



# Job Description and Person Specification

## Summary

<b>Job title:</b>	Placements Administrator (Medicine)
<b>Area:</b>	Faculty of Health, Social Work & Medicine
<b>Reference:</b>	EHA1964-0924
<b>Grade and Salary:</b>	£24,533 - £26,444 per annum, pro rata. Grade 4, Points 15-18
<b>Contract Type:</b>	Permanent
<b>Hours:</b>	Part Time (18 hours per week)
<b>Location:</b>	Campus based role. Ormskirk, Lancashire, L39 4QP
<b>Accountable to:</b>	PVC & Dean of Health, Social Care & Medicine
<b>Reporting to:</b>	Placements Officer

## **About the Role**

The post-holder will co-ordinate a wide range of administrative support relating to student placements for 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.

In liaison with the Medical School clinical placement education team, the role focuses upon the planning, organisation, monitoring and quality assurance of practice learning placements within medical education. This will require the post-holder to build and maintain effective external networks and to develop working relationships which enhance collaboration.

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 skills, flexibility, attention to detail, and the ability to prioritise in order to meet deadlines to the required quality standards.

## **Duties and Responsibilities**

1. 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.
2. In liaison with the Medical School Placement Officer and clinical practice education team, co-ordinate the placement learning administration requirements and outreach activities within the School. This will specifically relate to clinical placements for the MBChB and MSc Physician Associate Studies, but may also support for wider provision in the school. You may also be expected to provide administrative support for specific Faculty-wide placement initiatives.

3. 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.
4. Work in partnership with external stakeholders and placement providers, such as NHS Trusts, GPs and voluntary health and social care organisations, 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. This will include liaison with potential placement providers, together with continually reviewing systems to assist the monitoring of placement allocations and capacity requirements.
5. Ensure the accurate monitoring and maintenance of student records and data relating to placements, 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.
6. 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.
7. Utilise appropriate information management systems and software to maximise their effectiveness in relation to your area of responsibility, 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.
8. Ensure that administrative procedures within your area of responsibility adhere to the Medical School's quality assurance and governance policies and procedures, with regard to the approval and monitoring of placement providers, patient safety and raising concerns.
9. 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 (NHSE).

10. 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.
11. 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. This will include annual quality assurance meetings with placement providers, producing a report of the discussion and actions arising. Where relevant, participate in the school's decision-making processes, by contributing as a member of boards, committees and meetings.
12. Co-ordinate and support the development, implementation and ongoing evaluation of administrative processes for a range of programmes and relating to all stages of the student experience, contributing to the development and review of both existing and new policies and procedures.
13. 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.
14. 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.
15. 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.

16. As a member of the School you will be expected to demonstrate commitment to the professional behaviours set out in the Edge Hill University Staff Code of Practice. This will include a requirement to demonstrate high levels of emotional intelligence in dealing with students, customers, partners and colleagues, adopting a solution focused approach to deal positively and proactively with complex and difficult situations for individuals.
17. Work autonomously to respond and resolve a high level of complex enquiries from students and staff including giving expert advice and support. 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.
18. To contribute to various projects assigned by the School Administration Manager, ensuring projects are delivered in an efficient and timely manner.
19. To assist with the preparations for Welcome Sunday, Open Days, Applicant Visit Days and additional events as required.

**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

<b>Criteria</b>	<b>Essential or Desirable Criteria</b>	<b>Method of Assessment</b>
A Levels (Grades A-D) or equivalent, relevant professional qualification to the same level; or relevant work experience	Essential	Application
IT qualification, ECDL or equivalent or experience in the use of Microsoft Office, including Word and Excel	Essential	Application & Test

### Experience and Knowledge

<b>Criteria</b>	<b>Essential or Desirable Criteria</b>	<b>Method of Assessment</b>
Experience of working in an administrative, organisational role in either Higher Education or the health/medical sector	Essential	Application
Experience of servicing formal meetings and minute taking	Essential	Application, Supporting Statement & Interview
Experience of working with student placements	Desirable	Application, Supporting Statement & Interview

### Abilities and Skills

<b>Criteria</b>	<b>Essential or Desirable Criteria</b>	<b>Method of Assessment</b>
Able to work collaboratively in partnership with a wide range of different stakeholders via a diverse range of communication methods	Essential	Application, Supporting Statement & Interview

<b>Criteria</b>	<b>Essential or Desirable Criteria</b>	<b>Method of Assessment</b>
Demonstrable high level skills in IT and its application, including: Microsoft Office software packages, databases, and tools and technologies for the production of guidance documents and surveys.	Essential	Application, Supporting Statement & Interview
Excellent organisational and prioritisation skills which enable you to work efficiently under pressure, to meet competing deadlines.	Essential	Application, Supporting Statement, Interview & Test
Able to work on own initiative and use creativity and innovative approaches to resolve problems.	Essential	Application, Supporting Statement & Interview
Able to effectively develop, implement and evaluate systems and processes, contributing positively to continuous improvement and change in the workplace.	Essential	Application, Supporting Statement & Interview
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.	Essential	Application, Supporting Statement, Interview & Test
Pro-active, forward looking, able and willing to work positively and flexibly as part of a team.	Essential	Application, 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: Nicola Thornton, Placements Officer at [Thornton@edgehill.ac.uk](mailto:Thornton@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.