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| **JOB DETAILS** | |
| **Job Title** | Medical Education Administrator |
| **Reports to** | Training Programme Manager and  Training programme coordinators |
| **Band** | AfC Pay Band 3 |
| **Department/Directorate** | Medical Education Department |
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| **JOB PURPOSE** | |
| To provide a high quality, professional administration service for Speciality Training Programmes within the Medical Education Department, working with the GP Training Programme Manager and the Training Programme Coordinators organising and facilitating training for Junior Doctors. | |
| **KEY WORKING RELATIONSHIPS** |  |
| The post holder is required to communicate effectively with the following staff levels:  Of particular importance are working relationships with:   * Medical Education Manager and the Training Programme coordinators * Training Programme Directors * Administrative Team, Postgraduate Medical Education and Professional Development * Senior and Junior Medical Staff * Medical HR Team * Health Education South West Peninsula Postgraduate Medical Education | |
| **ORGANISATIONAL CHART** | |
| The role will be located within one of the above programme functions within the Medical Education Team as service needs arise. | |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | |
| **(Examples below are not exhaustive)**   * The post involves providing administrative support as required to the following:   + GP Programme administration Manager   + Physician Associates Training administration support   + for processing relocation and mileage expenses for doctors in training   + Monitoring of Supervisor training; keeping accurate records   + Assist in preparation of the new Junior doctors’ inductions throughout the year   + Support in the organisation of the annual Clinical PACES exams at the Trust, as required. * The post is also involved in the administration of Junior doctors’ Training programmes annual Quality Panel reviews, study leave, and follow up on Practice Placements. * Ensure cross cover with colleagues in supporting the Training Programme Coordinators in the Administration of the training programmes when required. * Undertake other duties as required, and provide cover for colleagues as appropriate and suitable with the role / band | |
| **FREEDOM TO ACT** | |
| * Working independently, managing own workload being guided by Trust Policy and Standard Operating Procedures. * Able to deal with routine queries from a multitude of sources and matters relating to the Medical Education Department. * Exercise initiative, analysis, and judgements/problem solving or directing on/escalating, as appropriate, using tact/empathy, reassurance and persuasive skills where agreement and co-operation is required. | |
| **COMMUNICATION/RELATIONSHIP SKILLS** | |
| * To ensure effective communication with Doctors in training on all educational matters and expense claims. * To ensure that all stakeholders who need to be informed of trainee circumstances are contacted in a timely manner * Use effective verbal/written communication at all times, incorporating tact, empathy, consideration, courtesy and confidentiality. * Build and sustain effective communications to ensure good team working and collaborative working practices. Disseminate knowledge, and information to those who need to know. * Undertake general administrative and clerical duties; deal with enquiries and matters arising from the running of the training programmes and meet regularly with the GP Programme Manager and the Training Programme Coordinators | |
| **ANALYTICAL/JUDGEMENTAL SKILLS** | |
| * Prioritise own tasks, exercising a degree of independence, initiative and judgement.   Assess situations, identify and resolve potential problems within own skill set. Refer and seek guidance on issues outside of postholder’s level of competency or authority.  Some tasks require analysis and others require judgement based on circumstances and information provided.   * Processing of relocation and mileage claims. * PACES clinical course and Examinations administration (annually) * Receipting and raising requisitions * Maintain Supervisor training records * Arrange Tuesday Medical Directorate Meetings as required * HUB page Administration and editing for PGME information * Room booking for PGME and HEE SW events | |
| **PLANNING/ORGANISATIONAL SKILLS** | |
| * Prioritising own workload * Organise/support supervisor training events * Managing task deadlines * Updating and maintaining the department events calendar * setting up and administering online virtual teaching sessions/ meetings with the speakers who are at times based in the RILD building. * This post calls for a high degree of accuracy, attention to detail, and effective team working skills. | |
| **PATIENT/CLIENT CARE** | |
| * Incidental contact with patients | |
| **POLICY/SERVICE DEVELOPMENT** | |
| * Provide services within well-established policies, procedures, protocols, guidelines, whilst acting within the required sphere of competences for the role at all times. * To participate in departmental/team meetings and offer suggestions for quality improvement. Contribute to the achievement/improvement of service/quality standards. * May be asked to comment on policies and procedures. | |
