**JOB DESCRIPTION** 

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| **1.     JOB IDENTIFICATION** |
|  Job Title:  **Medical Education Undergraduate Administrator**  Responsible to: **Senior Project Manager**  Department:   **Medical Education** Directorate:    **Medical Director’s**Job Reference: No of Job Holders: **1** Last Update:     **November 2023** |

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| **2.  JOB PURPOSE** |
| To carry out administrative activities associated with undergraduate medical education placements within NHS Fife. To provide a professional and comprehensive administrative service to the undergraduate medical education team. To provide administrative support to the Directors(s) of Medical Education and the further Medical Education department.Provide cover for the Education Centres at the VHK and the QMH. |

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| **3. DIMENSIONS** |
| * ~4000 undergraduate placements
* 3 University Medical Schools (St Andrews, Edinburgh, Dundee and the postgraduate entry degree ScotGEM)
* 30 medical and surgical specialties
* 42 consultant lead tutors
* 150 consultants involved in undergraduate teaching

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| **4.  ORGANISATIONAL POSITION** |
| Medical Education ManagerMedical Education Support TeamSenior Project ManagerThis position |

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| **5.   ROLE OF DEPARTMENT** |
| The team coordinates the delivery of medical education within NHS Fife for over 800 medical students and around 220 postgraduate doctors in training. Partnership working with the universities of Edinburgh, St Andrews, Dundee and Aberdeen is a key activity. The annual rotation of doctors in training is also a significant management exercise, undertaken in partnership with the local HR, and NHS Education Scotland.      Medical Education also undertakes rota design and New Deal Contract monitoring. It also manages the delivery of the core teaching programmes of Foundation doctors and GP trainees. Medical Education partners with SEFCE (the South East Scotland Faculty of Clinical Educators) so help NHS Fife Education Supervisors and Clinical Supervisors to gain GMC recognition and approval. The department manages two education centres that provide space through which medical education is delivered by clinicians. VHK is the primary centre with QMH used for regional and national events and NHS Fife events requiring half and whole day bookings.The department has a dedicated clinical skills team to support training of students and doctors in VHK and QMH. This service has recently been expanded with the opening of Fife Simulation Training Centre. |

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| **6.  KEY RESULT AREAS** |
| 1. **General Administrative Duties**
* Provide a comprehensive secretarial and administrative service to the Medical Education Undergraduate Coordinators
* Support the administration of reporting arrangements and end of attachment arrangements for medical students
* Provide a professional phone manner on behalf of the Medical Education department
* Provide a welcoming environment to medical students throughout their placement
* Assist with orientation of medical students and induction materials.
* Assist with printing, photocopying, laminating and communicating important documentation ensuring student booklets are kept up to date
* Maintain email distribution lists
* Use the Web Room Booking system to book classrooms for undergraduate education
* Monitor student attendance and absence
* Assist with creating and maintaining records for the department relating to medical students and tutors – charts, databases, spreadsheets and reports
* Assist with PECOS ordering for ACT budgets
* Organise medical education meetings, including booking rooms, collating and distributing meeting papers to group members and take minutes as required.
1. **Undergraduate Database**
* Takes ownership of the Microsoft Access Undergraduate Database
* Ensures all details in the database are accurate i.e. medical student names and placement details
* Produces student allocation lists for Local Module Leads in advance of the students arriving
1. **Student Accommodation**
* Assist with internal accommodation processes
1. **Microsoft Teams**
* Expert in Microsoft Teams in order to support the Local Module Leads with their virtual teaching
* Creates teams for various specialties and invites the correct medical students to join
* Responsible for general Microsoft Teams queries for the department
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|  **7a. EQUIPMENT AND MACHINERY** |
| * Office Equipment: computer, printer, laminator
* Audio Visual Aids: laptop computer, portable projection screens, portable LCD TV screens ,Video Conferencing System.
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| **7b.  SYSTEMS** |
| * Microsoft Office 365 (Access, Outlook, Teams, Word, Excel and PowerPoint)
* Web Room Booking
* Blink
* Cisco Communicator
* PECOS
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|  **8. ASSIGNMENT AND REVIEW OF WORK** |
| Work will be assigned from the Medical Education Undergraduate Coordinators.Work is managed by the post holder and line management support is provided by periodic informal meetings / ad hoc meetings.The post holder will recognise that practices will evolve over time to reflect changes to training and education recommendations from the many governing bodies.  |
| **9.  DECISIONS AND JUDGEMENTS** |
| The post holder will use their own initiative to make decisions regarding workload priorities and the line manager will be available to advise on more complex matters out-with the immediate scope of the postholder. The postholder is expected to resolve day to day problems as appropriate, exercising their own judgement in dealing with queries from staff and students. |
| **10.  MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| * Managing time effectively and prioritising work to meet competing demands as the day unfolds
* Problem solving when enquiries are received via telephone, email or face to face
* Being flexible in order to handle a wide variety of tasks identified by the undergraduate coordinator(s)
* Work may be required at very short notice
* Dealing with sensitive information
* Working with busy clinicians who supervise the medical students ensuring that issues are dealt with diplomatically, discreetly and professionally
* Working with a number of different internal and external departments and ensuring that information is distributed accurately to the correct people at the correct time and is of a high quality
* Dealing with students who have personal or practical problems, e.g. sickness, family bereavement, stress, accommodation problems
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| **11.  COMMUNICATIONS AND RELATIONSHIPS** |
| Good written and verbal communication skills are essential in this role as it involves co-ordinating the transfer of information between individuals at a management level (hospital and university) and those who are affected by the information (medical students, clinical tutors and other hospital staff). The ability to communicate clearly and concisely in written forms such as formal letters and emails is important in this role, as it is the main form of communication between individuals and groups. This task involves evaluating and summarising the content of correspondence.A pleasant and efficient telephone manner is required, as the administrative assistant is often the first point of contact for students, doctors, tutors and other staff from hospitals, universities and NHS organisations involved in Fife’s medical education programme.The postholder will frequently liaise with:Undergraduate studentsMedical staffEducation Centre staffDirector(s) of Medical EducationOther NHS staff University staffSouth East Scotland Faculty of Clinical EducatorsACT OfficersNHS Education Scotland |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS** |
| **Physical Demands:*** Keyboard skills requiring high degree of speed and accuracy
* Checking accuracy of electronic data against written data
* Movement of Audio Visual Aid equipment e.g. TV screens, computer trolleys, etc
* Moving classroom furniture to suit the requirements of the teacher

