



Job Description and Person Specification

Summary

Job title:	Systems Coordinator
Area:	Faculty of Health, Social Care & Medicine
Reference:	EHA2607-0924
Grade and Salary:	£27,181 - £29,605 per annum. Grade 5, Points 19-22
Contract Type:	Permanent
Hours:	Full Time (36.25 hours per week)
Location:	Campus based role. Ormskirk, Lancashire, L39 4QP
Accountable to:	School Administration Manager
Reporting to:	Deputy School Administration Manager

About the Department

The School of Nursing and Midwifery resides in the Faculty of Health, Social Care and Medicine. The Faculty 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 School of Allied Health, Social Work & Wellbeing, The Medical School, and The School of Nursing & Midwifery. Nursing and Midwifery provision spans the Department of Adult Nursing, Department of Children's Nursing and Midwifery and the Department of Mental Health and Learning Disabilities and includes a wide range of programmes at undergraduate and postgraduate levels in all four fields of nursing, including dual registration, Midwifery, and a nationally unique portfolio of programmes, including dual professions e.g., Nurse & Social Work, Nurse Paramedic. It has growing provision for apprenticeships. Placement learning is integral to our programmes, and we have strong working relationships with external health and social care providers.

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

About the Role

The post-holder will be responsible for a wide range of administrative support, 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 from recruitment to award, together with the general business functions of the school.

The post will work collaboratively with colleagues within the School Administration Team to contribute to a cohesive team within the school structure, 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 in order to meet deadlines to the required quality standards.

The post-holder will be expected to help manage the running of our Database Platform Systems that help manage the student placements whilst they are on our Programmes. The post-holder will work with the Senior School Administrative and Academic Managers to provide expert advice, help implement system changes and improvements and to work collaboratively with colleagues from other areas of the University and external stakeholders.

Duties and Responsibilities

Main Duties

In conjunction with the Deputy School Administration Manager, Departmental Administration Manager and Head of Practice Learning will provide active support for the following systems:

1. PARE (Practice Assessment Record of Evaluation)
2. InPlace (Placement Management System) – including:
 - Audit
 - Network

These Database Platforms enable the school to manage placement allocations for all our students and the online Practice Assessment Document, designed to record NMC required student assessments and evaluations of practice experiences.

Duties for these platforms includes:

- Testing new developments within the systems, including upgrades and enhancements, logging and resolving issues and fault checking the syncing across between these platforms. Operational lead on system upgrades, patch notes, testing, development and fixes.
- In conjunction with Head of Practice Learning and Deputy School Admin Manager, help plan and lead the implementation of new processes following system changes, as well as completing ongoing process reviews and create/update and track associated documentation and process maps. Similarly, implementing new processes following changes to existing Practice Partners or to the Practice Assessment Document.
- Produce and communicate relevant updates and briefings on developments related to systems and processes to all relevant internal/external stakeholders.
- Provide advice and regularly contribute to system developments to support a variety of stakeholders, including the Faculty of Education, Practice Partners, Quantum IT, Online PARE and Academic Colleagues.

- Create and manage accounts for specific user roles. To add accurate records for each student's Personal Tutor and Academic Assessor and to ensure that these records remain precise. Ensuring correct documentation is available for the students for the specific programmes. Be responsible for archiving and adding new documentation as required. Create new accounts and user roles as required for external practice partners and ensuring they are registered on all appropriate platforms and profiles are linked accurately.
- Provide training and supporting documents to students and internal/external staff. To provide group and & one to one development sessions. To provide troubleshooting advice and support to all Faculty colleagues and school partners.
- In conjunction with Head of Practice Learning and Deputy School Admin Manager, represent the Faculty in cross-institution working groups related to the development of InPlace & PARE.
- To escalate and log issues to relevant Platform support teams, on behalf of the Faculty, and to update internal and external stakeholders, accordingly.
- Produce a wide range of reports as required by senior managers, programme leads and other Faculty colleagues, including bespoke management information highlighting key data trends.
- Responsible for reporting that Practice Partner Audits are logged within InPlace, to the Head of Practice Learning, as required by Professional Regulatory Bodies including NMC, HCPC & SWE.
- Support the Departmental Administration Manager to deliver quarterly NHSE Data collection and returns schedule.
- Represent Edge Hill University, in conjunction with Head of Practice Learning and Departmental Administration Manager, at North West Practice Education Group and at all InPlace and PARE Higher Education Institution meetings.
- Report on any errors flagged within placement utilisation tool to ensure maximum capacity is available at all times
- Arrange for communications to students and external partners to be created through these platforms.
- Ensure that all data collected is secure and compliant to all necessary regulations and legislative requirements.
- To build excellent knowledge and understanding of university student record systems to respond to queries or support required by Faculty colleagues.

