

## Job Description

**Role Title:** Medical School Administrator  
**Band:** 4  
**Responsible to:** Medical Education Team Leader  
**Accountable to:** Associate Medical Director for Education, Research and Professional Development  
**Location:** UHCW

### Key working relationships:

### Our Vision, Values and Behaviours

At University Hospitals Coventry and Warwickshire (UHCW) NHS Trust our vision is to be a national and international leader in healthcare, rooted in our communities. Our Organisational Strategy *More than a Hospital* (2022-2030) was shaped by the views of our staff, patients and stakeholders and sets a clear plan for improvements in healthcare.

We aim to deliver the best care for our communities, being exceptional in everything we do. We do this by providing proactive, joined up support for local people and we deliver specialised services for those with the most complex health conditions. We set out to create the best experiences for our staff and work positively in partnership with other organisations to achieve the best healthcare outcomes.

Our vision and purpose are underpinned by a clear set of values that reflect the culture we want to create: *Compassion, Openness, Pride, Partnership, Improve, Learn and Respect*. Developed by our staff, our seven values guide what we do daily. Whatever our role or level, we commit to uphold these values as we work together to deliver world class care.



### Net Zero and Sustainability.

UHCW NHS Trust, by virtue of its Green Plan, is committed to ensuring that the way we provide services minimises the impact on the environment and the future health of the public e.g. zero waste to landfill, reducing our carbon footprint and increasing our recycling and reuse percentages.

### Job Summary

This post will provide a specialised, comprehensive and confidential administration service. As part of a team of administrators (4 staff in total); they will be responsible for coordinating specific parts of the medical students programme. This will include supporting the Exams which are held at UHCW. Each administrator will have their own area of responsibility which they will manage under the direction of the consultant lead responsible for the specialty (e.g. Core Clinical Education, Child Health, Obstetrics and Gynaecology, Care of the Medical, Care of the Surgical and Musculoskeletal and the Bedside Teaching Programme). The posts will work together as a team and will provide cross cover during periods of annual leave and other leave. Good team working will be essential.

The team provide a fully comprehensive training programme to the medical students as they rotate between SWFT, GEH and UHCW hospitals. In addition the post holders will work closely with other members of the administration team within the Medical Education department at UHCW to ensure that the office runs smoothly. This will be done in accordance with Departmental, Trust and National standards, policies and procedures.

## Main duties

As part of our commitment to patients and delivery of a world class service for all we have created the UHCW Improvement (UHCWi) System in partnership with the Virginia Mason Institute in Seattle; this involves a structured approach to removing waste and putting the patient first using a lean management system and methodologies. Our culture and ways of working reflect and embed the practices and methodologies of UHCWi. You are expected, where identified, to attend and complete relevant training and development opportunities to support this. This may include Lean for Leaders, Advanced Lean Training, and the Human Factors Programme, amongst others. Full attendance and completion of identified courses is considered essential and a pre requisite for this post.

1. Provide administration for a stipulated portion of the Warwick Medical School clinical placement activity which includes the following:-
  - Organising Bedside Teaching
  - Working with the Consultant Block Leads to develop timetables for:-
    - ❖ Core Clinical Education (Years 2 and 3)
    - ❖ Phase 3 teaching (Years 3 and 4) – Child Health, Obstetrics and Gynaecology, Care of the Medical Patient, Care of the Surgical Patient, the Musculoskeletal Block, the Acute Block
  - Exams – all years
  - Revision Block
  - Electives and Projects
  - Assistantships (as students traverse to becoming junior doctors)
2. The post holder will be responsible for their own portion of the timetable and will be expected to work closely with the Clinical Lead for that part of the timetable to ensure that the standards are met.
3. The post holder will work with their co-workers to respond to all students queries about their timetables, access to wards, access to lockers and all aspects of their experience at UHCW.
4. The post holder will also need to demonstrate the ability and willingness to provide cross cover and work effectively as part of the full medical education administration team.
5. The post holder needs to act as a senior point of contact for all relevant activities to ensure all enquiries are effectively managed and successfully resolved within a prompt timescale, ensuring all relevant personnel are informed as necessary and an appropriate record is maintained.
6. Travel to venues across Coventry as required for meetings related to the planning and provision of the WMS curriculum.

