

Administrative Assistant (Medical Programmes) - School of Medicine and Dentistry - Grade E

Job Description

Purpose

The postholder will provide comprehensive administrative support to ensure successful delivery of the undergraduate MBBS Phase 2 clinical years (Years 3-5 of the programme). Working closely with the Phase 2 Operations Lead, the post holder will be responsible for timetabling and liaising with partner Trusts regarding placements and associated clinical supervision. The role involves monitoring attendance, collating student feedback and providing support with portfolios and assessments. The post holder will plan the delivery of Campus days and liaise with Partner trusts and MICP module leads to organise Expert Half Days delivered by Clinical staff. A critical element of this role will be liaison with UCLan's partner institutions. The post holder will work at the UCLan Burnley campus. Occasional travel to other UCLan campuses and partner institutions may be required.

Duties

1. Liaise with partner organisations about Phase 2 teaching and placement timetabling.
2. Support the work of the Phase 2 Operations Lead and Clinical Module Leads within Phase 2.
3. Liaise with partner institutions regarding planning of Clinical Module Inductions and allocation of clinical supervisors to support placements.
4. Raise purchase orders for services provided by partner institutions ensuring transparency of finance.
5. Undertake student attendance monitoring and collate weekly timesheets ensuring correct placement partners are notified in the event of absence.
6. Organise student inductions.
7. Arrange student travel and process travel claims.
8. Support the planning, timetabling and delivery of the Phase 2 Campus Days.
9. Conduct Right to Work Checks and manage Dashboard for individuals providing services to Phase 2.
10. Work and liaise with Partner trusts and MICP module leads to arrange Expert contributions to Campus Days.
11. Maintain and produce reports from the technical side of the student e-portfolio system Pebble Pad.
12. Issue alerts and announcements as required, via Blackboard and other appropriate channels.
13. Maintain student Blackboard spaces.
14. Organise, prepare agendas, document and attend the Phase 2 meetings and any training events / conferences and check action taken as required for the School.
15. Arrange any necessary training for staff e.g., Starfish, Blackboard etc.
16. Evaluate and suggest further developments within Phase 2 Administration processes to ensure effective integrated administrative practices and networking

across partners and within the University relevant to the needs of the programme to provide seamless delivery of the programme.

17. Act as a point of contact for administrative staff at partner institutions.
18. Act as first point of contact for students with concerns and determine appropriate actions, exercising tact, sensitivity, and confidentiality, and liaising as required with other members of the pastoral team.
19. Provide cross-cover (remotely) as required to support Phase 2 delivery at Westlakes campus and across years of study.
20. To undertake any other duties commensurate with the grade as required.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Demonstrable experience of current administrative/clerical practices. (Application/Interview).
- Significant experience of organising, updating, and maintaining accurate computerised records and files (Application/Interview).
- Significant experience of working in an environment with a high degree of customer contact (Application/Interview).
- A range of GCSEs, including English Language and Maths at Grade C/Grade 4 or above, or appropriate equivalent experiential learning (Application).
- Word Processing/typing/IT qualification or demonstrable equivalent experiential learning (Application).
- Computer literate in the Microsoft Office suite of packages, familiar with e-mail, use of the internet and electronic filing systems (Application/Interview).
- Ability to work consistently under pressure, prioritise work and meet deadlines (Application/Interview).
- Ability to research, organise, analyse, and present information both verbally and in the form of reports and statistical information to support the teaching, learning and assessment functions (Application/Interview).
- Ability to communicate effectively with staff and agencies, in person, in writing and on the telephone (Application/Interview).
- Excellent organisational skills and ability to produce high quality and accurate work (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions, and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Medical education experience (Application/Interview).
- Experience of working and liaising with NHS staff (Application/Interview).

- “A” level or equivalent qualifications (Application).
- Degree (Application).
- Minuting skills (Application/Interview).
- Experience of communicating with students (Application/Interview)