



ROYAL COLLEGE OF
PHYSICIANS AND
SURGEONS OF GLASGOW

Membership Support Officer
1 FTE Permanent - Grade 3- £25,640 - 35 hours per week

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 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.

The Royal College of Physicians and Surgeons of Glasgow is a Scottish Charity, SC000847, regulated by the Scottish Charity Regulator (OSCR).

The Role

Reporting to the Membership Support Manager, the Membership Support Officer (MSO) will manage and process applications for membership of the College and provide high-quality career support to prospective and current members. This includes reviewing applications, assessing eligibility criteria, ensuring documentation is complete and accurate, progressing applications through the appropriate review stages, and communicating clearly with applicants throughout the process.

The post holder will ensure a seamless onboarding experience that supports the team's KPIs and the College's membership growth objectives. They will communicate proactively with applicants and members, offering guidance on the joining process, understanding individual needs, signposting relevant products and services, and supporting those who may be considering leaving to help retain membership.

The role requires strong customer service and organisational skills, excellent attention to detail, and proficiency in CRM systems and data management. The post holder will also be a confident communicator with good knowledge of career pathways and membership benefits for clinicians at all stages. They will work closely with colleagues across the College to ensure an integrated, high value experience for members and prospective members.

About You

The Membership Support Officer will be required to manage multiple priorities and at times competing demands and therefore the ability to plan, organise and adapt workload to meet these requirements as a team member will be essential.

Section 7 – Decision-Making

The post holder will require the following:

- Demonstrable track record of delivering great customer service
- Demonstrable experience in processing applications or similar administrative tasks.
- Strong organisational skills and attention to detail
- Excellent written and verbal communication skills.
- Ability to manage multiple tasks and meet deadlines.
- Knowledge of data-handling best practices.
- Experience in a membership organisation or similar environment.
- Familiarity with eligibility assessment or review processes.
- Experience with CRM databases
- Excellent IT skills including the use of databases and Microsoft Office

Benefits include:

- 40 days holiday
- Hybrid working – at least 50% working in College, dependent on the needs of the business
- Pension Scheme – The College offers a contributory pension scheme with employee contributions ranging from 6% to 10%, based on the employee's chosen contribution level
- Enhanced Sick Pay, Maternity, Paternity and Adoption pay
- Health and Wellbeing Benefit
- Cycle to Work Scheme

Successful candidates will have the requisite ability and experience to meet the specific requirements of the post. If you believe you have the skills to be part of our team then apply by submitting your CV, with a cover letter and Equal Opportunities Monitoring form (available from our website).

Closing Date: 13th March 2026

Interview Schedule: interviews are anticipated to be held w/c 16th March 2026.

If you have any queries, please contact recruitment@rcpsg.ac.uk