7. When events require it e.g. during the exam weeks work outside of normal working hours as required. Currently approximately nine days per year.
8. Work with the team of medical school administrators within the Medical Education department at UHCW to ensure the provision of a seamless, high quality service to the visitors to the medical education office.
9. To act as a senior point of contact for all relevant activities to ensure all enquiries are effectively managed and successfully resolved within a prompt timescale, ensuring all relevant personnel are informed as necessary and an appropriate record is maintained.
10. To ensure, wherever possible, that all documentation is up-to-date, in an orderly fashion and available whenever decisions are being made, reporting exceptional circumstances where necessary.
11. This will require: effective collaboration with all relevant personnel to maintain an efficient administrative system; prompt transcription, manipulation and distribution of appropriate correspondence.
12. To continually contribute to training improvement agendas.

This will require: undertaking any project work as directed, including obtaining information from the Internet, collation and reporting of data in order to produce reports and spread sheets, utilising relevant Trust IT systems, as determined by the role, ensuring all relevant data is collected and input accurately in line with Trust guidelines. Share ideas for potential service improvement.

13. To implement and maintain an efficient office management system/procedures to enable the Department to optimise their standards of service.

This will require: effective time management, managing schedules and leave arrangements ensuring appropriate and timely communications with all relevant personnel; arranging meetings/events; composing and transcribing minutes proactively ensuring action points are raised and completed; preparation of correspondence and reports; effective management of the office by establishing and maintaining efficient manual and electronic correspondence and documentation management system

14. To support team members.

This will require: demonstrating and explaining Departmental practices and procedures; undertaking appropriate training and development with new and existing staff ensuring high standards of practice are maintained at all times; providing cross-cover on a reciprocal basis in the absence of colleagues and providing day to day mutual support for colleagues where required.

## Person Specification

**Job Title: Medical School Administrator**

### Supporting Evidence

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

Factors	Essential	Desirable
<b>Qualifications</b>	<p>NVQ 4 in Administration or working towards, or equivalent.</p> <p>Typing qualification up to RSA level 3 or equivalent</p> <p>ECDL or equivalent.</p> <p>Key skills Level 2 in Literacy or equivalent</p>	
<b>Experience</b>	<p>Working in a senior administrative role.</p> <p>Experience in a customer facing role.</p>	<p>Experience of working in an educational setting</p> <p>Experience of organising courses/events</p> <p>NHS or Public Sector experience</p>
<b>Knowledge</b>	<p>Thorough working knowledge of Microsoft Office packages i.e. Outlook, Word, Excel, Teams</p> <p>Excellent understanding of general office working procedures.</p> <p>Experience of scheduling/ event planning / timetabling.</p>	<p>Awareness of current issues within the NHS.</p> <p>Knowledge of patient management systems.</p> <p>Knowledge of medical education requirements</p>
<b>Skills</b>	<p>Excellent organisational skills. Good presentation skills.</p> <p>Touch Typing skills at a typing speed of at least 45 words per minute</p> <p>Able to plan and co-ordinate events with internal and external organisations which would impact Trust wide.</p> <p>Able to supervise support staff on a daily basis. Sound decision making skills.</p>	<p>Ability to work in a complex &amp; rapidly changing environment.</p>

