

Job Description

Job title:	Programme Administrator – Dental Hygiene and Dental Therapy
Division:	Royal National ENT & EDH Hospitals
Board/corporate function:	Specialist Hospitals Board
Salary band:	5
Responsible to:	Dental Education Manager
Accountable to:	Associate Director of Dental Education
Hours per week:	30
Location:	179a Tottenham Court Road

University College London Hospitals NHS Foundation Trust

University College London Hospitals (UCLH) is seeking to appoint a Programme Administrator for Dental Hygiene & Dental Therapy to support the administration of the BSc in Dental Hygiene and Therapy programme.

University College London Hospitals NHS Foundation Trust (UCLH) is one of the most complex NHS trusts in the UK, serving a large and diverse population. In July 2004, we were one of the first NHS trusts to achieve Foundation Trust status.

We provide academically-led acute and specialist services, to people from the local area, from throughout the United Kingdom and overseas. Our vision is to deliver top-quality patient care, excellent education and world-class research. We provide first-class acute and specialist services across sites including:

- University College Hospital (incorporating the Elizabeth Garrett Anderson Wing)
- National Hospital for Neurology and Neurosurgery
- Royal National ENT and Eastman Dental Hospitals
- Royal London Hospital for Integrated Medicine
- University College Hospital Macmillan Cancer Centre

We are dedicated to the diagnosis and treatment of many complex illnesses. UCLH specialises in women's health and the treatment of cancer, cardiac, infection, neurological, gastrointestinal and oral disease. It has world class support services including critical care, imaging, nuclear medicine and pathology.

Work and Interests of the Eastman Dental Hospital Education Centre (EDHEC)

The EDHEC provides training for post registration dental nurses, dental hygienists and dental therapists and modular courses for general dental practitioners and the dental team. The Education Centre operates under a strict quality assurance strategy that fulfils the requirements of the commissioners, the General Dental Council and COPDEND for all the programmes we run. The 3 Dental Care Professional training programmes (dental nurse, dental hygiene and dental therapy) are led by Programme Directors with a team of clinical educators. The centre has an excellent reputation for the training of dental care professionals with almost 100% pass rate in the past few years.

Our vision is to deliver a world class oral health service with patients at the core of our education and research strategy. Together, the Eastman Dental Hospital and Institute, are able to enhance the experience of those working and training at the forefront of patient care, education and clinical research.

The training of dental hygiene and dental therapists is provided through a combination of theoretical teaching, simulated learning and case-based discussion along with patient treatment. The latter is closely supervised by the clinical educators. Students also work on multidisciplinary clinics for Paediatric Dentistry, Periodontology and Oral Medicine. Formative and summative course-based assessments are undertaken to ensure that training standards are fulfilled. In 2019 the curriculum and delivery changed to a university accredited training programme.

Job Purpose

Under the line management of the Dental Education Manager the post holder will provide comprehensive and specialist administrative support working closely with the Programme Director for Dental Hygiene and Dental Therapy, Deputy Programme Director and Programme Tutors to support programme delivery and a range of exciting training initiatives. This post will work closely with course leads to support all aspects of course delivery and evaluation, programme innovation and regulatory compliance. The post holder should have a professional 'can do' attitude and will work closely with the current DTH administrator and the wider education administrative team.

