

JOB DETAILS	
Job Title	Medical Education Administrator
Reports to	Medical Education Manager
Band	Band 3
Department/Directorate	Medical Education/Medical Director

JOB PURPOSE
<p>The post holder is responsible for carrying out a number of administrative duties within the Education Centre, including providing the support function for specialty trainees, educational & clinical supervisors, room bookings, preparing and securing the teaching rooms, responding to telephone and email enquiries, ordering catering, ordering stationary and supporting the Education Team and Centre Users in a professional and approachable manner.</p> <p>To provide administrative support to the operational team which may include typing documents, filing and entering information onto computer systems in accordance with Trust policies. The post holder will be required to support specialty training manage room bookings, organise courses, including conduct some financial and personnel tasks i.e. processing of invoices, study, travel & relocation claims, petty cash/banking administration.</p>

KEY WORKING RELATIONSHIPS
<p>The post holder is required to communicate effectively with the following staff levels:</p> <p>Of particular importance are working relationships with:</p> <ul style="list-style-type: none"> • Medical Education Manager and the Training Programme coordinators • Training Programme Directors • MEC Team • Senior and Junior Medical Staff • Medical HR Team • RDUH Staff • Service/centre users • NHS England (NHSE) • University of Exeter Medical School (UEMS)

ORGANISATIONAL CHART
<pre> graph TD DME[Director of Medical Education] --> MEM[Medical Education Manager] MEM --> FC[Foundation Coordinator] MEM --> UC[Undergraduate Coordinator] MEM --> GPC[GP VTS Programme Co-ordinator] MEM --> STD[Specialty & Trainee Doctor Support] MEM --> PAM[PAs, Senior Medical Staff Study, SAS Administrator] UC --> UMS[Undergraduate & MEC Support] GPC --> BAA[Business Admin Apprentice] </pre>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

(Examples below are not exhaustive)

- The post involves providing administrative support as required to the following:
 - MEC Manager
 - Monitoring of Supervisor training; keeping accurate records
 - The administration of Junior doctors' Training programmes annual Quality Panel reviews and study leave
- Ensure cross cover with colleagues in supporting the MEC team in the administration of the training programmes when required.
- Provide administration support to the Training Programme Leads as required.
- Processing relocation and mileage expenses for doctors in training with the MEC Manager
- Undertake other duties as required, and provide cover for colleagues as appropriate and suitable within 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 wide variety 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 appropriately.

<ul style="list-style-type: none"> Undertake general administrative and clerical duties; deal with enquiries and matters arising from the running of the training programmes
ANALYTICAL/JUDGEMENTAL SKILLS
<ul style="list-style-type: none"> 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. <p>Some tasks require analysis and others require judgement based on circumstances and information provided.</p> <ul style="list-style-type: none"> Processing of study leave applications and claims Receipting and raising requisitions Maintain Supervisor training records Manage the MEC room bookings system in conjunction with team administrators
PLANNING/ORGANISATIONAL SKILLS
<ul style="list-style-type: none"> 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 MEC users This post calls for a high degree of accuracy, attention to detail, and effective team working skills.
PATIENT/CLIENT CARE
<ul style="list-style-type: none"> Incidental contact with patients
POLICY/SERVICE DEVELOPMENT
<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> Ensure compliance with trust & NHSE financial instructions Timely management of junior medical staff study claims and relocation requests To monitor stock levels of stationery, order and receive deliveries. To ensure the efficient and effective use of all resources used within the course of own duties, maintaining an awareness of the financial impact of inappropriate use. Undertake financial and personnel tasks i.e. processing of invoices, payroll, petty cash/banking administration.
HUMAN RESOURCES
<ul style="list-style-type: none"> To demonstrate duties to new or less experienced staff
INFORMATION RESOURCES
<ul style="list-style-type: none"> Maintain NHSE Supervisor database to ensure accurate reporting to GMC Update and maintain trainee placements records 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.
- Setting up of teaching rooms

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; sitting or standing for long periods.
- setting up and administering online virtual teaching sessions/ meetings with the speakers.
- Post holder required to use VDU equipment for long periods on most days.

MENTAL EFFORT

- The work pattern will be predictable and there will be a regular requirement for concentration for data entry.

The post holder will be expected to provide cover for other administration staff during busy periods, including cover due to sickness absence and annual leave.

EMOTIONAL EFFORT

- Occasional exposure of individual difficult personal circumstances for MEC users.
- Occasionally manage difficult situations, which may arise with challenging individuals in person and on the telephone, which may need to be referred to a senior member of staff.

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. Time in lieu will be given.

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 yourself 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
<p>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.</p> <p>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.</p>

WORKING CONDITIONS/HAZARDS		R	O	M	F
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				
Hazard/Risks requiring Respiratory Health Surveillance					
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				
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				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y/N				<input checked="" type="checkbox"/>

JM0551 Medical Education Administrator, formally matched 15/06/2023, consistency checked 22/06/2023.

Heavy manual handling (>10kg)	Y/N		<input checked="" type="checkbox"/>		
Driving	Y/N				
Food handling	Y/ N		<input checked="" type="checkbox"/>		
Night working	Y /N				
Electrical work	Y /N				
Physical Effort	Y/ N			<input checked="" type="checkbox"/>	
Mental Effort	Y/N			<input checked="" type="checkbox"/>	
Emotional Effort	Y/N		<input checked="" type="checkbox"/>		
Working in isolation	Y/N				
Challenging behaviour	Y/ N	<input checked="" type="checkbox"/>			

Person Specification

Job Title	Medical Education Administrator
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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	E E E	
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	E E	
EXPERIENCE <ul style="list-style-type: none"> Proven clerical/administrative experience within customer care environment Professional office Administration experience including prioritising workload to meet set deadlines Experience of working in the health care sector. Experience of working under pressure with interruptions 	E E E	D
Personal Attributes Ability to identify operational needs and to create systems. Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	E E	
<ul style="list-style-type: none"> Ability to work as part of a team and to use own initiative. 	E	
<ul style="list-style-type: none"> Confidence in dealing with busy medical professionals. 	E	
<ul style="list-style-type: none"> Assertive skills; in order to deal with challenging individuals 	E	
<ul style="list-style-type: none"> Ability to manage hectic, and at times pressurised, situations and to adhere to strict deadlines. 	E	
<ul style="list-style-type: none"> High level of accuracy in work produced Flexible in working methods/patterns and adaptable to change Able to work on own initiative 	E E E	