



Senior Placements Administrator (Professionalism)

Reference:	EHA2555-0424
Salary:	£27,181 - £29,605 per annum Grade 5, Points 19-22
Contract Type:	Permanent
Hours	Full Time (36.25 hours per week)
Start Date	Anticipated start date of 01/08/2024
Location	Ormskirk
Accountable to:	Director of Medical School
Reporting to:	Placement Officer



About the Department

The Faculty of Health, Social Care and Medicine is a major provider of health, social care and medical education. It is a dynamic and responsive Faculty with a wide range of programmes and a growing research profile. The Faculty is made up of three schools: the Medical School, the School of Nursing & Midwifery and the School of Allied Health, Social Work & Wellbeing

The Medical School has a diverse portfolio of undergraduate and postgraduate programmes including MBChB Medicine, Physician Associate Studies and Nutrition, together with Masters in Surgery and Medicine, Advanced Clinical Practice, Non-medical Prescribing, Surgical Care Practice, Medical Education, Leadership Development and Management in Medicine/Health.

The Faculty has facilities in Ormskirk, Manchester and on a number of local NHS sites. It has recently benefited from a multi-million-pound investment in a state-of-the-art Clinical Skills and Simulation Centre.

About the Role

You will coordinate a wide range of administration relating to student support on placements for undergraduate and postgraduate medical education programmes within Edge Hill University Medical School. As such, this is a dynamic and evolving role, with responsibility for the provision of a high-quality support service to both internal and external stakeholders, working within the School Administration Team to deliver an outstanding student experience and to meet the business needs of the school.

Within the Medical School clinical placement education team, the post takes the lead on the planning, organisation and monitoring of all placement support administration, alongside professionalism, conduct and attendance reporting for undergraduate medicine, physician associate and other undergraduate programmes within the school. This will require you to build and maintain effective external networks and to develop working relationships which enhances collaboration with placement providers in the region.

The post will work collaboratively with colleagues within the School Administration Team to contribute to the establishment of a cohesive and integrated team, ensuring that school responsibilities are implemented in a positive and responsive manner, maximising their own skills, knowledge and expertise, and engaging in training and staff development relating to the full range of administrative tasks within their role.

This will be a varied, interesting, and challenging role, which requires excellent organisational skill, flexibility, attention to detail, and the ability to prioritise to meet deadlines to the required quality standards.





Duties and Responsibilities

1. Professional support and partnership working
In conjunction with the Placements Officer, manage the provision of effective, professional support to the Medical School staff, students and key stakeholders, dealing with specialist queries in an efficient, friendly and professional manner, interpreting requirements, providing advice and guidance, and signposting as appropriate.
2. Area of responsibility
In liaison with the Medical School Placement Officer and clinical practice education team, co-ordinate placement support administration, alongside professionalism, conduct and attendance monitoring within the School. This will predominantly focus on undergraduate medicine and physician associate programmes, but also include placement and campus-based activity for other undergraduate programmes. You may also be expected to provide administrative support for specific Faculty-wide placement support initiatives.
3. Work closely with the Health, Conduct and Wellbeing Lead, Student Support Lead and Personal Academic Tutor Lead/s within the Medical School, which will include staff training events, the development of guidance documents and policies and contribute to the planning and implementation of new strategies to enhance the management of these areas.
4. Working in partnership and external engagement
Work in partnership with the Medical School Placement Officer and clinical placement education team, to deliver an outstanding student experience and to proactively contribute to a range of administrative activities required for the smooth running of the School.
5. Liaise with key contacts within clinical placements, focusing on student support, low level concerns and attendance monitoring, to lead the administration of all relating procedures and appropriate reporting mechanisms and to track these requirements for all Medical School students. Continually review systems in collaboration with medical education teams in practice and other relevant key contacts to enhance the efficiency of procedures and support for our students.
6. Contribute to the engagement and partnership activity with external stakeholders and placement providers, to establish, develop and maintain. excellent working relationships and channels of communication, acting as an ambassador for the School, promoting its wider services to stakeholders and representing the school at meetings and events, when required. Actively seek to contribute to partnership working with external colleagues and service users.



7. Line Management

Line manage designated staff, including the full range of HR processes as these relate to the team. Ensure sufficient cover is in place to always support the needs of the business. Where appropriate, delegate work, monitor and review individual progress and performance to ensure that consistent and high standards of work are provided, and that staff feel supported and motivated in their responsibilities.

8. Data, records and report writing

Ensure the effective management, monitoring and accuracy of student records and data, including collating data from internal and external records and systems and in line with any university or external regulatory body requirements. Monitor the student journey, ensuring procedures relating to trigger points are actioned efficiently in order to proactively identify any concerns relating to individual students. This will include records relating to students' attendance, professionalism and the raising of concerns in line with Medical School policies, University regulations and GMC Standards of Medical Education and Training.

9. Analyse, interpret and write reports as deemed appropriate, develop presentations, and management information. Present statistical information and outcomes of evaluation to support the production of school reports, accessing internal and external records and systems in line with any university or external regulatory body requirements. Present information professionally for consideration by internal and external audiences.

10. Ensure the maintenance of appropriate information management systems and software to maximise their effectiveness, taking a proactive approach to ensuring these remain relevant, updated, and accurate. This will include use of the faculty's placement database system and online attendance and monitoring procedures.