	<p>Excellent level of verbal and written communication.</p> <p>Able to demonstrate good persuasion and influencing skills.</p> <p>Able to use judgement and initiative to provide information and support.</p> <p>Able to apply tact and sensitivity to establish trust and confidence.</p> <p>Empathetic approach to managing and resolving enquiries and able to manage difficult and distressing situations effectively.</p> <p>Able to analyse problems and initiate appropriate solutions effectively.</p> <p>Able to compose and transcribe minutes, correspondence and reports.</p>	
<b>Personal qualities</b>	<p>Able to work using own initiative. Able to work as part of a team. Able to collaborate with others.</p> <p>Able to autonomously prioritise and plan workload to meet deadlines, often in a pressurised environment.</p> <p>Excellent attention to detail and accuracy.</p> <p>Able to recognise and resolve complex issues, referring where appropriate.</p> <p>Positive and flexible approach to work. Understands limits of own responsibilities. Reliable and punctual with flexible attitude towards working hours to meet service needs</p>	
<b>Commitment to Trust Values and Behaviours</b>	<p>Must be able to demonstrate behaviours consistent with the Trust's values. <i>(As detailed in UHCW's Values in Action document below)</i></p> <p>Applicants applying for job roles with managerial responsibility will be required to demonstrate evidence of promoting equal opportunities through work experience.</p>	

## Contractual Responsibilities

- **Confidentiality:** The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other Health Services business.
- **Health and Safety:** All staff must be familiar with the Trust Health and Safety Policy, including a thorough understanding of personal responsibilities for maintaining own health and safety and others.
- **Risk Management:** All staff need a basic working knowledge of risk management to enable them to participate in identification and control of all business risks they encounter in their area of work.
- **Equality and Diversity:** Everyone has the opportunity to be treated with dignity and respect at work and has a clear responsibility to comply with the detail and the spirit of the Dignity at Work Policy.
- **Infection Control and Prevention:** The Trust is committed to minimising risks of healthcare associated infection to patients, visitors and staff. All employees are required to be familiar with and comply with Infection Prevention and Control policies relevant to their area of work.
- **Safeguarding Vulnerable Adults and Children:** The Trust is committed to ensuring the safeguarding of vulnerable adults and children in our care. All employees are required to be familiar with their responsibilities in this area and to raise any concerns as appropriate.
- **Conflict of Interest:** The Trust is responsible for ensuring that the service provided for patients in its care meets the highest possible standard. Equally, the Trust is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends. The Trust's Standing Financial Instructions require any officer to declare any interest, direct or indirect, with contract involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.
- **Working Time Regulations:** The Working Time Regulations 1998 require that you should not work more than an average of 48 hours in each working week. For example, in a 26 week period you should work no more than 1,248 hours. Employees may choose to opt out by providing written notification as appropriate.

**The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. Any changes will be made in discussion with the post holder according to service needs.**

## Our values in action

We live our values in action in our work with patients, visitors and colleagues.

- ✓ Being polite and introducing ourselves to everyone we meet.
- ✓ Treating everybody as individuals and respecting their needs.
- ✓ Being approachable, caring and helpful at all times.
- ✓ Communicating with patients, visitors and colleagues, respecting confidentiality and privacy.
- ✓ Taking the time to actively listen and understand individual needs.
- ✓ Being open and honest.
- ✓ Acknowledging that we don't always get it right.
- ✓ Speaking out when we see things aren't right and supporting others to do the same.
- ✓ Giving praise and saying thank you for a job well done.
- ✓ Celebrating and recognising personal, team and organisational achievements.
- ✓ Using the skills, experience and diversity of staff to better deliver our objectives and services.
- ✓ Actively working with patients and visitors to improve services.
- ✓ Seeking and adopting best practice from colleagues and other teams within UHCW.
- ✓ Taking personal responsibility for our own learning.
- ✓ Keeping up-to-date with mandatory and professional development
- ✓ Developing ourselves and others, independent of our job role or profession
- ✓ Taking personal responsibility to make improvements by suggesting new ways of doing things
- ✓ Taking opportunities to learn with and from others
- ✓ Embracing change and supporting others through it
- ✓ Putting in place ways to receive feedback and acting to change things
- ✓ Seeking and adopting best practice from colleagues and other teams within UHCW
- ✓ Working across boundaries to improve the experience of patients, visitors and colleagues

