NHS Grampian
JOB DESCRIPTION

SECTION 1

JOB IDENTIFICATION

Job Title:	Undergraduate Medical Education Coordinator
Department(s):	Workforce
Location:	Polwarth Building, FH Site, Aberdeen
Hours:	30 hours per week
Grade:	Band 4
Salary:	£30,353 - £33,016 pro rata per annum
Contract:	Permanent
Job Reference:	NS232936

Job Purpose

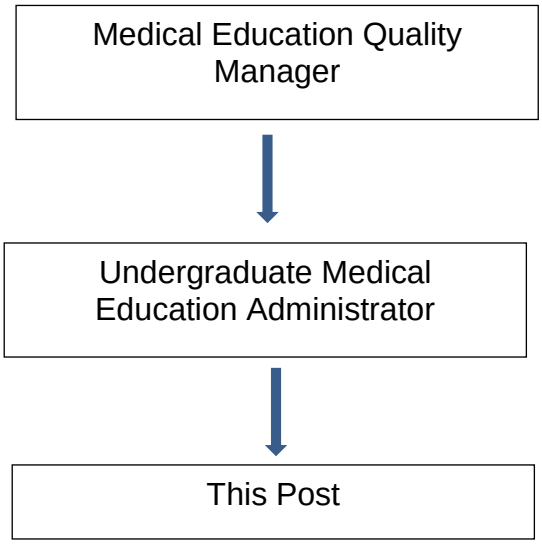
To provide a comprehensive, professional and confidential senior administrative service to the teaching team and students of the MBChB programme using a variety of systems.

To provide administration and project support within the team as required.

The ability to exercise discretion and confidentiality and to manage own workload within time constraints is essential.

To ensure a high quality of standards are applied and the service we provide meets the high expectations of both internal and external clients.

Organisational Chart



SECTION 2

1 Communication and Relationship Skills

Provide and receive complex, sensitive information; persuasive, motivational, negotiating, training skills are required

Exchanges confidential sensitive or contentious information with staff, patients, carers, which require persuasive skills where agreement and co-operation is required.

- Acting as first point of contact for administration support for the coordination of the clinical placements, dealing with enquiries from members of staff from NHS Grampian, University of Aberdeen (UoA) and students, making decisions regarding appropriate action to be taken in order to maintain effective communications. Ability to handle with tact and diplomacy difficult or urgent situations that arise as well as dealing with confidential and sensitive issues.
- Maintain regular and effective communication with the Block Lead to support smooth delivery and coordination of block.
- Communicate and negotiate with Medical staff when organising student placements and timetables.
- Prepare student timetable ensuring that adequate information is sent to students before starting clinical placements.
- Decide on appropriate action of any queries for personal intervention or redirection to the appropriate person.
- Cross cover team members during planned and unplanned absences.
- Ability to answer queries in the absence of other team members.
- Take responsibility for organising meetings, arranging and re-arranging appointments as necessary ensuring the medical staff and students are appraised of all changes as well as matters requiring immediate attention. Liaising with

	relevant personnel and co-ordinating all activities to ensure the smooth running of the block. ▪ Undertake the organisation of teaching, meetings etc., co-ordinating all necessary arrangements e.g. booking of venues/rooms. and notifying the participants. Organisation of follow-up sessions as required. ▪ Ensuring students feel supported before, during and even after their clinical placements. ▪ Develop and maintain an intelligence and knowledge network of information. ▪ Any other duties as required e.g. providing administrative support to the wider School/University teams with admission interviews, exam invigilation, etc ▪ Ability to use internet and NHSG intranet effectively to searchfor required information.
2	**Knowledge, Training and Experience** **Range of work procedures and practices, majority non-routine; intermediate level theoretical knowledge** *Knowledge of full range of administration procedures, software programmes, specialised functional terms acquired through NVQ3, RSA3 or equivalent, plus relevant practical experience.* The post requires the individual to exercise judgement and initiative, someone with a high degree of flexibility who can operate in a fast moving environment and has a strong ability to multi-task, with extensive experience of operating at executive level. **Essential attributes include:** ▪ Outstanding planning and organisational skills ▪ Ability to prioritise workload, multi-task and work to tight deadlines ▪ Adaptable to learn new functions and tasks ▪ Attention to detail **Skills & qualifications include:** ▪ Excellent interpersonal and communication skills, both written and oral. ▪ Excellent knowledge of Microsoft packages, including Word, Excel, PowerPoint, and Email ▪ Intranet, internet skills and knowledge of NHS IT systems ▪ Knowledge of University of Aberdeen IT systems **Critical qualities include**: ▪ Honesty ▪ Reliability ▪ Discretion ▪ Confidentiality ▪ Ability to work as part of a team and on own initiative ▪ Ability to work under pressure ▪ Accuracy and attention to detail

