

## JOB DESCRIPTION

JOB DETAILS	
Job Title	Undergraduate Support Officer
Reports to	Medical Education Manager
Band	Band 4 – Subject to consistency checking
Department/Directorate	Medical Education/Medical Director

JOB PURPOSE
<ul style="list-style-type: none"> <li>To provide comprehensive and effective management, co-ordination, and administration support for the training, education and development of medical student placements in the North Devon area.</li> <li>Be part of the Trust Medical Education team providing support and assistance with the activities of the department. The post involves recording of financial reimbursements across stakeholder organisations.</li> </ul>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> <li>The post holder will be expected to support the Medical Education Manager and the undergraduate education team in coordinating the effective administration of the medical student placements, currently Year 3, 4 &amp; 5, ensuring that deadlines are met and that activities are planned in a timely and effective manner.</li> <li>Mentor the medical education apprentice as required including supporting the apprentice to gain UEMS experience.</li> <li>Be involved in the development of University of Exeter Medical Student (UEMS) training programme rotations and workforce planning on behalf of the Undergraduate Lead Clinician. Liaise with UEMS administration team and the Trust Clinical Leads to agree placements.</li> <li>Aids with the running of the clinical skills room, booking, ordering consumables etc.</li> <li>Ensure the provision of a professional, helpful and informative service to host accommodation providers and secondary care colleagues at all times, including developing good working practice, procedures and systems.</li> <li>Work collaboratively with University of Exeter Medical School administration team.</li> <li>Act as the first point of contact, dealing and responding effectively with complex queries from stakeholders and passing relevant information to appropriate team members sensitively and autonomously.</li> <li>Proactively makes suggestions and help implement new or amended processes and procedures.</li> <li>To organise and develop the Year 3 &amp; 4 timetables.</li> </ul>

- To enable the assessment process by liaising with students and assessors.
- In the absence of the Medical Education Manager, deputise on rotation with other team members.
- Takes an active role in the general running of the Medical Education Centre by answering queries across all areas in the absence of team members, organising room bookings and carrying out open and close duties as required.
- Makes decisions based on known information and good awareness of the Medical Education Department work streams.
- Responsible, with other team members, for organising and delivering effective medical student and junior doctor inductions in liaison with all specialties.
- Undertake any other duties appropriate to the grade, which may be required from time to time, as directed by the Medical Education Manager.
- Some flexibility in hours of work will occasionally be required to support events; time off in lieu will be given.

## KEY WORKING RELATIONSHIPS

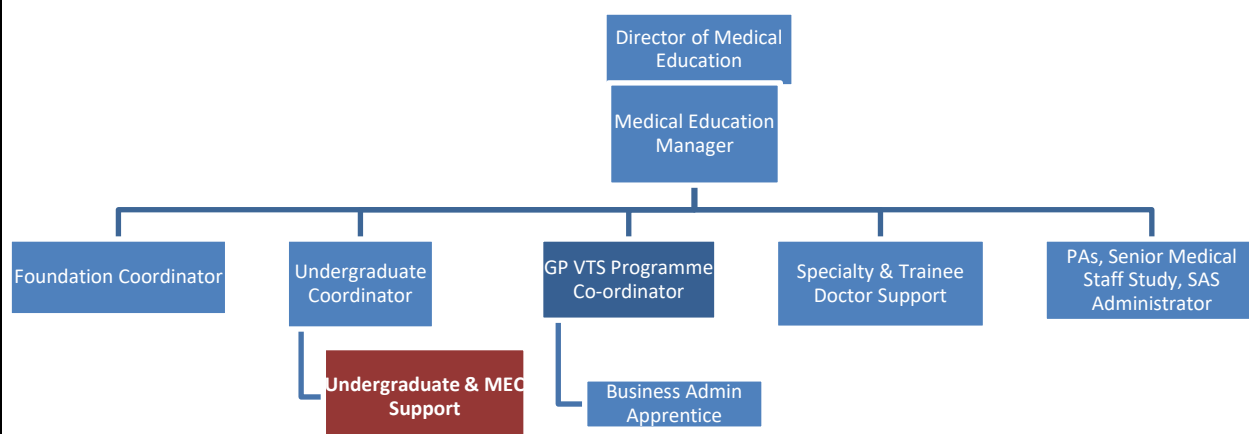
Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> <li>• Director of Medical Education</li> <li>• Medical Education Manager and administration team</li> <li>• Undergraduate Dean, Clinical Tutors, Simulation Team</li> <li>• Sodexo</li> <li>• Senior Medical Staff</li> <li>• Medical HR</li> <li>• Trust Staff/MEC Users</li> </ul>	<ul style="list-style-type: none"> <li>• University of Exeter Medical School administration team</li> <li>• National Health Service England (NHSE)</li> <li>• External transport providers</li> <li>• Accommodation providers</li> </ul>

The post holder is required to deal effectively with staff of various levels throughout the Trust as and when required on a daily basis.