**Mental Demands:*** Concentration required for short and longer periods depending on tasks despite constant interruptions in person or by phone calls

**Emotional Demands:*** Occasionally dealing with upset or anxious students
* Exposure to sensitive information

**Working Conditions:*** Continuous use of VDU
* The ability to work from home if required
* The ability to work alone in the office and representing the whole team on particular days
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| **13.  KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED** |
| * Educated to Standard Grade Level with significant administration experience
* Interest in medical education
* Knowledge of the career structure for medical student to consultant would be an advantage
* Proficient in use of MS Office Software systems
* Good organisational / problem solving / interpersonal skills with a calm disposition
* Have excellent interpersonal and communication skills and be able to demonstrate high level of tact, diplomacy and discretion
* A level of English language competency and communication skills necessary to perform this role safely and effectively
* Positive, helpful and approachable manner
* Good attention to detail
* Ability to work on own initiative and as part of a team
* Knowledge of the Data Protection Act and handling of student information
* Flexible to travel across sites in Fife.
* Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23
* Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained from Human Resources). Failure to adhere to the Standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of your contract, allowing us to terminate with or without notice.
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| **14.  JOB DESCRIPTION AGREEMENT** |
|   **Post holder’s Signature:**  **Head of Department Signature:** |   Date:  Date: |

**PERSON SPECIFICATION**

**Post Title:** Medical Education Undergraduate Administrator

**Department/Ward:** Medical Education Department

**Date:** **March 2023**

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|  | **ESSENTIAL** | **DESIRABLE** | **MEASURE** |
| **Experience** | At least 2 years administrative experience in the NHS or University setting |  | Application form |
| **Qualifications/ Training** | Educated to standard grade level or equivalent  | Further education qualification in a relevant field | Application form |
| **Knowledge** | Competent in Microsoft Office | Knowledge of career structure for medical student to consultant | Application form and interview |
| **Skills** | Excellent organisational and administrative skillsA level of English language competency and communication skills necessary to perform this role safely and effectivelyPositive, helpful and approachable mannerAble to demonstrate tact, diplomacy and discretion |  | Interview |
| **Aptitude** | Ability to work on own initiativeAble to communicate effectively with staff at all levels and studentsAble to produce high quality work to tight deadlines |  | Interview and competency test |
| **Other** | Flexible and adaptable approachAble to travel between sitesTeam player |  | Interview |