

**Apprentice Role**

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| **JOB DETAILS** | |
| **Job Title** | Medical Education Administrator |
| **Reports to** | MEC Manager |
| **Band** | AfC Pay Band 3 (1 WTE) |
| **Department/Directorate** | Medical Education Department |
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| **JOB PURPOSE** | |
| The Administrator will be based in the Medical Education Centre (MEC) which is based within North Devon District Hospital. The MEC team is responsible for the training of both undergraduate and postgraduate doctors in training based in the Trust.  The post holder is responsible for carrying out a number of administrative duties within the Education Centre, including room bookings, preparing and securing the teaching rooms, responding to telephone and email enquiries, providing administrative support for training sessions, ordering catering, ordering stationary and supporting the Education Team and Centre Users in a professional and approachable manner. Use of Microsoft office, especially excel and word daily.  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 manage room bookings, organise inductions for new doctors, arrange courses, conduct some financial and personnel tasks i.e. processing of invoices, petty cash/banking administration.  Providing cross cover within the MEC team is a key function of this role. | |
| **KEY WORKING RELATIONSHIPS** |  |
| The post holder will fulfil all tasks to meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager.  is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community and external organisations. This will include verbal, written and electronic media.  Of particular importance are working relationships with:   * Medical Education Manager * Training Programme Directors, GPs * MEC Team * University of Exeter Medical School * RDUH staff * Senior and Junior Medical Staff * Medical HR Team * National Health Service England (NHSE) | |
| **ORGANISATIONAL CHART** | |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | |
| **(Examples below are not exhaustive)**   * The post involves providing administrative support as required to the following:   + MEC Manger   + GP VTS Programme Co-ordinator   + Key role in the organisation of the new Junior doctors’ inductions throughout the year * Maintain and update the Induction/Mandatory Training database and distribute accordingly. * Assist the Medical Education Manager with the ‘Local Education Provider’ Quality Visits. * The postholder will gain experience in the administration of Junior doctors’ training programmes * Organisation of educational events including external venues, catering etc. * Assist with ordering of stationery and equipment for the Department. * Provide reception duties for the Medical Education Centre. * Provide administration support for the Medical Education Management team. * To ensure awareness and adherence to all Trust policies, the attendance at mandatory training sessions and involvement in appraisals. * Prioritise communications received/sent to aid timely conclusions by the appropriate people * Undertake other duties as required, and provide cover for colleagues as appropriate and suitable for 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 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** | |
| * 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 VTS Programme Co-ordinator | |
| **ANALYTICAL/JUDGEMENTAL SKILLS** | |
| Some tasks require analysis and others require judgement based on circumstances and information provided.   * 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. * Maintenance of registers including data input/formulae/progress report production * Ensure adherence to Trust policies, procedures, protocols and guidelines * Receipting and raising requisitions * Intranet page administration and editing for MEC information * Management of the room booking system | |
| **PLANNING/ORGANISATIONAL SKILLS** | |
| * Organise/support supervisor training events * Managing task deadlines * Updating and maintaining the department events calendar * setting up and administering online virtual teaching sessions/ meetings * Creating accounts and running completion reports for Junior doctors’ e-Induction. (for the Junior doctor inductions) * 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** | |
| 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** | |
| Maintain and update own training relevant to post. | |
| **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   Daily use of IT programmes relevant to the department to process and store information and type up minutes of meetings. Responsible for maintaining training data. | |
| **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. * 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 and clerical staff during busy periods, including cover due to sickness absence and annual leave. | |
| **EMOTIONAL EFFORT** | |
| 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.  There will be occasional indirect exposure to distressing or emotional circumstances, for example, 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. Time off 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** | |
| 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.  Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue 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~~ | 🗹 |  |  |  |

Person Specification

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

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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 | 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**   * 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 |  |
| * Ability to work as part of a team and to use own initiative. | E |  |
| * Confidence in dealing with busy medical professionals. * Assertive skills; in order to deal with challenging individuals | E  E |  |
| * Ability to manage hectic, and at times pressurised, situations and to adhere to strict deadlines. | E |  |
| * 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 |  |