3	**Analytical and Judgemental Skills** **Judgements involving facts or situations, some requiring analysis** *Exercises judgements when dealing with e.g. staff, patients, carers, external contacts/clients.* ▪ The post holder is required to work independently and manage own workload. ▪ Prioritise work ▪ Resolve conflicting priorities for students in the varying complexity of their roles. ▪ Exercise judgement when dealing with consultants, staff representatives, students or external contacts. ▪ Exercise judgement to give privileged information, e.g. accessing confidential computer files and student information ▪ Problem solving – freedom to make judgements when team members are absent, e.g. proxy to email accounts to deal with confidential matters.
4	**Planning and Organisational Skills** **Plan and organise straightforward activities, some ongoing; plan and organise complex activities or programmes, requiring formulation, adjustment** *Plans and organises own time/manages filing system, plans e.g. conferences.* ▪ To provide a focal point for internal and external communications, ensuring that all enquiries are dealt with timeously through the provision of relevant and meaningful information, or passed to the most appropriate person. ▪ To ensure that typing and production of all correspondence and reports, including the composition of routine and certain non-routine correspondence, much of which will be of a confidential nature, is carried out effectively. ▪ To manage email accounts by reading, fielding, printing out (as necessary), prioritising and responding if appropriate on behalf of others to all relevant correspondents. ▪ To receive and screen all internal and external correspondence, telephone calls, and e-mails, ensuring that appropriate action is taken, including retrieval of previous correspondence/information, drafting of replies or responding to calls as appropriate, or redirecting as necessary. ▪ To organise and maintain efficient office and support systems in order that appropriate paperwork is available for teaching queries and information can be retrieved quickly and efficiently. This will include maintenance of appropriate bring forward, filing and information systems, which may be electronic or manual. The post holder will hold confidential personnel information for students and update, as required. ▪
5	**Physical Skills** **Developed physical skills; advanced keyboard use** *Touch, typing.* ▪ Advanced keyboards skills where speed and accuracy are essential for nature of work.

	▪ Knowledge of video-conferencing systems, with ability to undertake minor trouble shooting.
6	**Responsibility for Patient/Client Care** **Assist patients/clients during incidental contacts/provides non-clinical advice, information to patients/clients/relatives** *Incidental contact with patients/communicates information with patients, carers relating to appointments, admissions* ▪ Any contact with patients is purely incidental.
7	**Responsibility for Policy/Service Development** **Follows policies in own role, may be required to comment/implement policies and propose changes to practices, procedures for own area** *Follows NHS G policies may comment on proposals/implements administration protocols and proposes changes to working practices for own work area.* ▪ Ability to implement and follow policies practically. ▪ Service development and improvement – proposing and implementing changes to working practices for own work area. ▪ Assist in the implementation of relevant new policies and processes in line with NHS Grampian systems and identify relevant changes in line with NHS Grampian monitoring systems. ▪ Awareness of and vigilance to the Data Protection Act, Freedom of Information Act and other relevant legislation. ▪ Assist in raising the awareness to colleagues of NHS Grampian policies and procedures, e.g. HR policies, Risk Management policies etc.

8	**Responsibility for Financial and Physical Resources** **Maintain security of stock, authorised signatory small payments** *Maintains stationery stock; authorised signatory for petty cash, payments.* ▪ Responsible for own equipment in office and PC.
9	**Responsibility for Human Resources** **Demonstrate own activities to new or less experiences employees / day to day supervision** *Demonstrates duties to new starters / allocates and checks work of other office staff.* ▪ Participate in development opportunities by being active in the team. ▪ Act as an effective team member by the sharing of skills and experience and participate in the induction of new administration staff and provide support and advice to colleagues.

