



Keele University School of Medicine (Shropshire Campus)

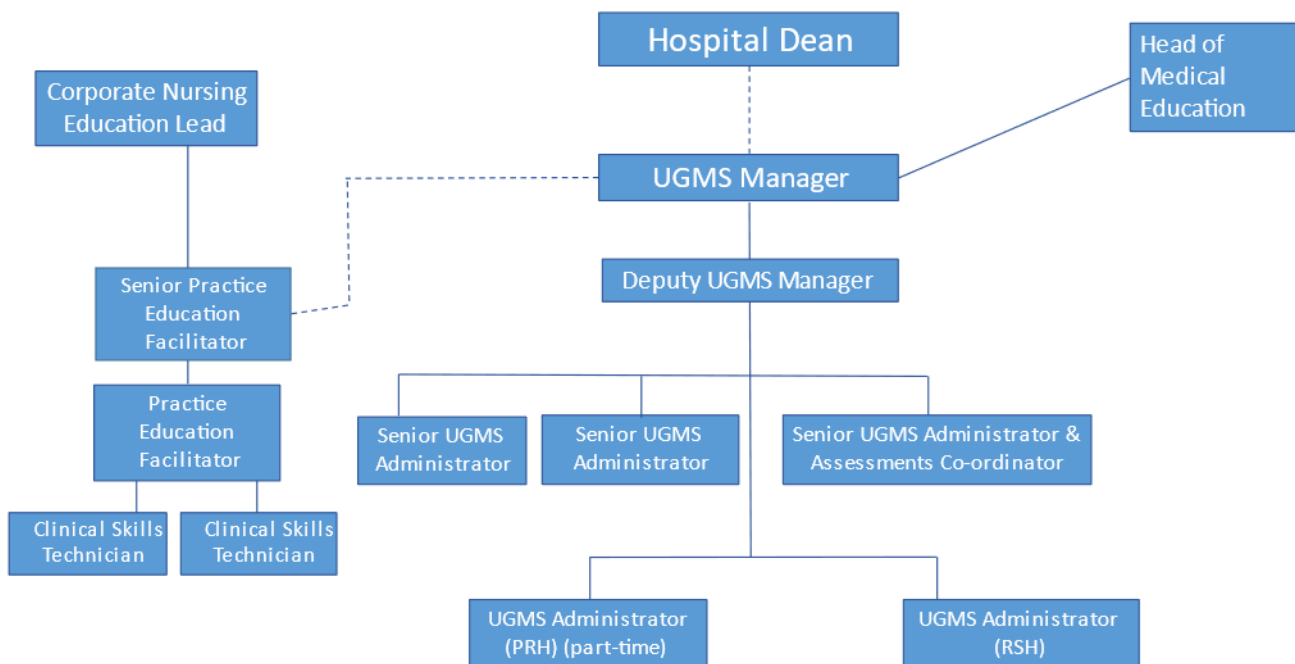
Job Description

Post Title	Deputy Undergraduate Manager
Base	Shropshire Education & Conference Centre
Department	Undergraduate Department
Manager responsible to	Undergraduate Manager
Professionally responsible to	Hospital Dean

1. Post purpose/summary

The purpose of this job role is to co-ordinate the administration for the Undergraduate Department for all Keele University Students on placement at the Shrewsbury and Telford Hospital Trust. To provide an efficient and effective administrative service to the Undergraduate Manager and to manage other Undergraduate Administrators.

2. Organisational position



3. Scope and range

- To be responsible for the day to day running of the Undergraduate Offices across site.
- To deputise for the Undergraduate Manager when required.
- To manage the organisation and delivery of Undergraduate teaching programme taking responsibility for the timetables and being the point of contact at SaTH for all students and tutors.
- To be responsible for ensuring that all equipment, materials and personnel are organised and in place for the Undergraduate teaching sessions.
- To manage all the Undergraduate administrators and help them organise and prioritise their workloads along with maintaining records of sickness absence, annual leave and completing performance management through the annual appraisal process.
- Willingness and ability to travel and work between Trust sites and also to travel and attend meetings at Keele University and Royal Stoke University Hospital (UHNM) and other sites, as and when required.

