Programme Administrator
Hull York Medical School

Closing date: Tuesday 24 March 2015

Interview date: To be confirmed.
INTRODUCTION

An exciting opportunity has arisen for a Programme Administrator to the Hull York Medical School (HYMS, www.hyms.ac.uk).

The Programme Administrator will play a key role in providing wide-ranging administrative support for the undergraduate MB BS programme and an interesting portfolio of postgraduate taught (PGT) programmes and CPD courses. Working with staff from academic, administrative and clinical backgrounds, you will be responsible for all aspects of academic administration of the School’s PGT programmes and provide project-specific support for the MB BS programme. HYMS is actively developing its portfolio of PGT programmes and CPD courses, and you will therefore be able to work flexibly and creatively, both independently and as part of a team, in a highly demanding environment.

You will have exceptional organisational and communication skills and the ability to work proactively, independently and with initiative to instigate and implement positive change to improve programme delivery. You will need to model best practice in the higher education sector to develop and maintain student-centred, clear and robust standard operating processes for programme administration. Teamwork is crucial in this role and you will need to be able to work across teams with clear prioritisation and apply project management skills.
JOB DESCRIPTION

At a glance

Salary £20,198 – £23,386 a year
Hours of work 37 per week
Contract type Open
Based at University of York Heslington campus

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

Overall Purpose of the Role

The role holder:

- Will provide administrative support to staff, students and more senior colleagues. The role holder will have practical working knowledge of the system/process/operating environment gained through formal instruction and/or experience.
- May have specific responsibility for a clearly defined section or sub-section of work and will use initiative within the boundaries of the role in line with University policies and procedures. This will include the discretion to deal with non-routine queries and/or issues but more complex situations will be referred to senior colleagues.
- Will plan and prioritise own work and may be required to delegate work to others within agreed objectives.

Main Work Activities

Communication
- Assist in the preparation and collation of written documents for circulation
- Take notes and produce formal minutes at meetings when required
- Format and edit publications
- Draft and type formal documentation
- Compile procedural manuals and other University documentation
- Provide information, advice and support to students, academics, colleagues and others external to the University

Teamwork
- May be required to supervise the work of others
- Provides advice and guidance to other members of the team

Service Delivery
- Provide administrative support to colleagues including academic and administrative staff
- Provide administrative support to specific projects as required
- Develop and manage office systems to improve the efficiency and effectiveness of the Department
- Administer procedures relating to the work

Planning and Organisation
- Organise and represent the area and University at events
- May be expected to plan and monitor the work of others
- Co-ordinate departmental processes in conjunction with senior colleagues
- May be expected to organise, prepare and service committees as appropriate

Analysis/Data Inputting
- Record data and produce regular reports as required using Microsoft Office, other software and corporate systems
- Create spreadsheets to record relevant information
- Maintain, monitor and interpret information
- Provide statistical information to be included in relevant reports
- Use databases (internal/external) to support the work of the department

Additionally the post holder will be required to:

- Fulfil the employees’ duties described in the University’s health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden
- Show a commitment to diversity, equal opportunities and anti-discriminatory practices. This includes undertaking mandatory equality and diversity training
- Comply with University regulations, policies and procedures
JOB DESCRIPTION

Specific Duties and Responsibilities of the post

- Provide support to the Academic Programmes Manager and Phase Co-ordinators to ensure successful development, delivery and evaluation of academic programmes.
- Provide advice and administrative support to the Programme Directors and Academic Leads, particularly for postgraduate taught programmes.
- Continually monitor and enhance standard operating processes and procedures of academic programmes to ensure the effective and efficient delivery of curricula.
- Provide secretariat support for the HYMS Postgraduate Board of Examiners, including supporting the Chair to create agendas, coordination of papers, drafting formal minutes, dissemination and monitoring of actions.
- Under the guidance of the Academic Programmes Manager and Phase Co-ordinator, provide MB BS specific project-support to enhance and deliver the administrative processes, including intercalation, simulated patients, Scholarship and Special Interest Programme (SSIP), timetabling, etc.
- To work in collaboration with other HYMS Centres and University of Hull & York departments to maintain, implement and enhance existing services and new initiatives where appropriate, sharing best practice (e.g. student induction and registration) and seeking congruence of processes.
- Develop, maintain and review appropriate student records system, working with the School and University Business System Teams for all programmes and provide report and management information as required. Act as the key point of contact for any queries regarding SITS and AIS for postgraduate taught programmes.
- Act as a key point of contact for students and staff within and beyond HYMS on all learning and teaching matters related to postgraduate taught programmes, including in the interim providing student support advice such as reasonable adjustment, leave of absence and mitigating circumstances.
- Liaise with HYMS Student Recruitment and Admissions Team to ensure that smooth transition and effective processes are in place for all applicants of postgraduate taught programmes.
- Liaise with HYMS Assessment Team to ensure that robust processes are in place regarding all summative assessments of postgraduate taught programmes and preparation for formal documentation for the Postgraduate Board of Examiners. In the interim, manage all assessment processes for postgraduate taught programmes until such responsibility is planned to be transferred to the HYMS Assessment Team in the next academic year.
- Liaise with HYMS Marketing and Communications Team to ensure the production of high-quality publicity materials appropriate for all programmes.
- Produce Student Handbooks and other materials related to academic programmes. This may include working with the Learning Enhancement and Support Team to develop ways of moving from print based to more appropriate and interactive technology enhanced provision.
- Manage relevant programme web-pages and VLE sections, including checking, updating and uploading of accurate information.
- Provide administrative support to postgraduate events (e.g. seminars, conference, workshops) and support the Anatomy and Short Courses Administrator with large-scale CPD events (e.g. GP Update), including organisation and representation, room-booking and catering orders.
- Provide administrative support to Centre activities related to postgraduate taught programmes.
- Monitor postgraduate taught programme budgets and financial planning and forecasting and preparing reports where appropriate.
- Maintaining a visible HYMS presence by visiting and working from time to time at all of the School’s primary locations (Hull, York and all clinical sites).
## PERSON SPECIFICATION

