UNIVERSITY OF LINCOLN
JOB DESCRIPTION

JOB TITLE	Senior Administrator
DEPARTMENT	Lincoln Medical School
LOCATION	Brayford Wharf Campus

JOB NUMBER	COS597 / COS598	**GRADE**	5	**DATE**	November 2018

REPORTS TO	Senior Projects/Operations Officer

CONTEXT

The University of Lincoln has entered into a partnership arrangement with the University of Nottingham to deliver 2 medical programmes from the University of Lincoln campus from September 2019.

The post holder will work as part of the project administrative team contributing to the design and implementation of guidelines and procedures to support the establishment of the medical school in Lincoln. The post holder is also expected to use their judgement to deal with queries and problems on a daily basis.

JOB PURPOSE

To provide proactive support to the Senior Projects/Operations Officer in the effective and efficient set up and delivery of the Medical School office activities. The post holder will deputise for the Senior Projects/Operations Officer in their absence.

To provide an effective and efficient administrative support service which will enable the smooth operation of the School. The post holder will provide advice and guidance to other administrative staff aligned/appointed to the School as it establishes itself.

As challenges emerge the post holder will be required to be flexible, responsive and pro-active to meet the changing needs and adaptations to working practices and processes. The post holder will be expected to acquire a sound level of knowledge about the activities and complexities within the Medical School and its delivery model.

KEY RESPONSIBILITIES

Team Management and Supervision

- Work with the Senior Projects/Operations Officer to ensure that the allocation of work amongst team members is equitable and the administrative responsibilities of the School are carried out to the required standards and in full.

- Provide guidance and advice to other administrative, school and University staff, particularly in relation to College/School/Partnership procedures, producing written training materials and other documents as appropriate.

- In the absence of the Senior Projects/Operations Officer, act as a main point of contact for the School Office.

- Provide training for any school staff in databases, student records system etc.

Administrative Support to College/School

- Provide support to the Senior Projects/Operations Officer in relation to the co-ordination of student contention issues eg academic offences, Fitness to Practice in line with established policies and guidelines.

- Contributing to the development of processes for examinations – identifying logistical and administrative requirements for Nottingham based examinations and Lincoln based examinations and all preparatory work in accordance with Partnership protocols and guidelines.

- Working closely with academic staff within the school and the Senior Projects/Operations Officer to support the completion of timetabling work in liaison with Nottingham teams, central timetabling and clinical/laboratory leads.

- Providing support for the organisation of College/School short courses as and when required.

- Contribute to the co-ordination and organisation of student recruitment activities including open days, Mini Multiple Interviews

- Manage and maintain people and physical resources associated with Mini Multiple Interviews (eg interviewer database, SIM patient database, student role player database)

- Provide administrative support for the co-ordination and delivery of optional modules, inter-professional learning activities and clinical visits as required

- Assist in the co-ordination of patient involvement activities including the development of a database of volunteers interesting in support the medical programmes

- Working closely with academic staff within the School and University of Nottingham (institutional partner) and the Academic Lead to schedule the submission of student work in a timely manner, and to ensure safe receipt and storage of the same.

- Promote best practice in the operation and running of School practices, processes and procedures – adopting a continuous improvement approach working with the Academic Lead and University of Nottingham colleagues to achieve a parity of experience for

students on Lincoln campus.

Administrative Support for Registry Functions

- Working with the Registry to ensure the timely and effective co-ordination and communication of Registry functions within the College. This will include:

- Maintenance and archiving of departmental student records, including contributing to the timely and accurate maintenance of student names and addresses, using the central computerised student records system – working in accordance with information sharing protocols and guidelines established for the partnership.

- Act as an information and referral service on Registry administrative processes and procedures that impact upon the student or programme record.

- Creation and maintenance of a list of invigilators for the department.

- Provide a college collection and transmission service for forms and papers affecting the student record, and an assessment collection and return service, as required.

- Provide assistance with the management of student attendance registers, and contacting students who are not in attendance, in line with University Regulations.