The post holder will deal with the wider healthcare community, external organisations and the public.

## ORGANISATIONAL CHART



## FREEDOM TO ACT

- Work is managed rather than supervised. Working autonomously, but recognising when to seek advice, when necessary/manage a discrete area of work
- Recognise when it is necessary to seek advice
- Responsible for overall organising of the accommodation requirement; liaising directly with Sodexo and hosts.
- Required to act independently, use initiative and decide when it is appropriate to refer matters to line manager.
- Communicate directly with administrative staff at UEMS.
- Attend and contribute to medical school meetings.
- Support the implementation of UEMS policy, developmental and operational issues relevant to students in the most effective, efficient and economical way in line with UEMS short and long term strategic objectives.
- Needs to be flexible and adaptable to meet the needs of the Department. This requires some occasional working out of normal hours including some early starts.

## COMMUNICATION/RELATIONSHIP SKILLS

- Communicating complex or sensitive information with a range of staff internally and externally across the Trust & UEMS; using negotiating and persuasive skills.
- Works to ensure co-operation of medical & clinical staff using listening and negotiation skills when required
- Ensure communication within the organisation and to stakeholders is of high quality with accurate, excellent information available to all parties.
- Ensuring effective communication between clinical teams and administration staff
- Provide cross cover in all areas of medical education during colleague absence.
- Support the process for Host approval and re-approval.
- Administer the process for Clinical Assessor approval and re-approval.

## ANALYTICAL/JUDGEMENTAL SKILLS

- The postholder will require skills for investigating a variety of issues and proposing solutions and dealing with enquiries.
- Consideration of their personal circumstances may be necessary in order to find the most suitable placement.
- Some problem-solving input is necessary. Propose/lead on design ideas or present plans to achieve expected outcomes.

- Communicate general issues and those of concern to a senior member of staff and use initiative to escalate complex issues in the absence of the manager.

## **PLANNING/ORGANISATIONAL SKILLS**

- Complex placement planning for multiple year groups across all specialties. 100 + students per week.
- The ability to work using own initiative and manage time effectively to meet deadlines. Organise own day to day activities and tasks.
- Attend bi monthly regional University Board of Studies meetings, represent the Trust perspective and report back to the clinical tutors.
- Administration of all student teaching programmes
- Design and circulate online feedback collection tools. Collate feedback, deliver outcomes to clinical tutors and the university in a solution based format.

## **PATIENT/CLIENT CARE**

Incidental contact with patients

## **POLICY/SERVICE DEVELOPMENT**

- Propose changes to working practices in own work area/role.
- Implement policies and propose changes to practices or procedures for the area of management.
- Provide support and systems for Associate Dean/Clinical Tutors with any special projects

## **FINANCIAL/PHYSICAL RESOURCES**

- Knowledge of the UEMS financial policies and processes for student reimbursement.
- Ensure that within set deadlines; funding requests are processed and submitted.
- Frequent use of University of Exeter Purchase Requisition policy and finance systems to raise and pay orders against budgets held by the university in Exeter.
- Ensure host/accommodation bookings are recorded in a timely and accurate way to ensure correct payment.
- Provide signposting to UEMS financial guidance for student expense claims

## **HUMAN RESOURCES**

- In the absence of the Medical Education Manager, or coordinator colleagues, deputise on rotation with other team members.
- Support new team members, offering orientation and training as necessary.
- Provide the communication link between hosts, students and the trust

## **INFORMATION RESOURCES**

- Develop and maintain student databases and information systems with project management skills.
- Arrange and maintain student teaching timetables for Year 3 & 4. Developing and maintaining the host family database ensuring excellent communication regarding student placements.
- Administration of meetings, including typing of formal minutes and notes of meetings
- Create and maintain accurate email groups to ensure information is disseminated correctly.