4. Main duties and responsibilities of the post holder:-

Management responsibility

- To deputise and provide cover for the Undergraduate Manager when required for holidays, sickness and internal/external meetings
- To manage the Undergraduate administration team with monitoring staff working hours and leave: holiday, sickness etc and keeping detailed records.
- Manage junior team members in accordance with Trust/HR Guidelines ensuring that any issues/problems are managed accordingly and passed onto the Undergraduate Manager if necessary.
- Support junior team members and encourage development, highlighting any training needs.
- Ensure junior team members receive annual appraisals and complete all relevant training, particularly mandatory requirements. Carry out regular 1:1 meetings.
- To support department financial logging, petty cash, the payment of invoices and ordering using the SATH(Shrewsbury and Telford Hospital) Trust Oracle ordering system (training will be provided) and following guidelines as regards authorisation and maintaining up to date accurate records of expenditure working within the parameters of budget control.
- To monitor, record and escalate SaTH Datix incidents and raising concerns involving undergraduate students and liaise with the Deputy Hospital Dean in relation to the appropriate action and closure of these as indicated in the Datix undergraduate office process. To ensure the Royal Shrewsbury Hospital work experience programme for prospective medical students operates effectively with appropriate regard for health & safety, safeguarding and information governance.
- To undertake any other duties as might be reasonable delegated by the Undergraduate Manager or the Hospital Dean or Deputy Dean.
- Undertake undergraduate team recruitment and selection processes including shortlisting, interview panel member and using the TRAC system.
- Liaison with Keele University in relation to the recruitment of tutors including advertising posts and arranging interviews.
- Keep Keele University regularly updated with tutor compliance of mandatory training for information governance.
- Ensuring full implementation of Keele IT system and ensuring that appropriate training is provided for the undergraduate team in systems such as Health Survey.

Accountability

- To manage and co-ordinate the administration of the Undergraduate Office providing an efficient service to the Hospital Dean, SaTH Undergraduate Tutors and the Undergraduate Manager in liaison with Keele Medical School.
- To ensure cross site administration is supported across both hospital sites.

- To liaise with Keele Medical School regarding all assessment processes ensuring all dates and deadlines are adhered to and delivered successfully in close partnership with the tutors and senior management team.
- To maintain electronic personal student folders including the recording of absence and the recording of student academic support meetings, ensuring that documents are filed correctly using the School of Medicine student e-file document naming system
- To support the Undergraduate Manager with monitoring of placement activity.
- To provide support for data collection of feedback for all necessary reports for QA (Quality assurance) and annual SAR (Self-Assessment report) for Keele Medical School.
- Assist in the organisation and efficient running of Quality Assurance visits from Keele University. Assist with the pre-inspection documentation.
- To be responsible for the checking of ID documents on behalf of Keele University for the issuing of contracts and checking DBS application documentation.
- To adhere to Trust and Keele policies and procedures as appropriate.

Internal/External and Cross-site liaison

- Work collaboratively with other team members and the Undergraduate Manager to maintain an efficient service on both hospital sites, provide assistance and cross cover when required.
- Keep abreast of new initiatives and projects within undergraduate medical education and assist in implementing any changes.
- To provide support to the Hospital Dean, Deputy Dean, Senior Tutors; maintaining records of tutor participation, appraisal monitoring, contract renewal, academic student meetings and confidential correspondence.
- To communicate with and co-ordinate external parties: i.e. Keele medical students, Simulated and real patients, examiners and invigilators, volunteers for all assessment process such as OSCE (Objective Structured Clinical Examinations), SSC (Student Selective Components) Clinical Skills Assessment and SECO (Safe Effective Clinical Outcomes).
- To provide liaison with the Clinical skills team (including the teaching fellows) supporting the delivery of skills sessions/critical care week and all administration preparation for all assessments throughout the academic year.
- To support the Undergraduate Manager with student welfare meetings in liaison with the Student Welfare Tutor ensuring deputising in meetings if required, ensuring meetings are arranged as soon as possible and maintaining all aspects of confidentiality at all times.
- To participate in student representative meetings and to respond to any student concerns and escalate as appropriate.
- To service the cross-site liaison meetings and year group tutor meetings.

Planning and organisational

- To lead on student registration and induction sessions in co-ordination with the Undergraduate team, the Hospital Dean, Deputy Dean and SATH year leads, Undergraduate Manager and Keele Medical School.
- To co-ordinate teaching sessions for Undergraduate Medical students, including checking timetables overseeing changes and ensuring good communication with students, tutors and external parties
- To arrange meetings by booking rooms and facilities, including catering arrangements, schedule meetings, produce agendas and take meeting minutes/action points and ensure all relevant papers are organised and distributed pre and post meeting with agreed timescales.
- To manage the room bookings in the learning centre, Clinical skills labs and PRH medical seminar room ensuring that priority is always given to Undergraduate teaching.
- To ensure that all the timetabling for students is carefully organised well in advance of inductions and that it is regularly checked and kept up to date.
- To organise the changeover of student clinical rotations ensuring that essential administration related to this is complete and that all necessary paperwork reaches the appropriate departments on time highlighting any anomalies to the Undergraduate Manager
- To manage induction for year 4 & 5 students in close collaboration with Keele University to ensure equivalence
- To manage all administrative elements of the Elective programme for year 5 SaTH students in partnership with the Electives Tutor providing detailed records and support in liaison with Keele

medical School. To administer the Elective programme for incoming foreign students requiring placements at SaTH co-ordinating all administration and providing an induction and ensuring all safety checks are made in accordance with the regulations.