10	**Responsibility for Information Resources** **Take, transcribe formal minutes; requirement to create, format databases, spreadsheets** *Transcribes minutes of meetings; creates databases and/or spreadsheets.* ▪ Prepare timetables and teaching information ensuring all relevant documentation is circulated and ensure that any follow-up action is taken to ensure efficient workflow. ▪ To ensure that the teaching block is supported by effective and efficient administrative systems, including forward planning of meetings and distribution of relevant information. ▪ To collect, collate and prepare such data as required to support and enable the preparation of papers, reports etc ensuring that information is well presented and completed within agreed timescales. Identify and liaise with relevant stakeholders ▪ Knowledge and use of Internet and Intranet. ▪ Datix and Risk Register for updating of departmental risks.
11	**Responsibility for Research and Development** **Undertake surveys or audits, as necessary to own work** *Completes e.g. staff surveys* ▪ Undertakes surveys or audits, as necessary to own work – e.g. completes staff surveys.
12	**Freedom to Act** **Clearly defined occupational policies, work is managed, rather than supervised** *Accountable for own actions, manager available for reference* ▪ Work is managed, rather than supervised – line manager is available for reference. ▪ Accountable for own actions. ▪ Using initiative as appropriate to make best judgements in the absence of advice being immediately available. ▪ Operational freedom to work within boundaries of the post, by using own initiative regarding operational and administrative problem solving for the department. ▪ The need to maintain a high degree of autonomy and discretion in dealing with all communication, i.e. email, correspondence and telephone.
13	**Physical Effort** **Frequent sitting or standing in a restricted position** *Word processing and inputting* ▪ Combination of sitting, walking or standing. ▪ Light physical effort required when filing and managing the filing systems.

14	**Mental Effort** **Frequent concentration; work pattern unpredictable** *Concentration is required when transcribing a tape or shorthand notes, frequent interruptions.* ▪ The need for time management when there are conflicting demands and frequent interruptions. ▪ The need to prioritise work, balancing the demands and complexity of the post. ▪ The need for attention to detail when creating student timetables and communicating with staff and students. ▪ The need to be able to make decisions, and deal with issues out with remit, in the absence of team members.
15	**Emotional Effort** **Exposure to distressing or emotional circumstances is rare/occasional distressing or emotional circumstances** *Limited exposure/type letters of a distressing nature.* ▪ Occasional exposure to distressing or emotional information; indirect exposure to sensitive/contentious issues. ▪ Reasonable degree of emotional effort required to balance conflicting demands of workload.
16	**Working Conditions** **Use VDU equipment more or less continuously** *Uses computer for significant proportion of the day.* ▪ Requirement to use a VDU for large part of the day.

PERSON SPECIFICATION		
POST/GRADE: Undergraduate Medical Education co-ordinator – band 4 **LOCATION:** Polwarth Building, Foresterhill Site **WARD/DEPARTMENT**: Workforce		
The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. With the exceptions relating to displaced and disabled candidates noted in Sections 5.3 and 5.4 of this policy, **shortlisted candidates must possess all the essential components as detailed below.**		
GENERAL REQUIREMENTS		
Factor	Essential	Desirable
Qualification & Experience	Educated to HNC level or equivalent. Secretarial / administration qualification or equivalent experience. Extensive experience in an administration capacity. Advanced knowledge of MS software including Word, Excel, PowerPoint and Email. Advanced minute-taking.	Knowledge of/experience of working in a healthcare/education setting. Knowledge of NHS & University of Aberdeen IT systems.
Circumstances & flexibility	Experience of working in a demanding role supporting a multi-disciplinary team. Flexible team player.	
Particular requirements of the post	Demonstrable planning and organisational skills. Ability to prioritise and multi-task. Attention to detail. Confidentiality. Confidence in working with colleagues at a senior level.	Well-developed logic and reasoning skills