- Use own initiative to problem solve and deal with systems queries and process requests in relation to technical issues / systems configuration. Working proactively to install system-based measures to automate standard admin processes

Other Duties Include:

- A well-developed set of technical skills, as well as being proficient in Microsoft Excel (ideally in the use of pivot tables, vlookups and formulae commonly used in the management/manipulation of data).
- Work in partnership with the school administration and academic staff teams within the School, to deliver an outstanding student experience and to meet the business needs of the school.
- Ensure that administrative procedures meet the quality assurance requirements of Professional, Statutory Regulatory Bodies and external agencies and Care Quality Commission, so that standards are continually monitored and met.
- Act 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.
- 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.
- 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. Liaise with internal and external colleagues, ensuring effective and efficient communication systems and customer care standards are maintained.
- Actively seek opportunities to learn new skills and develop expertise that would contribute to the effective delivery of the role. Contribute towards the continuous improvement of the University as it develops its capabilities in the use of systems and digital skills.
- To undertake all other duties commensurate with your role and grade as agreed with the line manager.

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.

Person Specification

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. Where a supporting statement is indicated you will be asked to provide a statement of how you meet this criterion within the application form.

Qualifications

Criteria	Essential or Desirable Criteria	Method of Assessment
Educated to A Levels (Grades A-D) or equivalent, relevant professional qualification to the same level; or relevant work experience	Essential	Application
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.	Essential	Application, Test
Education to Degree level	Desirable	Application

Experience and Knowledge

Criteria	Essential or Desirable Criteria	Method of Assessment
Experience of working in an administrative, organisational role in a busy office environment	Essential	Application & Supporting Statement
Experience in the use of database management, record systems, and software packages	Essential	Supporting Statement & Interview
Experience of servicing formal meetings and minute taking	Desirable	Supporting Statement
Experience of helping to plan and lead the implementation of new processes following system changes/improvements and create and update associated documentation and process maps.	Essential	Supporting Statement & Interview
Experience in producing and communicating relevant updates and briefings on developments related to systems and processes	Essential	Supporting Statement

Criteria	Essential or Desirable Criteria	Method of Assessment
Experience in tracking and analysing complex information and data	Essential	Supporting Statement, Interview, Test
High level of oral and written communication and interpersonal skills, with the ability to communicate complex information effectively to a wide range of audiences	Essential	Supporting Statement & Interview

Abilities and Skills

Criteria	Essential or Desirable Criteria	Method of Assessment
The ability to effectively prioritise to meet deadlines	Essential	Supporting Statement
The ability to work positively and flexibly as part of a team, with the ability to develop and maintain effective working relationships at all levels	Essential	Supporting Statement
Demonstrate high levels of accuracy and attention to detail	Essential	Supporting Statement & Interview
Ability and willingness to use own initiative, with minimal supervision to solve problems efficiently and effectively	Essential	Supporting Statement & Interview

Candidate Guidance and How to Apply

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.

For informal enquiries about this vacancy, you may wish to contact: Sara Jones, Deputy School Administration Manager at Jonesara@edgehill.ac.uk.

When you are ready to start the formal application process, please [visit our Current Vacancies website](#), search for the role you wish to apply for, and select the 'Apply Online' button at the bottom of the job advert. 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 you can move backwards and forwards between individual form sections at any time prior to application 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.

As part of your application, you will be asked to provide details of two referees. Please see our application form for guidance on how to nominate your referees.

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 11:59pm on this date. Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. Please check your spam/junk mail if you do not receive this email.

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.

If you are offered the post, the offer will be subject to pre-employment clearance. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity and evidence of your qualifications and professional memberships as referenced as essential or desirable in the person specification for this role. You will also be asked to complete onboarding forms including a pre-employment health questionnaire to support the University make appropriate adjustments to support you in the role. The University will also contact the referees you have nominated. Please note that you may be asked for alternative or additional referees as we seek references that cover your previous three years of employment history. Following successful completion of pre-employment clearances (including an Enhanced Disclosure and Barring Service check, as relevant, please see job advert) a start date will then be arranged with you.