| **FINANCIAL/PHYSICAL RESOURCES** | |
| * May occasionally help with reimbursements to patient participants in clinical examinations. * Supports the SAS Doctors’ Tutor in compiling a budget return for the end of the financial year. | |
| **HUMAN RESOURCES** | |
| .   * To demonstrate duties to new or less experienced staff | |
| **INFORMATION RESOURCES** | |
| * Maintain PGME Trainers’, trainees’ and GP Practice distribution lists * Update and maintain trainee placements records * ESR records of mandatory / statutory training records for Junior doctors * Maintain the confidentiality of patient/ trainee/staff records and other confidential information. * Ensure acceptable standards of data protection are maintained in accordance with the Data Protection Act and comply with all Trust Policies and procedures | |
| **RESEARCH AND DEVELOPMENT** | |
| * Completes surveys and audits as required, e.g. staff questionnaires. | |
| **PHYSICAL SKILLS** | |
| * Keyboard skills with speed and accuracy. * Junior doctors Teaching session set up | |
| **PHYSICAL EFFORT** | |
| * Setting up rooms for face to face teaching sessions or meetings as required which includes moving of tables, chairs; occasional opening and shutting of room partitions; standing for long periods during induction days and PACES examinations. * setting up and administering online virtual teaching sessions/ meetings with the speakers who are at times based in the RILD building. * The post holder is responsible for arranging SAS doctors study days, virtual and face to face. * Post holder required to use VDU equipment for long periods on most days. | |
| **MENTAL EFFORT** | |
| * PACES Examinations Administration (annually) * Creating teaching mapping documents for PGME trainees as required for the duration of their placements. * Creating accounts and running completion reports for Junior doctors’ e-Induction. (for the Junior doctor inductions) | |
| **EMOTIONAL EFFORT** | |
| * Occasional exposure of individual difficult personal circumstances for Junior doctors. | |
| **WORKING CONDITIONS** | |
| * Needs to be flexible and adaptable to meet the needs of the Department. This requires some occasional working out of normal hours i.e. during induction and requires occasional early starts and late finishes in order to cover Junior doctors training days. | |
| **OTHER RESPONSIBILITIES** | |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling  Contribute to and work within a safe working environment  You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection  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.  You must also take responsibility for your workplace health and wellbeing:   * Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible) * When required, gain support from Occupational Health, Human Resources or other sources. * Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health. * Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you. * Undertake a Display Screen Equipment assessment (DES) if appropriate to role. | |
| **DISCLOSURE AND BARRING SERVICE CHECKS– delete section if not applicable** | |
| 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 & Barring Service Disclosure Check. | |
| **GENERAL** | |
| 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.  Royal Devon University NHS Foundation Trust continues to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.  T*his is* | |

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

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| **Job Title** | Medical Education Administrator Band 3 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and English  NVQ Level 3 in Business Admin or equivalent level of experience  ECDL or equivalent | 🗹  🗹 |  |
| **KNOWLEDGE/SKILLS**  Knowledge and experience in using Microsoft Office Applications (Word, Excel, Outlook, PowerPoint and Databases), with advanced keyboard skills.  Comprehensive MS Teams skills - databases, word-processing, email, Excel | 🗹  🗹 |  |
| **EXPERIENCE**   * Experience of education and training (or related) administration. * Professional office Administration experience including prioritising workload to meet set deadlines * Able to set up AV equipment for teaching preparation * Experience of working in the health care sector. * Experience of working under pressure with interruptions * Experience of working within postgraduate medical education within the NHS | 🗹  🗹  🗹 | 🗹  🗹  🗹 |
| **Personal Attributes**  Ability to identify operational needs and to create systems. | 🗹 |  |
| * Ability to work as part of a team and to use own initiative. | 🗹 |  |
| * Confidence in dealing with busy medical professionals. * Assertive skills; in order to deal with challenging individuals | 🗹 |  |
| * Ability to manage hectic, and at times pressurised, situations and to adhere to strict deadlines. | 🗹 |  |
| * High level of accuracy in work produced * Flexible in working methods/patterns and adaptable to change * Able to work on own initiative | 🗹  🗹 |  |