



Faculty of Pharmaceutical Medicine

*Advancing the science and practice
of pharmaceutical medicine for the
benefit of the public*

Background

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 role in brief

The Digital Education Manager role is an opportunity for someone with an interest in digital learning delivery to join FPM's Education team on a permanent basis. The post particularly focused on the operational delivery of our online educational offering, including the Diploma in Pharmaceutical Medicine Training Programme, masterclasses and short courses, and for the coordination a series of undergraduate lectures delivered to two medical schools via remote communications applications.

In the future, there may be the potential for the postholder to support a project to digitise the undergraduate lectures, working with a range of pharmaceutical medicine subject matter experts and an e-learning partner.

We are looking for an individual with skills in communicating and influencing, collaborative working, analytical thinking, and project management. The ideal candidate will have experience working in an educational setting and be interested in actively contributing to the future direction of a digital learning offering, helping to maximise the potential offered by the launch of FPM's new learning management system (LMS) by March 2023.

FPM offers a fantastic benefits package, including flexible working, 29 days annual leave, and Christmas closure days. A pension is offered after 3 months. The role is offered subject to successful completion of the 6-month probation period.

FPM welcomes and actively seeks to recruit people regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

Salary: £36,000

Hours: Full-time

Term: Permanent

Location: Islington office with the option to work from home up to three days per week following successful completion of qualifying probation period.

JOB DESCRIPTION

Job title:	DIGITAL EDUCATION MANAGER
Hours:	Full-time
Term:	Permanent
Location:	Hybrid with two days at FPM's London office, Islington, London, EC1 and the remainder of the week working from home
Reports to:	Head of Education
Works closely with:	Director of Training & Development, Chair of Education and Standards Committee, committee members, programme leads, external trainers and FPM staff

Main purpose:

To take responsibility for the operational delivery of FPM's online educational offering, including the Diploma in Pharmaceutical Medicine Training Programme, Masterclasses and other short courses, and for coordinating the delivery of the Pharmaceutical Medicine Roadshow – a series of lectures delivered via remote communications applications, to undergraduate students at two medical schools.

In addition, the Digital Education Manager will be responsible for the developing and maintaining learning pathways on FPM's new LMS, particularly the DPM Training Programme, and for working collaboratively with the Director of Training and Development to find ways of improving engagement with FPM's remote learner audiences

The post-holder will be a key contact for members, customers, trainers and other stakeholders connected to FPM's educational offering. The aim is to provide a high-quality customer-oriented service whilst maintaining the smooth-running relationships with suppliers.

Main Tasks and Responsibilities:

Customer services and enquiries

- Act as the main point of contact for all potential customers
- Ensure communications sent to training participants are relevant and up to date
- Ensure training participants feel supported throughout their experience
- Process customer bookings/refunds/cancellations and transfers efficiently and accurately

Programme administration and delivery

- Contribute to the upkeep and development of training course materials, courses on the LMS, and setting up courses managing and bookings on the database.

- Organise and host short courses delivered via Zoom – schedule/set up sessions , liaise with subject matter experts, network with participants and support their needs.
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Post-programme administration

- Collect feedback and testimonials from participants
- Produce reports on learner activity via the LMS

Marketing and product development

- Contribute to discussions around how to make improvements, based on experience, own research and participant feedback.
- Work with marketing to promote DPM Training, Masterclasses, short courses, e-learning and educational programmes.
- Contribute to the upkeep and development of the training pages on the FPM’s website.
- Assist with the collation of the annual training programme and associated marketing collateral e.g. digital brochure.

Management information

- Produce reports updating progress on bookings during promotional cycle.
- Produce data on the popularity and success of training courses.

Supplier and financial management

- Contribute to maintaining effective working relationships with suppliers.
- Schedule training dates with suppliers, obtain course overviews and course materials, as well as communication briefs and bios to be used by marketing.
- Set and manage training course costs budgets, identifying areas for savings where appropriate.
- Arrange for payment of suppliers after delivery of courses.
- Contribute to setting and monitoring the relevant sections of FPM’s budget and operational plan.

Process management/ improvement

- Ensure procedural documents are up to date and make suggestions on how to improve processes.

General

- Undertake the duties of the role in compliance with FPM polices including Data Protection, Equal Opportunities and Health and Safety.
- Assist with other education-related activities as directed by the Head of Education.
- Contribute to and support the work of the wider FPM staff team, undertaking such other duties as may be required from time to time.
- Attend and participate in external meetings when required.
- This role may from time to time require working outside the usual hours of working and at locations away from the FPM office.
- This job description may be updated from time to time in agreement with the post holder.

PERSON SPECIFICATION

REQUIREMENTS	Essential	Desirable	Application/ Interview
Education			
Can demonstrate successful completion of a course or programme of education to degree standard or equivalent.		✓	Application
Experience			
Experience of delivering education and training preferably within a distance, digital or online learning environment.	✓		Application/ Interview
Relevant experience in working in regulatory environments.	✓		Application
Experience of working in a professional membership organisation.		✓	Application/ Interview
Knowledge			
Understanding of modern training and education methods.	✓		Application / Interview
Has practical experience of using digital tools that support the delivery of education and training e.g. LMS, e-learning, remote communications applications.	✓		Application / Interview
Knows how to work with committees as appropriate and organise cross-committee activities.	✓		Application
Skills			
Able to build effective working relationships and work as part of a team with staff, committees, members, and external stakeholders.	✓		Application / Interview
Able to draft correspondence, reports, spreadsheets and other documents to ensure accuracy and clear presentation.	✓		Application / Interview
Understanding of Data Protection and confidentiality, and the ability to deal with sensitive information with tact and diplomacy.	✓		Application / Interview
Able to work independently, make informed decisions and troubleshoot.	✓		Application / Interview
Able to identify areas for improvement and implement change.	✓		Application / Interview
Proficient computer skills – experience with Word, Outlook, Excel, PowerPoint and online platforms such as MS Teams and Zoom.	✓		Application
Able to use new software packages.	✓		Application / Interview
Attitude			
A self-starter who can work under pressure and is resourceful.	✓		Interview
Is eager to learn about and understand the work of FPM.	✓		Interview
Is willing to undertake routine administrative and practical duties.	✓		Interview

You should include clear examples of how you meet the above criteria in your application.

Please note that FPM is only able to appoint persons who are legally eligible for employment in the United Kingdom and the successful candidate will be required to provide evidence of this.

Further information available from www.ind.homeoffice.gov.uk