Key Working Relationships

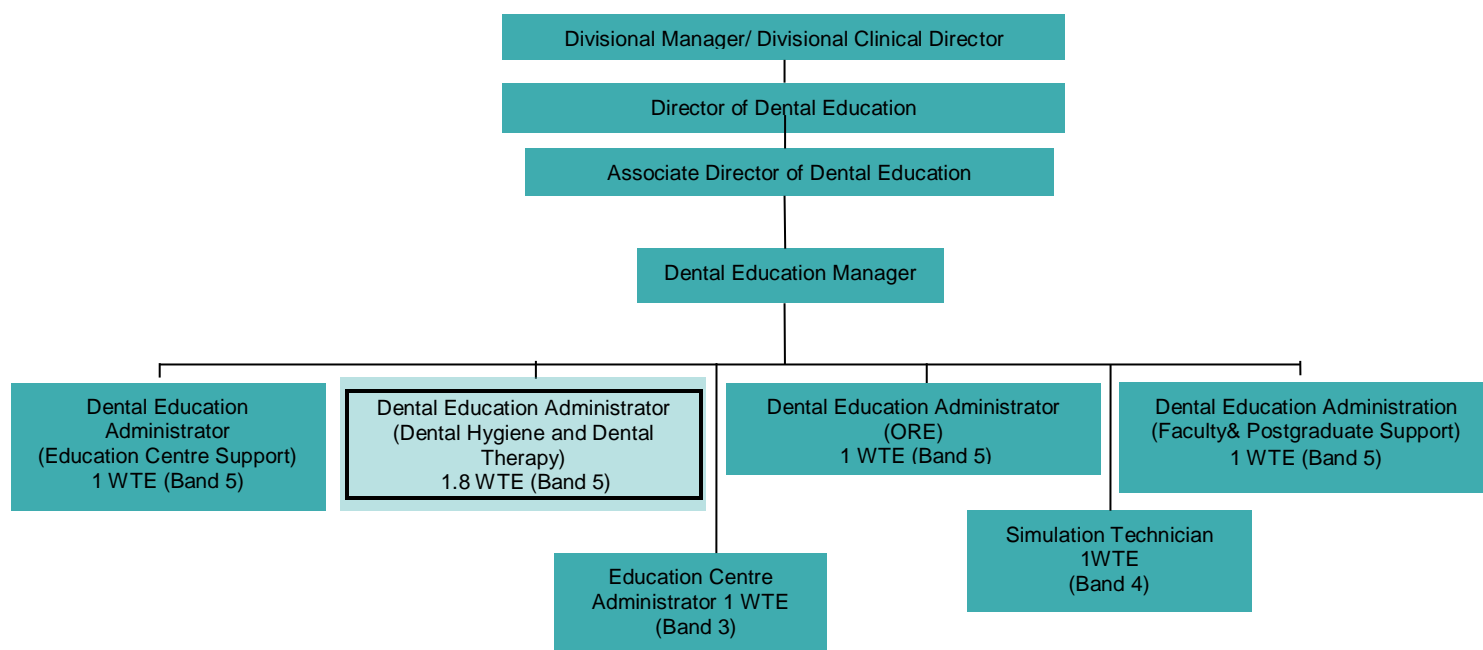
Key internal stakeholders are:

- Divisional Management team, Divisional Manager and Clinical Director
- Director of Dental Education and Associate Director of Dental Education
- Dental Education Manager and administrative colleagues
- Director and Deputy Programme Director for Dental Hygiene and Dental Therapy
- Tutor Team
- Outpatients

Key external stakeholders are:

- NHS England
- London South Bank University
- Royal College of Surgeons
- Internal and External lecturers
- General Dental Council

Support Team Organisation Chart



Job Summary - Main Duties and Responsibilities

1. The post holder will provide support to the programme leads in the planning, delivery, and evaluation of professional teaching activities, training programmes, continuing professional development and enhanced skills training across the organisation.
2. The post holder is expected to possess/ develop an understanding of the quality assurance and governance requirements for dental education.
3. The post holder will be responsible for building and updating timetables and student patient templates using Medirota and EHRS systems.
4. The post holder is expected to work within tight deadlines in a fast paced and challenging environment meeting both divisional and corporate requirements.
5. The post holder is expected to provide professional representation at local and external educational meetings. Ensuring that any outcomes or actions are communicated appropriately and in a timely manner.
6. The post holder will monitor student progression. Assisting with coursework submission via the agreed channels.
7. The post holder will develop new measures to monitor and submit returns on educational activity, outcomes and resources. In liaison with Programme Director report on key drivers, risks and opportunities to inform business planning and performance management.
8. The post holder will maintain document repositories, folders and ensure access is available to key documents.

9. The post holder will be expected to maintain accurate records of tutors/ educational supervisors' adherence with regulatory bodies and the Professional Development Framework for Educators. Arranging training events and workshops as required.
10. The post holder will work with line manager and programme lead to research and cost new training programmes to ensure cost effectiveness and maximum efficiency of resources.
11. The post holder should have comprehensive experience of working with spreadsheets and conducting critical analysis.
12. The post holder will ensure that robust processes are in place for monitoring student pathways from initial enquiry to post qualification destination.
13. The post holder will manage the staff referral database and liaise with outpatients to confirm appointments.

Key Results Areas

- Responsible for the day-to-day service management with a particular responsibility for managing and reporting on the on-going recruitment and progression of students in line with commissioned and local targets and audit requirements.
- Providing a high quality administration service to all teaching staff, students, patients and applicants accessing the Division's services.
- Supporting delivery against performance targets including activity, governance and workforce, and others as applicable.
- Managing and developing student admission pathways in order to ensure continuous improvement.
- Supporting in the management of service wide projects and initiatives as agreed with management team.
- The post holder will take the lead on additional specific projects. Particular areas of focus for such projects will include (but not be limited to) Quality, Efficiency & Productivity Programme, Education Delivery.
- Develop collaborative working relationships with internal and external stakeholders.
- Identification of any opportunities for improving administrative procedures within the area of work and implementing and communicating changes and improvements to these if required.
- Act as a source of advice and expertise for troubleshooting non-routine trainee matters or escalating complaints.
- With the support of dental education manager be proactive in developing initiatives to promote staff engagement and encourage great student/tutor experience.