- To organise Faculty meetings in liaison with the Hospital Dean.

Responsibility for policy/service development

- To ensure compliance for SaTH and Keele University Medical School with quality assurance, data management, reporting and information governance processes including GDPR.
- To participate and ensure there is excellent communication to the department of all new developments in the undergraduate course along with any curriculum changes ensuring cross site equivalence as much as possible.

5. Systems and equipment

The post holder is required to:-

- To use a standard range of office equipment i.e. PC, Photocopier, Laminator, Digital dictation system etc.
- To use Microsoft office/excel works including supervising the design and maintenance of spread sheets for all required information for the Undergraduate Office i.e. Simulated Patients, Student details etc.
- To use the electronic room booking system and input data into plasma display screen.
- To ensure the UGMS Website and the Microsite at SaTH site and KLE (Keele learning Environment/Blackboard) is regularly up dated and maintained i.e. Student timetables, Tutor lectures.
- To use AV equipment e.g. Videoconferencing, Skype, laptop computers, i-pads.
- To have the confidence and knowledge to trouble shoot problems that arise during the course of any meetings/teaching sessions with the assistance of Staffordshire IT support technician
- To ensure security in the Learning Centre and alarming the Resource Room (with VC equipment)

6. Decisions, judgements and freedom to act

- The post holder must be able to take responsibility for various blocks of work, which needs little supervision and prioritise his or her own workload.
- Management of a cross site team and escalation of any issues to Undergraduate manager as appropriate
- The post holder will liaise with the Undergraduate Manager on the acceptance of overseas students and work experience placements
- The post holder will liaise with the Undergraduate Manager regarding ordering equipment and any issues regarding bill payment.
- The post holder will be expected to contribute to the office and administration procedures through discussion with the team to meet the needs of the service through regular team meetings.

7. Communication and relationships

- In addition to Medical and Work Experience Students the post holder will also be in regular communication with Undergraduate Senior Management Team, SaTH Undergraduate Tutors, Keele University School of Medicine teaching, administration and technical Staff and Trust Medical Secretaries. This communication may be written, verbal or electronic. The Undergraduate Department also receives foreign students on a regular basis as part of the incoming Electives Programme.
- The post holder will maintain good communication within the Undergraduate team ensuring a smooth and efficient service is delivered and working together as a team to solve any problems that may arise.
- The post holder will maintain good communication links between the Undergraduate office, Clinical Skills Team, the Learning Centre and Library staff and also Staffordshire Faculty of Health.

- The post holder will ensure excellent communication with the Undergraduate students regarding changes to timetable and important notices via email, SMS texting services and the microsite
- Dealing with difficult phonecalls/conversations and escalating to the Undergraduate Manager if necessary.

8. Physical, Mental and Emotional Demands of the post

The post holder will be required to:-

- Assist in moving tables, chairs and teaching equipment in preparation for teaching sessions and other meetings. The Trust's Manual and Handling Guidelines must be adhered to at all times and must attend handling training annually.
- Work in a busy office environment with continuous interruptions.
- Communicate in a tactful or sensitive manner as well as maintain a professional relationship with all members of staff and students.
- Travel between both SaTH hospital sites, Stoke and Keele Medical School sites as required.
- Be given the responsibility to manage his or her own workload under the direction of the Undergraduate Manager and in liaison with the rest of the Undergraduate team.
- The post holder will be expected to be flexible with their workload and alter their tasks at relatively short notice according to the demands of the Undergraduate Department.
- Deal with distressed and emotional students in difficulty in a sensitive and confidential manner

9. Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

10. Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

11. Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

12. Confidentiality and Security

Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

13. Disclosure of Information

The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.

14. Information Quality and Records Management

You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

15. Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

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16. Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities.

The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

As an employee of the Trust you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

17. Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

18. Continuous Improvement

The Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the Trust continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

19. General

- .To fully participate in the Trust's annual appraisal system review aligned to Trust Values and personal development planning process on an annual basis.
- To contribute to a safe working environment by reporting any health and safety hazards to the Undergraduate Manager.
- To undertake any necessary training required to fulfil the role including annual Trust statutory training e.g. fire, manual handling
- To undertake any other duties at the request of the Undergraduate Manager within reason and fair request.

20. Working Conditions

- The post holder will be required to work in a normal office environment

I have read and understood the duties that are expected of me in the role of Deputy Undergraduate Manager

Manager	Post Holder
Name:.....	Name:.....
Signature:.....	Signature:.....
Date:.....	Date:.....