



UNIVERSITY OF PLYMOUTH

Role: Senior Clinical Liaison Administrator (Clinical Skills)

Grade: 5

Reports to: Assistant Clinical Liaison Manager

Direct responsibility for: N/A

Role Summary:

Under the guidance of the Assistant Clinical Liaison Manager and in conjunction with the Clinical Skills Team and Clinical Liaison Team, the role holder is responsible for the efficient and accurate timetabling of both teaching and assessment of Clinical Skills for the BMBS Programme.

With a sound understanding of the BMBS Clinical Skills Curriculum, you will liaise with the Clinical Liaison Team to ensure all teaching and assessment activity is included in the annual timetable. You will maintain the Clinical Skills Resource Centre (CSRC) calendar, ensuring activity on multiple programmes is accurately scheduled and recorded in an electronic format visible to stakeholders. Working with the departmental lead and Clinical Skills technicians, you will identify and resolve potential timetabling conflicts and develop processes for evaluating and monitoring CSRC use to ensure maximum possible usage and identify opportunities where capacity is not optimized.

The role holder will coordinate the operational delivery of all BMBS Clinical Skills assessments, including the Medical Licensing Assessment; Clinical and Professional Skills Assessment (CPSA). This will necessitate understanding the delivery of Objective Structured Clinical Examination (OSCE). Working with the Clinical Liaison and Programme Administration Teams, you will generate, populate and develop robust processes for assessment timetables for students, staff, actors / patients in line with GMC requirements. You will coordinate assessor requirements, manage student movement and examination security arrangements during assessment days, and ensure appropriate provision for students with reasonable adjustments.

The role holder will manage and monitor Student Supported Learning (SSL) activity, ensuring equitable access to learning opportunities across all teaching sites. The role holder will also oversee student engagement with the Practical Skills Development Log (PSDL), monitoring completion and communicating with students regarding outstanding requirements in a timely manner.

This job description provides a general reflection of the key accountabilities associated with the post, it is expected that the role holder will undertake any other reasonable activities to assist in efficient service delivery

The role will require travel to our Torbay and Somerset sites to support with the delivery of Clinical Skills teaching and assessment activities.

Key Accountabilities:

- Contribute towards the delivery and continuous development of an effective and flexible service through supporting team members, in a way that reflects the University's values-based behaviours for leaders and results in the efficient operation of the service.
- Ensures accurate and careful timetabling of Clinical Skills teaching and assessment activity.
- Maintains and manages the electronic departmental calendar of activities to support effective scheduling, monitor resource utilisation, and maximize CSRC capacity. Ensures accurate and up to date records are maintained using systems such as Outlook Calendar.
- Liaises with Clinical Skills and Clinical Liaison teams to ensure all assessments are accurately included in the annual timetable and delivered in line with GMC requirements.
- Plans and administers complex timetables, meetings, visits and examinations.
- Reviews and monitors processes, procedures and associated documentation, implementing or making recommendations for changes as appropriate. For example, the role holder will be expected to understand the room booking process and be responsible for timetabling teaching and assessment and produce processes and documentation to support this. The role holder will also monitor the effectiveness of SSL, PSDL and assessment administration processes and recommend service improvements where appropriate.
- Works in accordance with all relevant financial, regulatory, and governance requirements, ensuring compliance with applicable standards, regulations, and University policies.
- Works closely with the Senior Administrator for Medical Undergraduate Tariff and the Finance Management Accountant to monitor activity levels and support the accurate tracking of funding income associated with the BMBS programme and related academic programmes. Contributes to effective financial monitoring and reporting to ensure funding is appropriately recorded and managed.
- Authorises staff expense claims and monitors contract related activity to support timely and accurate payments. Responsible for raising purchase orders, tracking invoices, and overseeing payment processes to ensure compliance with financial procedures and effective budget management.
- Uses information from a range of systems to identify issues that may require further consideration, supporting the development of timetables for assessments and teaching activities, helping to identify scheduling conflicts, capacity constraints, and resource requirements to assist with planning and delivery.
- Provides excellent customer service and provides proactive detailed advice and guidance regarding assessments and timetabling to enable appropriate solutions. This will include networking with staff on multiple sites, providers and assessors (plus actors / patients).
- Provides advice and guidance on local activities, processes, policies, and

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procedures to support colleagues' understanding and compliance. Collaborates across all three clinical sites to ensure staff and students are fully informed of teaching and assessment arrangements and related requirements.

- Collaborates with colleagues and peers across the University to plan and achieve joint projects and objectives. For example, meeting with the administration staff in all three Clinical Sites (including Torbay and Somerset) on a regular basis. Work with Clinical Liaison and clinicians to recruit patients for exams.
- Plan and prioritise activities and associated projects, co-ordinate tasks to meet the changing needs of the service. For example, producing departmental timetables, and processes for teaching, assessment and room usage in an accurate and timely manner.
- All activities undertaken within this role will be compliant with the University's policies, including Health & Safety, Equality and Diversity, Ethics, Data Protection etc.

Measures of Success:

- Successful delivery of key priorities and objectives agreed as part of the University's Performance Development Review
- Accurate timetabling and mapping of departmental activity
- Appropriate and accurate timetabling and organization of Clinical Skills assessments
- Achievement of Faculty objectives

Key Working Relationships:

- Assistant Clinical Liaison Manager
- Clinical Skills Departmental Lead
- Associate Head of School (Clinical Skills) / Module Lead and Deputy Module Lead
- Clinical Skills Tutors (in all sites)
- Clinical Liaison Team
- Administrative staff in Torbay and Somerset
- BMBS Programme Lead
- Other Programme / Clinical Leads
- Pathway Leads, Year 5 Lead, Community Sub Deans, Hospital Sub Deans
- Programme Administration Teams

Knowledge, Education & Training:

- Numeracy and literacy at secondary education level (or demonstrable equivalent experience) - **Essential**
- Educational attainment at further education level (or demonstrable equivalent experience) - **Essential**
- Advanced working knowledge of Microsoft Word/Excel/Outlook/PowerPoint and databases. Must have excellent Excel skills (e.g. creation of complex spreadsheets, advanced formulas for data analysis, experience of using VLOOKUP/XLOOKUP and conditional formatting) - **Essential**
- Degree - **Desirable**

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Experience:

- Administration experience at a complex level - **Essential**
- Highly organised and efficient; experience of improving processes - **Essential**
- Liaising with customers face to face/by telephone/in writing - **Essential**
- Working both independently and as part of a team - **Essential**
- Working in a dynamic customer service environment - **Essential**
- Experience in scheduling complex events - **Essential**
- Experience of working with and analysing data, presenting data - **Essential**
- Understanding of medical education and clinical assessments - **Desirable**

Skills:

- Ability to prioritise and self-manage - **Essential**
- Ability to work as part of a team and understanding of teamwork - **Essential**
- Excellent verbal and written communication skills - **Essential**
- Attention to detail and accuracy - **Essential**
- Ability to deal with confidential and sensitive data - **Essential**
- Motivation for Team Leadership, aware of being a Role Model - **Essential**
- Influencing and negotiating skills - **Essential**

University of Plymouth Behaviours

- Demonstrates Self-Leadership
- Develops self and others to deliver
- Leads and operates in times of change and ambiguity
- Builds and secures value from relationships
- Drives innovation and action
- Creates and contributes to a shared vision
- Uses sound business judgement

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