## **RESEARCH AND DEVELOPMENT**

- Be responsible for self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.
- Carries out enquiries in relation to own work to continuously improve on service delivery

<b>PHYSICAL SKILLS</b>
<ul style="list-style-type: none"> <li>The post holder requires Project Management and advanced keyboard skills</li> <li>Skills for keyboard use for producing reports, spreadsheets and correspondence</li> </ul>
<b>PHYSICAL EFFORT</b>
<ul style="list-style-type: none"> <li>Daily prolonged periods of sitting while using keyboard/PC</li> <li>Assist with the set up/lay out of training rooms and the MEC generally; moving furniture within manual handling guidance.</li> <li>Light physical effort within reason, moving chairs/tables etc.</li> </ul>
<b>MENTAL EFFORT</b>
<ul style="list-style-type: none"> <li>Frequent need for high levels of concentration; work pattern unpredictable. Interruptions from staff, external agencies and competing priorities.</li> <li>Arrange and set up face to face/virtual teaching sessions for trainers; collect and share feedback.</li> </ul>
<b>EMOTIONAL EFFORT</b>
<ul style="list-style-type: none"> <li>Occasional exposure of individual difficult personal circumstances for trainees/students.</li> </ul>
<b>WORKING CONDITIONS</b>
Occasional exposure to challenging behaviour. Frequent VDU use
<b>OTHER RESPONSIBILITIES</b>
<p>Take part in regular performance appraisal and 121s.</p> <p>Maintain a broad understanding of postgraduate and undergraduate Medical Education as a whole, and actively contribute ideas for the improvement of service provision.</p> <p>To be part of a team and undertake any other MEC duties (opening/closing, holiday/sickness cover, holding doctors' bleeps during teaching, assisting medical students etc)</p> <p>Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling</p> <p>Contribute to and work within a safe working environment</p> <p>You are expected to comply with Trust Infection Control Policies and conduct yourself at all times in such a manner as to minimise the risk of healthcare associated infection</p> <p>As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.</p> <p>You must also take responsibility for your workplace health and wellbeing:</p> <ul style="list-style-type: none"> <li>When required, gain support from Occupational Health, Human Resources or other sources.</li> <li>Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.</li> <li>Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.</li> <li>Undertake a Display Screen Equipment assessment (DES) if appropriate to role.</li> </ul> <p>This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure &amp; Barring Service Disclosure Check.</p>
<b>GENERAL</b>

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

# PERSON SPECIFICATION

<b>Job Title</b>	Undergraduate Support Officer
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b> 5 GCSE (grades A-C) or equivalent including English and Mathematics, or proven ability/experience through practice. A levels or equivalent. NVQ III in administration or equivalent qualification/experience. Additional specialist knowledge and ability to deal with non-routine issues such as problem solving.	E  E E E	
<b>KNOWLEDGE/SKILLS</b> Effective interpersonal, organisational and communication skills Excellent understanding of information management and operational processes. Excellent verbal/written & interpersonal skills with the ability to establish rapport with people at all levels and to enable effective communication with senior staff, including Consultants, on a wide range of training issues. Use of Microsoft Office, including Word, Excel, MTeams and PowerPoint at an intermediate level Experience in using databases to input, maintain and report on personal information Experience in delivering high standards of customer service Excellent written communication skills to produce meeting minutes and email correspondence. Able to deal confidently and tactfully with people at all levels Excellent telephone manner, experience of dealing with high volume telephone calls/enquiries Ability to work on an individual and team basis Ability to use own initiative and solve problems effectively and creatively	E E  E E E E E E E E E	
<b>EXPERIENCE</b> Significant experience of education and training (or related) administration. Experience of supporting Project management Experience of working in the health care sector. Ability to plan and organise own workload	E E E E	
<b>PERSONAL REQUIREMENTS</b> Excellent team worker Self management skills Ability to be empathetic, handle difficult or emotional situations Responsive and flexible, ability to work in a fast-paced environment, meet deadlines and prioritise effectively The ability to undertake tasks requiring prolonged concentration	E E E E E	
<b>OTHER REQUIREMENTS</b> The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Occasionally required to handle and manoeuvre heavy objects, e.g. boxes of equipment / stationery Ability to use a VDU for long periods of time. Frequent requirement to sit or stand for a substantial proportion of the working day.	E  E E E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
<b>Other General Hazards/ Risks</b>					
VDU use ( > 1 hour daily)	Y				Y
Heavy manual handling (>10kg)	Y	Y			
Driving	Y		Y		
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		Y		
Mental Effort	Y				Y
Emotional Effort	Y		Y		
Working in isolation	Y	Y			
Challenging behaviour	Y		Y		