Programme Administrator (Medicine)

Reference:	EHA2556-0424
Salary:	£24,533 - £26,444 per annum Grade 4, Points 15-18
Contract Type:	Permanent
Hours	Full Time (36.25 hours per week)
Location **Start Date**	Ormskirk Anticipated start date of 01/08/2024
Accountable to:	Director of Medical School
Reporting to:	Assessment 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

The post-holder will co-ordinate a wide range of administrative support relating to undergraduate and postgraduate medical education programmes within the 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.

The post will have an integrated portfolio of responsibilities which will support the full student journey. In liaison with the Medical School Assessment Officer, this will include the meticulous tracking of students and processing of student assessments from submission to award. The post-holder will need to build and maintain effective external networks to develop working relationships which enhance collaboration with clinical partners.

The post will work collaboratively with colleagues within the school administration team to co-ordinate the production of timetables, student engagement activities and communications to ensure the smooth organisation and management of programmes, working closely with academic colleagues and Programme Leaders.   The post-holder will ensure 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 in order to meet deadlines to the required quality standards.

Duties and Responsibilities

1. Professional Support

Provide effective, professional support to the whole school team, 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.

Work autonomously to respond and resolve enquiries from students and staff. Deal sensitively and knowledgeably with issues from students, assess the impact and severity of matters and escalate to a senior level when action needs to be taken by academic or another department, e.g. pastoral care.

2. Area of responsibility

In liaison with the Assessment Officer, co-ordinate a wide range of administration and student assessment requirements for identified undergraduate and postgraduate programmes and students. This will specifically relate to the administration for MBChB undergraduate medicine but will also include administrative support for other programmes within the school. It is important to note that designated areas of responsibility will be continually reviewed as the provision within the school evolves.

3. Working in Partnership and external engagement

Work in partnership with the administration and academic staff teams within the School, to deliver an outstanding student experience and to meet the business needs of the school. Proactively and collaboratively liaise with colleagues in central university departments, such as Admissions and Academic Registry, to ensure student records are well managed and communication to students is clear.

Work in partnership with external stakeholders, such as partner organisations, external examiners and teaching clinicians, 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.

4. Data, records and report writing

Ensure the accurate monitoring and maintenance of student records and data for the modules and programmes within your area of responsibility, 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.

Provide and collate data, 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, including the submission of accurate student assessment results to Assessment and Award Boards, in line with the university's academic regulations.

Utilise appropriate information management systems and software to maximise their effectiveness in relation the modules and programmes within your area of responsibility, taking a proactive approach to ensuring these remain relevant, updated and accurate. This will include use of the university's Student Records System and the Virtual Learning Environment (Learning Edge/BlackBoard).

5. Student Assessments

Co-ordinate the administrative planning and organisation of assessment tasks for students, including the co-ordination of practical assessments such as OSCEs, marking and moderation procedures, overseeing data preparation and entry of marks and the preparation of documentation to be presented at Assessment Boards. Ensure effective reporting mechanisms and communication with the Medical School Assessment Officer, Academic Registry, external examiners, members of the academic and clinical faculty and students.

Support the co-ordination of arrangements for input and participation by a diverse range of external specialists and service users within assessment processes, including facilitating workshops; supporting the development of training materials and the implementation of monitoring systems to maintain accurate records of external engagement within these procedures

Quality management and professional, regulatory & statutory bodies
in liaison with the School Administration Manager, ensure that administrative procedures relating to the university's quality assurance requirements for academic programmes adhere to the guidance set out in the Quality Management Handbook and the Faculty's Annual Quality Statement.

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); NHS England (NHSE); the General Medical Council (GMC) and the Association for Nutrition (AfN).

6. Staff, student and public information

Co-ordinate and contribute to the production of staff, student and public information materials relating to the modules and programmes within your area of responsibility, ensuring the quality and presentation of information is consistent and in line with school and university policies; and that information 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.

7. Boards, committees & meetings

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. Where relevant, participate in the school's decision-making processes, by contributing as a member of boards, committees and meetings.

8. Administration processes, policy development and workload planning

Co-ordinate and support the development, implementation and ongoing evaluation of administrative processes for a range of modules and programmes and relating to all stages of the student experience, contributing to the development and review of both existing and new policies and procedures.

Co-ordinate and undertake a range of activities to support the planning, operation and delivery of high quality programmes. Working 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.

9. 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.

10. 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 (A/S/I/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, ECDL or equivalent or experience in the use of Microsoft Office, including Word and Excel	*		A / T
Experience and Knowledge				
3	Experience of working in an administrative, organisational role in a busy office environment	*		A / S
4	Experience of servicing formal meetings and minute taking	*		A / S / I
5	Experience in the use of database management, records systems and software packages	*		A / S / I
6	Experience of working in Higher Education, medical education, NHS or health sector	*		A / S
7	Experience of working with student assessment		*	A / S
Abilities and Skills				
8	Excellent communication and presentation skills both oral and written, including excellent attention to detail, which a demonstrable ability to ensure accuracy of data and documents	*		A / S / I
9	Excellent organisational and prioritisation skills which enable you to work efficiently under pressure, to meet competing deadlines	*		A / S / I

10	Able to work on own initiative and use creativity to resolve problems	*		A / S / I
11	Able to effectively develop, implement and evaluate systems and processes and make recommendations for change	*		A / S / I
12	Able to work positively and flexibly as part of a team, with the ability to develop and maintain effective working relationships at all levels	*		A / S / I
13	Pro-active, forward looking, able and willing to contribute positively to continuous improvement and change in the workplace	*		A / S

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: Suzanne Lea, Assessment Officer at Suzanne.Lea@edgehill.ac.uk

At 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.