

Director of Membership and Governance

Candidate briefing
October 2026



ROYAL COLLEGE OF
PHYSICIANS AND
SURGEONS OF GLASGOW

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Welcome

Thank you for your interest in this important role at the Royal College of Physicians and Surgeons of Glasgow.

We are the UK's only multidisciplinary Royal College, bringing together physicians, surgeons, dentists, and experts in travel medicine and podiatric medicine.

For more than 425 years, we have been a place of innovation, standing up for the professions and making a positive impact on patient care. We are incredibly proud of the pivotal role our College community has played in improving the health of millions of people who have lived in Glasgow, across the UK and around the world.

It was on these foundations that we set out our ambitious plan, **Strategy 2025-2028: Building a Healthy, Inclusive and Sustainable Society**. At the heart of our strategic plan is our thriving membership of more than 15,000 Fellows and Members in 100 countries.

We're looking for a values-led, collaborative Director of Membership and Governance to engage with and grow our inspiring membership community and ensure our governance arrangements are robust. Reporting to the CEO, and with support from a dedicated team of c12 employees, you will be a champion for our Fellows and Members and will ensure our College delivers an outstanding membership experience.

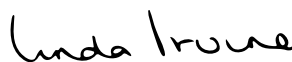
We're proud of our high member retention rates – over 90% choose to stay with us and have made significant progress in recent years. However, we are not resting on our laurels. You will play a critical role in ensuring we have the right offer for the Fellows and Members of the future at a time of significant change and reform for the NHS.

If this sounds like you, we'd be delighted to hear from you. For further details of the role and how to apply, please contact our HR Team whose details are contained within this pack.

We look forward to hearing from you.



Professor Hany Eteiba
President



Dr Linda Irvine
CEO



About us

Since being granted our Royal Charter in 1599, the Royal College of Physicians and Surgeons of Glasgow has been improving health and healthcare for people around the world.

Today, we are a professional membership body providing education, assessment and development to more than 15,000 Fellows and Members at all stages of their careers. We are a UK organisation with a global membership.

Our estate in the heart of Glasgow city centre includes modern conferencing and events facilities, a rich and extensive heritage collection with museum status, a library and our multi-award winning events offering, 1599 at the Royal College.

Our purpose is built around delivering:

- Excellent education and outstanding member experience
- New standards through assessment and gold standard qualifications
- Transformative impact on the health and wellbeing of the wider world

Our vision

To build an influential global community that enables our Members to develop the skills, knowledge and influence to improve healthcare standards worldwide.

Our mission

We want to enable our Members to achieve their full potential as healthcare professionals and give them an influential voice in the world.

Our goals

Our strategic plan, Strategy 2025-2028, sets out ambitions for the next three years, which can be summed up through our five goals:

1. An outstanding membership experience
2. Excellence in education
3. Elevating standards through assessment
4. Global engagement and impact
5. Operational excellence

Our values

The College is not a building or a tradition, but a global community. In all that we do, we're committed to putting our people first: Fellows and Members, those undertaking our education and assessment, colleagues and partners.

For us, how we work is as important as what we do, and we aim to live by our values. They embody the essence of the College motto, *conjurat amice*, meaning 'together in friendship'. It's an approach that is as relevant today as it was 425 years ago.

Community

Working together to support one another to succeed; listening to and engaging with partners and people, locally, nationally and globally, to achieve our core purpose.

Integrity

Valuing and learning from our heritage and commitment to excellence; never compromising on our core purpose, our standards and the quality of delivery.

Innovation

Proactively challenging current thinking with a forward-looking agile approach that meets the changing needs of our members and all those who interact with us.

Inspiration

Leading by example through open dialogue, teamwork and engagement to maximise our potential and affect change.

Inclusivity

Demonstrating care, kindness, civility, generosity and mutual respect through the way we welcome, work and interact with people.



Delegates at a conference at the College

Governance



Trustees

Under the leadership of the College President, Professor Hany Eteiba, the College trustees are our elected office bearers plus two lay trustees appointed through a competitive selection process. Our trustees give generously of their time and expertise to support the ongoing advancement of the College. They have a legal responsibility to ensure that, as a charity, we operate in a responsible and appropriate manner.

Our current trustees are:

- The President
- Two Vice Presidents (Medical)
- Two Vice Presidents (Surgical)
- Registrar
- Honorary Librarian, Secretary and Treasurer
- Vice President & Dean of the Faculty of Dental Surgery
- Deans of the Faculties of Travel Medicine and Podiatric Medicine
- Two appointed lay trustees

College Council

The College Council comprises the elected trustees (see above) plus 10 ordinary councillors, seven regional councillors, one additional representative from the Faculty of Dental Surgery Executive Board and a maximum of 10 advisory co-optees.