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<th>Competency</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Knowledge and Experience</strong></td>
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<td>Evidence of substantial experience in an office environment covering a broad range of administrative tasks.</td>
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<td>Can demonstrate the ability to use a broad range of products from the Microsoft Office suite and have the ability to learn new systems and software.</td>
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<td>Has a good general education showing clear evidence of literacy and numeracy. For example, GCSE Maths and English A–C.</td>
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<td>Has an active approach to continuing professional development/undertaking training as appropriate for personal and professional development</td>
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<td><strong>Communication (Oral)</strong></td>
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<td>Can demonstrate the ability to exchange basic information promptly and in a courteous and effective manner to students, colleagues, line managers and external contacts.</td>
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<tr>
<td><strong>Communication (Written)</strong></td>
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<td>Can demonstrate the ability to provide information in a suitable format so that the others’ needs are met and adjusts the level of content to help others understand.</td>
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<td><strong>Teamwork and Motivation</strong></td>
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<td>Can demonstrate the ability to delegate work to others and/or help to build co-operation to deliver team results.</td>
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<td><strong>Liaison and Networking</strong></td>
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<td>Can demonstrate the ability to work with others outside the immediate area to ensure that accurate information is passed on promptly to the most appropriate people to improve working practices.</td>
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<td><strong>Service Delivery</strong></td>
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<td>Has knowledge and understanding of services available to users of this and related areas of work and ensures that the experience of each customer is positive and satisfactory.</td>
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<td><strong>Planning and Organisation</strong></td>
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<td>Can demonstrate the ability to create realistic plans to achieve own deadlines and objectives. Monitors progress of self and/or others and can prioritise tasks/activities effectively. Suggests ways of improving working practices and use of resources.</td>
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<td><strong>Initiative and Problem Solving</strong></td>
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<td>Can demonstrate the ability to use initiative to recognise problems and offer solutions.</td>
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<td><strong>Analysis/Reporting</strong></td>
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<td>Can demonstrate the ability to identify and use a range of data, with the ability to combine various data types to produce reports and perform basic analysis.</td>
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THE SCHOOL

HYMS is a vibrant medical school with a growing reputation in teaching and research. HYMS was ranked in the top 10 nationally for student satisfaction in the most recent National Student Survey. In the Research Excellence Framework, more than 85% of our research was judged to be world-leading, or internationally excellent.

HYMS is a partnership between the Universities of Hull and York and our NHS partners. This post is predominantly based at the University of York but will involve occasional travel to Hull and other NHS sites.

For more information about postgraduate education in HYMS, please visit: http://www.hyms.ac.uk/postgraduate/postgraduate-overview

For more information about the MB BS programme, please visit: http://www.hyms.ac.uk/undergraduate
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2014 it is home to over 30 academic departments and research centres with a student body of almost 16,000. In just over 50 years we have become one of the world’s leading universities and a member of the prestigious Russell Group.

Academic excellence

The University has consistently been recognised as one of the leading Higher Education Institutes and is one of just six post-war universities which appear in the world top 100 (2013–14) and 11th in the Times & Sunday Times league table (2014). In the last five years we have won five Times Higher Education Awards and received an equal number of Queen’s Anniversary Prizes. We are particularly proud of our association with Athena SWAN in supporting female scientists. Chemistry and Biology hold prestigious gold awards, Psychology and Physics are silver awards holders, while the University wide award (along with a number of other departments) is bronze.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds, and the application of knowledge for the health, prosperity and well-being of people and society.

Virtually all our research is ‘internationally recognised’ and over 50% is ‘world-leading’ or ‘internationally excellent’ (RAE 2008). York is consistently a top ten UK research university and attracts over £60m a year of funding from research alone.

Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. It is compact, easy to get around, and has a safe, friendly atmosphere. The campus offers a wealth of facilities, with bars, shops, theatres and concert halls all within easy walking distance. The University has undergone an unprecedented period of expansion and renewal. Since 2000 we have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning space, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is so important to our core values of inclusivity and interdisciplinarity.

‘Internationalisation’ is one of the core themes at the University. We have a thriving international community of students and staff and are committed to providing all staff moving to the UK as much support as possible through our Relocation Package and Welcome Officers.

As an employer the University aims to offer a nurturing and supportive environment. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers. These are just a few of the benefits available to employees. For further information please visit www.york.ac.uk/admin/hr/employees/reward/extra/
**The City of York**

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles – just a few of the many attractions.

But York isn’t just a great place to visit – it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit [www.visityork.org](http://www.visityork.org) for more information on the city of York.

**Shopping, culture and entertainment**

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

**Housing and schools**

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

**Great location**

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

**Yorkshire**

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
HOW TO APPLY

Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 4117
- Complete the online application form

You will need to submit your completed application by midnight (GMT) on Tuesday 24 March 2015.

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to
kit.fan@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835