UNIVERSITY OF PLYMOUTH

Role: Administrator (Timetabling)

Grade: 4

Reports to: Senior Clinical Liaison Administrator

Direct responsibility for: N/A

Role Summary:

The Clinical Liaison Team provides the interface between clinicians and the wider healthcare community to ensure the successful delivery of several programmes including medicine and dental programmes.

Under the direction of the Senior Clinical Liaison Administrator and as a member of the Clinical Liaison Team, the role holder will contribute to the delivery of a customer focused, cost effective and efficient administrative support service for the BMBS (Medicine) Programme.

The role holder will support the creation of student timetables and be responsible for the coordination of all room bookings for BMBS student teaching. The post holder will work closely with academic staff, external stakeholders, and programme administration teams to support the delivery of teaching activities, including sending teaching invitations, monitoring teaching provision and rescheduling sessions where necessary.

Key Accountabilities:

- Contribute to the delivery of an effective and flexible administrative, front-line information service offering support, training and guidance to team members as appropriate.
- Produce a range of standard documents in an accurate and timely manner, including spreadsheets to collate and analyse room bookings, monitor teaching sessions and providers, and record financial information.
- Use a variety of systems to accurately collate, input, investigate and maintain data. You will check room bookings and student timetables on Syllabus Plus and My Timetable.
- Work closely with academic leads, module leads and clinical educators to ensure teaching activities are appropriately resourced and scheduled.

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

- Monitor timetable changes and communicate updates promptly to students, staff and stakeholders.
- Manage timetable change requests, investigating requirements and implementing agreed amendments, following approval from School Timetabling Coordinator.
- Organise meetings, visits and events, coordinating calendars, paperwork, facilities and associated arrangements so that activities run smoothly. For example, Standard Setting Meetings, Small Group Facilitator Training, Block Lead meetings and Induction sessions.
- Process and issue information, correspondence and documentation in line with service needs. For example, liaising with providers both in writing and verbally and answering email queries. Monitoring a shared inbox.
- Prioritise workload and make task related decisions within agreed areas of responsibility.
- Contribute to teamwork planning to meet the changing needs of the service. Work closely with the Senior Clinical Liaison Administrator to ensure student timetables are accurate and completed and that all teaching provision is in place.
- Upload lecture recordings and any further relevant information to the Student Digital Learning Environment.
- Collaborate with team members and peers across the University to exchange knowledge and achieve joint projects and objectives. For example, liaising with other members of the Clinical Liaison Team and with the Programme Admin Team. Liaise with relevant Clinical Academics and Leads.
- All activities undertaken within this role will be compliant with the University's policies, including Health & Safety, Equality and Diversity, Ethics, Data Protection etc.
- Act in a way that demonstrates the University's commitment to Equality and Diversity for staff, students and partners.

Measures of Success:

- Successful delivery of key priorities and objectives agreed as part of the University's Performance Development Review.
- Accurate and timely production of student and teaching timetables.
- Effective coordination of teaching provision and room bookings.
- Student Perception Questionnaire, National Student Survey, General Medical Council Reports / Medical School Annual Return.
- Achievement of Faculty objectives.

Knowledge, Education & Training:

- Numeracy and literacy at secondary education level (or equivalent demonstrable experience) **- Essential**
- Educational attainment at further education level (or demonstrable equivalent experience) **- Essential**
- Good working knowledge/training of Microsoft Word/Excel/Outlook/PowerPoint and databases. The role requires strong excel skills, with confident use of formula and data handling **- Essential**
- Knowledge of PMS BMBS curriculum **- Desirable**
- Knowledge of NHS structures **- Desirable**

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Experience:

- Significant administrative experience in a busy office environment **- Essential**
- Demonstrable experience of working as part of a team **- Essential**
- Working in a dynamic customer service environment **- Essential**
- Experience working and liaising with Consultants, Hospital Staff and Academics **- Desirable**
- Understanding of Dental/ Medical Education **- Desirable**
- Experience working in an HE environment **- Desirable**
- Experience of working in an NHS environment **- Desirable**

Skills:

- Effective verbal and written communication skills **- Essential**
- Excellent customer service and interpersonal skills **- Essential**
- Ability to work collaboratively and build effective working relationships **- Essential**
- Ability to work effectively as part of a team and demonstrate understanding of teamwork **- Essential**
- Meticulous attention to detail and accuracy **- Essential**
- Ability to prioritise competing demands and meet deadlines **- Essential**
- Ability to handle confidential and sensitive information appropriately **- 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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