Job description

Job Title

Director of Membership and Governance
(FTE, Grade 8)

Job Location

Glasgow

Reports to

Chief Executive Officer

Date

October 2026

Job purpose

The Director of Membership and Governance is accountable to the Chief Executive Officer (CEO) for the co-development and implementation of the College's strategic priorities and plans. They have specific responsibility for developing and implementing sustainable UK and international membership strategies, income generation, engagement activities and associated action plans.

The Director of Membership and Governance is also responsible for ensuring that the governance of the College is conducted effectively and in accordance with its regulations and bye-Laws. They will work closely with College Council and Faculty Executive Boards to support good decision-making and robust governance processes.

They will also ensure that all College and Faculty elections are fair, transparent and credible, and that Members are appropriately informed about vacancies, nominations, candidates and voting arrangements.

As the College's Data Protection Officer, the postholder will have responsibility for data protection and GDPR compliance, and the management of external complaints and related investigations.

As a key member of the College Leadership Team (CLT), the Director of Membership and Governance will work closely with other members of CLT and College trustees.

Job description

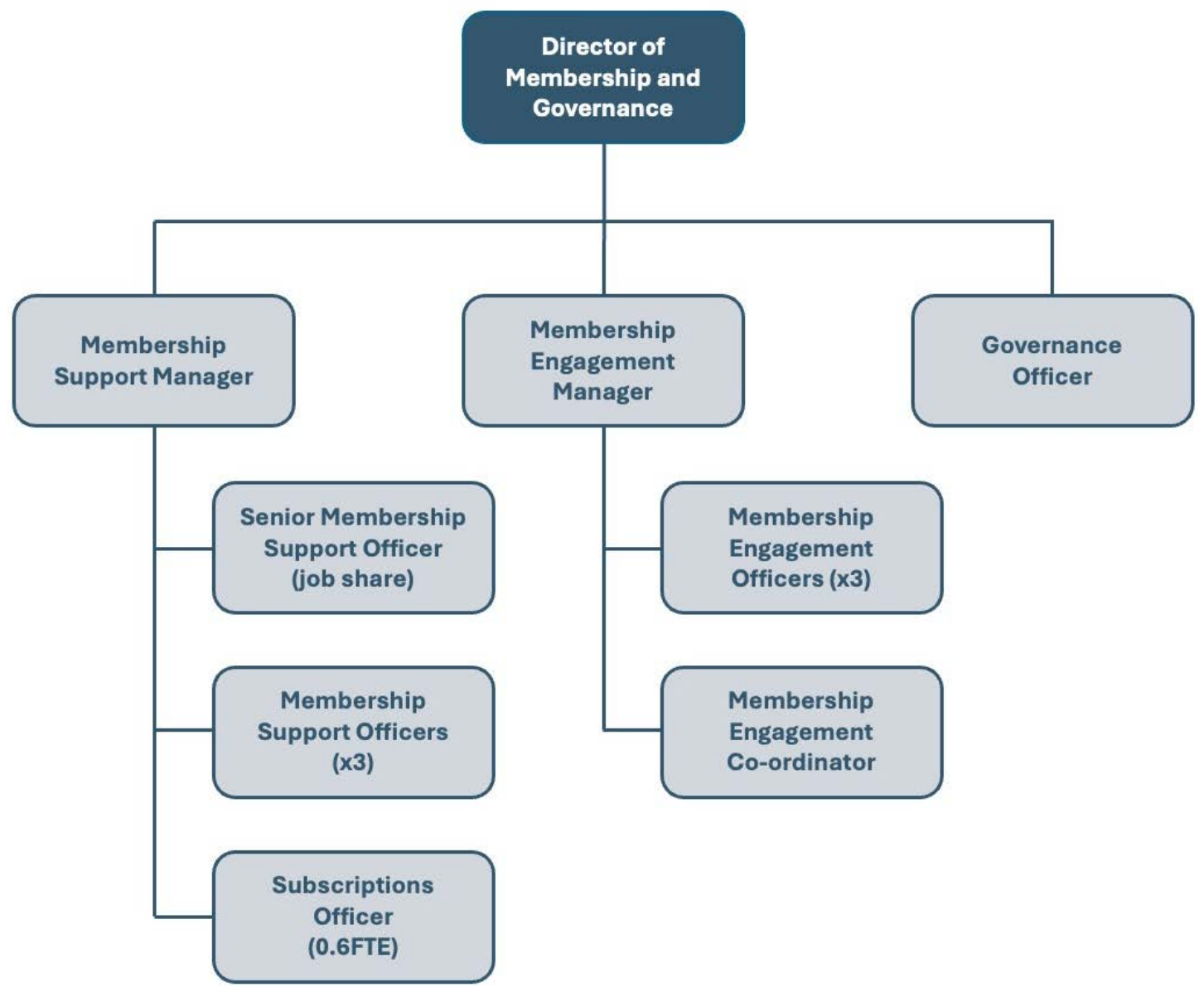
Job dimensions

The Director of Membership and Governance will be responsible for:

- Membership specific income and expenditure of c£4M
- Leadership and management of the Membership and Governance Team of c12 staff
- Ongoing support, development and engagement of 15,000+ members across 100 countries worldwide ensuring the College is relevant and adding value to the membership community
- Ongoing leadership and oversight for c15 faculty/boards and committees
- Oversight of c£200K of restricted funds annually, allocated through the Scholarship and Awards Committee.