11. Quality management and professional, regulatory & statutory bodies

In liaison with the Placements Officer, ensure that administrative procedures adhere to the Medical School's quality assurance and governance framework and associated policies, with regard to the quality monitoring of placement providers, patient safety and raising concerns. Adhere to the guidance set out in the Quality Management Handbook, and the Faculty's Annual Quality Statement.

12. Ensure that administrative procedures meet the quality assurance requirements of Professional, Statutory and Regulatory Bodies and external agencies, so that standards are continually monitored and met. This will include the Higher Education Statistics Agency (HESA); General Medical Council (GMC); Faculty of Physician Associates (FPA); and NHS England. Liaise with external bodies as well as academic staff within the school to ensure standards are continually monitored and met.



13. Boards, committees & meetings

Participate in the school's decision-making processes, but contributing as a member of boards, committees and meetings, preparing and submitting reports and required and providing input and expertise within these fora. Organise and service designated formal boards, committees and meetings, including the production and distribution of relevant documentation and minutes, monitoring action points to ensure completion as required by the Chair.

14. Facilitate and act as secretary to Health, Wellbeing and Conduct Panels, ensuring appropriate panel representation so that decision-making meets regulatory body requirements and reporting is managed in line with Medical School policy.

15. Administration processes, policy development and workload planning

In conjunction with the Placements Officer, manage and support the development, implementation and ongoing evaluation of administrative processes for a range of programmes. Using your initiative and creativity and weighing up the pros and cons of different approaches, ensure that these relate to all stages of the student experience. Contribute to the development and review of both existing and new policies and procedures.

16. Provide the detailed level of administrative support required for professionalism monitoring procedures, to deliver a high-quality student experience as well as meet the needs of external stakeholders.

17. Plan, priorities and organise own area of work, work of others and resources to achieve agreed objectives. Manage, co-ordinate and undertake a range of activities to support the planning, operation and delivery of high-quality programmes. Work closely with colleagues within the school and in liaison with central university departments, to ensure that administrative arrangements comply with the university's academic cycle for each stage of the student journey. Co-ordinate arrangements and allocate tasks to others as appropriate, ensuring that the administrative functions are planned in advance and assisting administrators with their workload planning.

18. Staff, student and public information

Co-ordinate and contribute to the production of staff, student and public information materials relating to placements, ensuring the quality and presentation of information is consistent and in line with school and university policies; and that information relating to placements is clear, accurate and appropriately provided to students and external clinical partners via a range of mechanisms including printed materials; Blackboard, wikis and the school website.



19. Training and teamwork

Provide support for training across the Faculty on systems and procedures as necessary, identifying training requirements within designated areas of responsibility. This will include cross-school liaison with administrative colleagues, sharing best practice and developing the school administration procedures in collaboration with the other schools. Provide cover and support for other associated administrative roles, as required.

20. Marketing and events

Provide support for internal and external events, relating to both the promotion of programmes and for the engagement of external stakeholders involved in the delivery of education within the school. Assist with the preparations for Welcome Sunday, Open Days, Applicant Visit Days and additional events, attending as required. Liaise with internal and external colleagues, ensuring effective and efficient communication systems and customer care standards are maintained.

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers
- g) Proactively consider accessibility and ensure appropriate quality assurance of templates, documents and published outputs using software such as Microsoft Accessibility checker and Blackboard Ally

Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.





Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).

		Essential	Desirable	Method of assessment (I/A/S/T/P)
Qualifications				
1.	A Levels (Grades A-D) or equivalent, relevant professional qualification to the same level; or relevant work experience	*		A
2.	IT qualification OR high level of competence in the use of IT and its application, including Microsoft Office software packages, databases management and records systems.	*		A / T
3.	First Degree/Higher Degree		*	A
Experience and Knowledge				
4.	Experience of working in an administrative, organisational role relating to healthcare or clinical education delivery, either in Higher Education or within a health, medical or social care organisation	*		A / I
5.	Experience of working in the area of healthcare placements or student support		*	A / I
6.	Demonstrable experience of high-level planning, organising and prioritising work activities with the ability to lead projects and programmes of work.	*		A / S / I
7.	Successful experience of working collaboratively in partnership with a wide range of different stakeholders via a diverse range of communication methods	*		A / S / I
8.	Experience of introducing effective change: able to effectively manage the development, implementation and evaluation of new systems and procedures to enable smarter and more effective ways of working, contributing to continuous improvement.	*		A / S / I
9.	Previous line management experience		*	A / S / I
10.	Experience of servicing meetings and minute/note taking	*		A / S / I



Abilities and Skills

11.	Excellent personal organisational skills demonstrating the ability to provide high level complex notes as well as manage a number of activities in parallel, meeting deadlines and working proactively.	*		A / S / I
12.	High level of oral and written communication and interpersonal skills, with the ability to communicate complex information effectively to a wide range of audiences and maintain confidentiality	*		A / S / I
13.	Ability to research and solve problems using initiative and creativity; identify and propose both practical and innovative solutions	*		A / S / I
14.	A flexible, positive and reliable approach to work allowing you to build relationships that enable you to effectively work as part of a team as well as independently as a leader	*		A / S / I
15.	Emotional resilience and self-awareness, with the ability to manage self, whilst supporting and leading change/managing others	*		A / S / I

How to Apply

When you are ready to start the formal application process, please visit our [Current Vacancies page](#) and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information, and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 11.59pm on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

Application > Shortlisting > Interview > Outcome

For informal enquiries about this vacancy, you may wish to contact: Nicola Thornton, Placement Officer, Medical School at Thornton@edgehill.ac.uk

Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.

