of trade union and employment issues affecting nurses, nursing and healthcare	✓		✓
	• Higher National Certificate/Diploma (HNC/D) in Business Administration or equivalent	✓		✓
2. Experience	Essential			
	• Experience of making a positive contribution to promoting equity, diversity and inclusion	✓	✓	✓
	• Experience of managing groups working in teams and committees	✓	✓	✓
	• Experience of organising events	✓		✓
	• Experience of managing stakeholders and contacts	✓		✓

AREA	CRITERIA	AF	A	I
	• Experience of taking ownership of work whilst seeking advice and support when required	✓		✓
	• Experience of building strong and successful relationships with both internal and external stakeholders	✓		✓
	Desirable			
	• Experience of working in a trade union or member organisation.	✓		✓
	• Experience of supervising, developing and line managing, ensuring high performance and motivation to meet objectives	✓		✓
3. Skills	Essential			
	• Ability to use Microsoft Office Packages including Copilot, Power Bi, Word, Excel, PowerPoint, Outlook, Teams and internet and diary software.	✓	✓	✓
	• Good analytical skills to assess information and situations in order to achieve an appropriate solution or approach.	✓	✓	✓
	• Ability to monitor and manage finance including income and expenditure.	✓	✓	✓
	• Ability to maintain attention to detail & accuracy when recording information.	✓	✓	✓
	• Ability to adapt plans and reprioritise to respond to urgent needs and competing tasks under pressure.	✓	✓	✓
	• Good written and verbal communication skills.	✓	✓	✓
	Desirable			
	• Ability to present to a variety of stakeholders.	✓		✓
4. Other requirements	Essential			
	• Strong personal commitment to promoting equity, diversity and inclusivity	✓	✓	✓
	• Commitment and evidence of ongoing learning and development	✓		✓
	• Ability and flexibility to travel with occasional overnight stays around usual working hours	✓		✓

The RCN Core Behavioural Competency Framework informs the key behaviours our employees need to demonstrate in their roles.

Inspire others to greater heights  Be passionate about developing yourself and others and push yourself beyond your comfort zone	Value those around you  Prize diversity and deal fairly and consistently with people while recognising individual differences	Show passion for our services  Have members' and customers' interests at the heart of everything you do and go out of your way to manage & exceed their expectations	Build outstanding relationships  Lead and contribute to your teams success and collaborate with people around you & those beyond your immediate team	Get to the heart of the business  Have the business interests of the RCN at the forefront of all you do and seek out opportunities to develop your business know-how	Stay one step ahead  Be inquisitive, think differently and embrace opportunities for change, helping others to adapt and encouraging new ideas
Use the strengths of those around you to maximum effect	Challenge unacceptable behavior where it exists	Demonstrate pride in the RCN and passion for its services	Understand how your team impacts on others	Learn all aspects of the business with enthusiasm	Improve how things are done
Take personal ownership of all that you do	Treat everyone with respect regardless of their position	Ensure all you do has a benefit to members and customers	Focus on your team's primary goals	See yourself as a shareholder in the RCN	Adapt enthusiastically to change and different ways of working
Persist in the face of difficulties and overcome obstacles	Recognise the benefit of different viewpoints	Empower members and customers to help them become more involved	Share knowledge within your team and across other teams	Generate viable opportunities to help the RCN grow and develop	Tackle unfamiliar situations with confidence
Articulate your views and be open to others' opinions	Communicate openly and actively listen to those around you	Stay calm and focused when dealing with challenging situations	Support and help those around you	Work within tight timescales when needed	Help others to respond positively to change
Coach others and share your expertise	Treat everyone fairly and consistently	Go the extra mile	Demonstrate pride in your team and its work	Prioritise work to respond to urgent needs	Be prepared to do things differently & learn from mistakes
Trust those around you to do their jobs	Encourage mature discussion of differences	Build strong partnerships with outside agencies	Plan projects to involve key people from the start	Show efficiency and value in your use of resources	Adapt your thinking according to the needs of the situation
Seek feedback and learn from what you hear	Be approachable and give time to others	See a task through to the end	Identify opportunities for cross-team working	Translate plans into realistic targets and objectives	Show positive energy even in times of pressure
Lead by example and act as a role model	Respect individual and cultural differences	See things from the members' and customers' perspectives	Understand your strengths and play to them when you can	Understand the impact of your actions on the business	Keep an open mind and think creatively about problems at work
Empower and develop yourself and those around you	Recognise the impact of your behaviour on those around you	Build rapport with members and customers	Seek expertise from outside the team where necessary	Focus on the purpose of your role	Encourage constructive discussion about change
Speak up if you can see a better way to do things	Seek out stakeholders' views where possible	Keep members and customers informed	Ensure all team members have a meaningful part to play	Concentrate on delivering best value	Show your initiative in all that you do