Job description

Organisation chart



Job description

Main responsibilities and role

College Membership

- Manage the Membership and Governance directorate income and expenditure budgets and those restricted funds relating to scholarships and awards.
- Provide leadership in the design, development and implementation of the College and Faculty strategic and operational plans, ensuring a coherent, integrated service is provided that meets the current and future needs of the College and its membership.
- Lead the development and implementation of UK and international strategies and plans for membership recruitment and retention ensuring provision of accurate and current management information as required.
- Develop and deliver the College's global engagement portfolio of services to Fellows and Members, utilising sound business models and marketing techniques to take account of market changes and requirements of Fellows and Members.
- Provide strategic ownership of the College CRM, member dashboard and associated management information systems, ensuring effective data governance and maximising their value to improve member recruitment, retention and engagement, support decision-making and drive organisational efficiency
- Line management responsibilities for Membership and Governance team members.
- Work across the College, including with the fundraising team, to identify development business opportunities and proposals to contribute towards the continued financial growth and sustainability of the College.
- Staff lead for Equality, Diversity and Inclusion ensuring compliance with legal requirements and best practice.

Governance

- Responsible for ensuring the governance of the College, as a Scottish Charity, follows all legal and regulatory requirements and adopts good practice where applicable.
- Develop and ensure consistent implementation of College's information governance framework, policies and procedures, promoting a culture of data protection and accountability.
- Advise on matters of data protection and oversee the management of data protection risks, breaches and incidents, ensuring appropriate investigation, reporting and corrective action.
- Lead the College's external complaints framework, monitoring and reporting, ensuring complaints are managed and investigated fairly, consistently, proportionately and in accordance with policy, legal requirements and best practice. This includes oversight of investigation and resolution of complex, high-risk or sensitive complaints and governance matters.
- Maintain effective relationships with external regulators, including the Information Commissioner's Office (ICO), where required.
- Any other matters as directed by Chief Executive Officer.

Job description

Main responsibilities and role

Planning and organising

- Set out a clear vision and direction and lead the creation of strategic and operational plans that will have short, medium and some long-term impacts for Membership and Governance Directorate and cross-College.
- Adopt a collegiate approach to budgeting and financial management and plans and manage income generation and expenditure on directorate resources and activities accordingly.
- Plan and ensure delivery of Membership and Governance key priorities and project manage key initiatives.
- Work closely with a broad range of internal and external stakeholders, including but not limited to, President, CEO, trustees, directors, colleagues, Fellows and Members.
- Much of the work is self-generated by the postholder, with some work delegated from the Chief Executive Officer or agreed in liaison with other directors and/or trustees.

Decision-making

The Director of Membership and Governance has delegated authority for the leadership, management and performance of the directorate and is responsible for making decisions within the framework established by the College's regulations, bye-laws, policies, approved budgets and strategic plan.

The postholder will exercise sound judgement in balancing risk, opportunity, member interests and organisational priorities, whilst ensuring appropriate escalation of matters with significant financial, legal, regulatory, reputational or strategic implications.

Person specification: knowledge, skills and experience

- Strong strategic leadership and management skills.
- Significant senior leadership experience within a membership organisation, professional body, charity, public sector or similarly regulated environment.
- Strong knowledge of corporate governance principles and best practice, including EDI, with experience of advising boards and committees.
- Sound understanding of UK GDPR, Data Protection Act 2018 and information governance requirements with experience of overseeing associated functions.
- Knowledge of complaints handling, investigations and dispute resolution processes.
- Strong stakeholder management and influencing skills, with the ability to work effectively with elected office bearers, trustees, senior leaders and external partners.
- Excellent inter-personal and team working skills.
- Excellent communication skills both written and verbal.
- Strong financial and commercial acumen.
- Proven track record of managing the administration and delivery of services ensuring provision of accurate and current management information as required.
- Strong analytical skills, including the ability to identify trends, risks and opportunities from data and feedback.
- Excellent organisational and project management skills.
- Experience of preparing and presenting high-quality papers, reports and recommendations for boards or committees.
- Educated to degree level or equivalent professional experience.
- Evidence of continuing professional development relevant to governance, leadership or organisational management.

How to apply



The College mace dates back to 1910 and by tradition is present at diploma ceremonies

For further information or to arrange a time to informally discuss the role with the President or the CEO, please contact our HR team at: **recruitment@rcpsg.ac.uk**

Applications, which should include, your CV and cover letter, detailing why you believe you are a suitable candidate for the role, should be submitted to **recruitment@rcpsg.ac.uk** by 12noon on Wednesday 11 November 2026.

First interviews are scheduled to take place week beginning, 23 November 2026.



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