

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Generalist Programme/ MEC Officer |
| **Reports to**  | Medical Education Manager |
| **Band**  | Band 5 (Subject to formal matching) 22.5 hours Fixed Term |
| **Department/Directorate**  | Corporate/Medical Director |

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| **JOB PURPOSE**  |
| Working as part of the Generalist Programme Support Team in the Southwest to provide comprehensive and effective management, co-ordination, and administration support based within the Trust Medical Education Team. The postholder will be part of the Trust Medical Education team who provide support and assistance with the activities of the department including the organisation of teaching and training for all levels of students and medical staff.**K** |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Ability to communicate with a broad range of internal and external stakeholders whilst building and maintaining strong working relationships, liaising externally with stakeholders as required, delivering complex and sensitive information e.g. cascading of papers which may receive negative criticism
* Negotiation skills, ability to agree timelines with internal and external stakeholders. Delegating work where appropriate
* Administrative matters requiring developed interpersonal and oral/written skills, taking formal minutes.
* Produce comprehensive draft reports and minutes, sourcing information for various systems and sources use by HEE.
* Developed communication skills to create effective networks and the use of persuasion and negotiation skills
* Support the programme by producing reports, analysing information
* Excellent problem-solving skills, ability to use own judgement to find a solution without direction from senior colleagues and ability to respond to sudden unexpected demands
* Excellent and highly developed time management skills with the ability to recognise conflicting priorities and re organise and adjust work as required.
* Well-developed ability to exercise high levels of diligence when assessing or preparing documentation especially when the information received is from a variety of sources and may be conflicting
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| **KEY WORKING RELATIONSHIPS**  |
| No. of Staff reporting to this role: N/AThe post holder is required to deal effectively with staff of all levels throughout the Trust as and when they are encountered on a day to day basis In addition the post holder will deal with the wider healthcare community, external organisations and the public.This will include verbal, written and electronic media.Of particular importance are working relationships with: * Health Education England South West Postgraduate Medical Education (HEE SW PGME) Generalist Programme Team
* Clinical Lead, Programme Lead
* Medical Education Manager
* MEC administration team
* Director of Medical Education

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| **Internal to the Trust**  | **External to the Trust**  |
| * Generalist Lead
* Generalist Clinical Fellows
* Director of Medical Education
* Medical Education Manager
* MEC administration team
 | * Health Education England South West Postgraduate Medical Education (HEE SW PGME) Generalist Programme Team;
* Regional Dean
* Associate Deans
* Clinical Lead, Programme Lead
* General Practitioners & community healthcare organisations
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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
| Work is managed rather than supervised. |
| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| * Well developed communication skills to create effective networks and the use of persuasion and negotiation skills with a range of people on a range of matters.
* Regularly support meetings through minute taking across a diverse programme.
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * To regularly provide Judgements on range of facts that require analysis and comparison of range of options.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| * Excellent problem-solving skills, ability to use own judgement to find a solution without direction from Senior Colleagues and ability to respond to sudden unexpected demands
* planning & organising complex on-going activities
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| **PATIENT/CLIENT CARE**  |
| * Excellent interpersonal skills including active listening skills
* Excellent communication skills and ability to be empathetic
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| **POLICY/SERVICE DEVELOPMENT**  |
| * Undertake information/project analysis as agreed with job lead.
* Contribute to effective information management within the team.
* Participate in relevant internal and external working groups/projects to provide information, secretariat advice, project support and to maintain data collection systems for its effective use by the team.
* Analyse and report on data and monitor the processing of data and information.
* Provides information to project lead on project and statistical information matters.
* Allocating tasks on project management system
* Developing development plans
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| * Support and inform the requirement and targeting of resources, monitoring, implementing and evaluating jobs and delivery of financial recovery/savings plans by providing high quality information and analysis.
* Using Systems and resources available to monitor and produce financial reports.
* Contribute to the financial delivery of the agreed portfolio
* Reconciling and updating budgetary information weekly
* Financial checking e.g. checking travel expenses
* Dealing with invoice queries
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| **HUMAN RESOURCES**  |
| * N/A
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| * **INFORMATION RESOURCES**
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| * Carry out timely and accurate information analysis and reporting on project information and agreed areas of portfolio and present findings in an agreed manner.
* Develop and maintain databases required by job.
* Maintain administrative, project and information resources.

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| **RESEARCH AND DEVELOPMENT**  |
| * Undertakes surveys and audits as necessary to own work including auditing of projects, services and initiatives.
* Carry out web based and publications research.
* Actively supports and contributes to the development of key performance indicators for the successful assessment of performance.
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| **PHYSICAL SKILLS** |
| N/A |
| **PHYSICAL EFFORT** |
| * Daily prolonged periods of sitting while using keyboard/PC
* Occasionally assist with the set up/lay out of training rooms and the MEC generally; moving furniture within manual handling guidance.
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| **MENTAL EFFORT** |
| * The nature of the post requires frequent prolonged periods of concentration to produce accurate information, however interruptions will be inevitable.
* Tasks require precision and may be subject to national regulations.
* Advanced keyboard skills
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| **EMOTIONAL EFFORT** |
| * Occasional exposure to stressed or distressed individuals.
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| **WORKING CONDITIONS** |
| * Occasional exposure to challenging conversations with MEC users.
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| **OTHER RESPONSIBILITIES**  |
| Take part in regular performance appraisal.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute 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 infectionAs 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:* 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.
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| **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. T*his is*  |

PERSON SPECIFICATION

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| **Job Title** | Generalist Programme/ MEC Officer |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**Educated to degree level or equivalent level of experience of working at a similar level in specialist area.Advanced knowledge of a range of software including Word, PowerPoint, Excel. | EE |  |
| **KNOWLEDGE/SKILLS*** Knowledge of administrative procedures, project management and information analysis.
* Basic knowledge of project principles.
* Experience of undertaking complex minute taking/secretariat for formal meetings
* Comfortable to act on own initiative, escalating issues with senior colleagues where appropriate
* Experience of recommending improved changes to projects forms, documents, procedures, policies by providing effective solutions and demonstrating their effectiveness and adding value to the work area.
 | EEEEE |  |
| **EXPERIENCE** * Experience of taking information from a number of sources and provide analysis, summary and options within detailed report information
* Experience of communicating with a range of colleagues at a range of levels
* Experience of developing and maintaining effective and efficient office systems
* Demonstrating experience of dealing with a wide range of stakeholders and providing information and advice
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| **PERSONAL ATTRIBUTES** * Able to work as a team member treating everyone with equally with respect and dignity.
* An effective self-manager using own initiative and takes responsibility for own actions.
* Excellent interpersonal skills including active listening skills
* Excellent communication skills and ability to be empathetic
* Excellent organisational skills working to tight or changing timetables
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| **OTHER REQUIREMENTS** The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations as required.  | EE |  |

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|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | 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) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** |  |  |  |  |
| 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 |  |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| 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 |  |  |