

## Phase 2 Support Officer -School of Medicine - Grade E

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### Job Description

#### **Purpose**

To provide comprehensive support and liaison with UCLan's partner clinical institutions and third sector organisations.

To be responsible for liaising with partner Trusts and other external providers regarding aspects of placements and associated clinical supervision and teaching.

The post holder will work at the UCLan Westlakes campus, but some of the duties will relate to delivery of the MBBS programme at the Burnley campus. Occasional travel to other UCLan campuses and partner institutions may be required.

#### **Duties**

1. Support the work of the Theme Leads, Clinical Module Leads and tutors to enable delivery of the Year 3, 4 and 5 programmes.
2. Liaise with the placement team and partner organisations about clinical placements, inductions, student allocations and clinical supervision.
3. Liaise with placement providers, both clinical and third sector, to coordinate provision of teaching sessions by external staff.
4. Work with the Theme Leads to ensure accurate timetabling is provided to staff and students.
5. Raise purchase orders for services provided by partner institutions ensuring transparency of finance.
6. Undertake student attendance monitoring using My Progress, and collate weekly timesheets ensuring correct placement partners and Skills Team are notified in the event of absence.
7. Organise student inductions on campus and liaise with placement partners to coordinate inductions within the clinical and third sector setting.
8. Arrange student travel and process travel claims.
9. Contribute to the planning and delivery of Campus Days and other teaching, including providing assistance to visiting teaching staff and work and liaise with Clinical Module Leads and Heads of Year to ensure staffing input to Campus Days.
10. Conduct appropriate quality assurance for Campus Days providing the feedback to Theme and Clinical Module Leads.
11. Conduct Right to Work Checks for individuals providing services to Phase 2.
12. Maintain and produce reports from the technical side of the student e-portfolio system My Progress. Allocate students to groups and create / deploy forms.
13. Monitor student e-portfolio submissions to ensure appropriate professional standards and supervision requirements are met. Liaise with partner institutions regarding remedial action resulting from the monthly audits.
14. Issue alerts and announcements as required, via Blackboard and other appropriate channels.

15. Organise, prepare agendas, documents, minute and attend the meetings with placement providers as well as any training events / conferences and check action taken as required for the School.
16. Evaluate and suggest further relevant developments within Phase 2 Administration processes to ensure effective integrated administrative practices and networking across partners and within the University to provide seamless delivery of the programme.
17. Act as a point of contact for administrative staff at partner institutions and regulatory bodies.
18. Act as a first point of contact for students with concerns and determine appropriate actions, liaising as required with other members of the pastoral team. Organise appointments with the Professionalism, Wellbeing and Safety Tutors. Information sharing with partner institutions and regulatory bodies as appropriate.
19. Monitor the MBBS Phase 2 email mailboxes and respond and action as appropriate. Provide cross cover for other Phase 2 staff if required.
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 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 students and other agencies, in person, in writing and on the telephone (Application/Interview).
- Ability to produce high quality and accurate work (Application/Interview).

- Excellent organisational skills (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Common Sense, Compassion, Teamwork, Attention to Detail and Trust, 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).