- Support the wider team to ensure that honorary contracts are obtained in a timely manner.
- Maintaining agreed platforms for collaborative working and remote teaching (e.g. MS Teams).
- Monitor student surveys where required and be proactive in developing action plans to address any shortcomings identified.
- Ensure that accurate records are kept of special leave and sickness for students, (local reports).
- Lead on initiatives to improve student experience.

Carry out any other duties as may be required from time to time, commensurate with the grade of the post and reasonably determined by the Dental Education Manager and senior management team.

General

To adhere to the UCLH Service Commitment "Putting Patients First" and adopt a professional approach to customer care at all times.

To comply with the Trust's Equal Opportunities Policy and treat staff, patients, colleagues and potential employees with dignity and respect at all times.

To take personal responsibility for promoting a safe environment and safe patient care by identifying areas of risk and following the Incident, Serious Incidents and Near Misses reporting policy and procedure.

To take personal responsibility for ensuring that UCLH resources are used efficiently and with minimum wastage and to comply with the Trust's Standing Financial Instructions (SFIs).

To comply with Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, use of personal protective equipment and safe disposal of sharps.

In accordance with the Trust's responsibilities under the Civil Contingencies Act 2004 to undertake work and alternative duties as reasonably directed at variable locations in the event of and for the duration of a significant internal incident, major incident or pandemic.

To be aware of and adhere to all Trust policies and procedures, the Health and Safety at Work Act and the Data Protection Act.

To maintain confidentiality at all times.

Other

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder. You will be expected to actively participate in annual appraisals and set objectives in conjunction with your manager. Performance will be monitored against set objectives.

Our Vision and Values

The Trust is committed to delivering top quality patient care, excellent education and world-class research.

We deliver our vision through [values](#) to describe how we serve patients, their families and how we are with colleagues in the Trust and beyond.

We put your **safety** and wellbeing above everything

Deliver the best outcomes	Keep people safe	Reassuringly professional	Take personal responsibility
---------------------------	------------------	---------------------------	------------------------------

We offer you the **kindness** we would want for a loved one

Respect individuals	Friendly and courteous	Attentive and helpful	Protect your dignity
---------------------	------------------------	-----------------------	----------------------

We achieve through **teamwork**

Listen and hear	Explain and involve	Work in partnership	Respect everyone's time
-----------------	---------------------	---------------------	-------------------------

We strive to keep **improving**

Courage to give and receive feedback	Efficient and simplified	Develop through learning	Innovate and research
--------------------------------------	--------------------------	--------------------------	-----------------------

Person Specification

Requirements	Essential	Desirable	Assessment Criteria			
			A	I	R	T/P
Knowledge and Qualifications Degree and/or an appropriate professional qualification or equivalent	E		✓			
Good working knowledge of MS packages (including Teams)	E		✓			
Experience Previous managerial experience in a large and complex organisation preferably within the NHS.	E		✓	✓		
Demonstrate a knowledge and understanding of current issues and practices within the NHS and Education	E		✓	✓		
Proven experience in effective management of budget.	E		✓	✓		
A proven record of success in managing change while also developing and maintaining high standards of quality.	D		✓	✓		
Skills and Abilities Possess excellent interpersonal skills and communication skills	E		✓	✓	✓	
Quality focussed with an innovative approach and the ability to solve complex problems.	E		✓	✓		
Previous experience of supporting dental training programmes (or similar).	E					
A strong understanding of multi-disciplinary issues and commitment to multi-disciplinary working.	E		✓	✓		
Excellent IT skills.	E		✓	✓		
An understanding and experience of educational marketing and social media and GDPR	D		✓	✓		

An understanding of quality assurance and student reporting within education.	E		✓	✓		
Personal qualities The ability to work as part of a team, building relationships and supporting others	E		✓	✓		
Ability to organise personal time and tasks to ensure that deadlines are met	E		✓	✓	✓	
The flexibility to work on weekends as required.	E		✓	✓		
Energy and enthusiasm to ensure that objectives are met	E		✓	✓		
Other requirements, including: Demonstrate a commitment to self-development with ability to demonstrate knowledge of current thinking and policy affecting health and public sector.	E		✓	✓		

A= Application Form, I= Interview. R-References, T/P=Test/Presentation