- Be responsible for supporting effective liaison with Professional, Statutory and Regulatory Bodies (PSRBs) where applicable.

Liaison and Networking

- Act as a point of liaison with key College staff and Registry staff in respect of teaching and assessment (including examination) timetable.

- Act as a point of liaison with key college staff, Registry staff and external examiners in respect of the organisation of Boards and Examiners.

- Be responsible for liaising with admissions teams at Nottingham regarding arrangements for applicant interviews.

- Act as a point of liaison for University of Nottingham Medical School staff – particularly those staff appointed to support the Lincoln campus.

- Act as a point of liaison with Local Education Partners in respect of queries and arrangements for medical student visits/placements.

Student Support

- To ensure the effective and efficient operation of the School Office reception service and contribute to enhancing the student experience.

- To provide a first point of contact within the School Office for students enrolled on programmes or short courses.

- To deal with student enquiries, personally where possible, referring more difficult cases or seeking advice as required.

- To work with staff in the Student Support Centre, Registry or University of Nottingham Medical School in order to support and enhance the student experience.

- To act as a referral service for staff and students in order to resolve any student-related timetabling queries.

Other Duties

- Contribute to the work of internal and external committees and working groups as an active and knowledgeable member, ensuring that information is fed back to the benefit of the team.

- Participate in University events and activities, such as student enrolment and award ceremonies as and when required.

- Maintain confidentiality in respect of all areas of the job responsibilities and to be aware of current University policy on the Data Protection Act 1998.

- Comply with the University's Health and Safety and Equality and Diversity Policies in the undertaking of the job responsibilities and to observe other University requirements relevant to the duties of the post.

- Manage enquiries received by the School particularly in the local email account

- Undertake any staff development deemed necessary for the effective performance of duties assigned to the post.

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

Scope and dimensions of the role
The post holder will be an experienced team member, who will largely manage their own time and determine priorities in order to achieve the required output. The post holder will apply knowledge and judgement to determine the best approach from a number of identifiable solutions in order to resolve problems.

Key working relationships/networks	
Internal	**External**
- Pro Vice Chancellor/Head of College - Academic Staff in the Department/College - Clinical Staff in the Department/College - Students in the Department/College - Other administrative staff in the College. - University Registrar - Registry Staff - Student Services, including the Disability Service - Student Support Centre - Secretariat Staff - Office of Quality and Standards - Estates Services	- External examiners - Professional and accrediting bodies - Partner College staff (academic and administrative) - Former Students - Local Education Partners - University of Nottingham staff

UNIVERSITY OF LINCOLN
PERSON SPECIFICATION

JOB TITLE	Senior Administrator	**JOB NUMBER**	COS597 / COS598

Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
Educated to A level or equivalent standard	**E**	**A**
Experience:		
Administrative experience within a HE or similar environment	**E**	**A/I**
Relevant experience within HE academic administration	**D**	**A/I**
Skills and Knowledge:		
Effective administration skills with the ability to organise own workload in order to meet tight deadlines	**E**	**A/I**
Effective communication skills, both oral and written, with the ability to collate and present information to others.	**E**	**A/I**
Diplomacy skills and the ability to constructively resolve problems	**E**	**A/I**
Demonstrable attention to detail	**E**	**A/I**
Competent in a range of IT software including Word and Excel	**E**	**A/I**
Understanding of GDPR principles and familiarity of working to data processing agreements	**D**	**A/I**
Competencies and Personal Attributes:		
Ability to command the respect of colleagues, with a professional approach to work	**E**	**I**
An effective team member	**E**	**I**
A demonstrable commitment to providing a customer-orientated service and enhancing the "student experience"	**E**	**I**
Adaptable to change and willingness to work flexibly to cover the needs of the School as required	**E**	**I**
Business Requirements:		
Flexible hours to accommodate very occasional evening and weekend working	**E**	**A/I**
Ability to travel to other sites as may be required (eg University of Nottingham)	**E**	**A/I**

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Author	LB	**HRBP**	SP