

Post Details	Last Updated: 23 April 2024		
Faculty/Administrative/Service Department	FHMS Faculty Administration		
Job Title	Administrative Officer (Assessments)		
Job Family	Professional Services	Job Level	2b
Responsible to	Senior Administrative Officer (Assessments)		
Responsible for (Staff)	n/a		
<u>Job Purpose Statement</u>			
<p>The post holder will be responsible for delivering a professional administrative service as a member of the Medical Programme Professional Service Team. This post has a specific focus on supporting the Assessments administration but will sit within and contribute to administrative duties of the team responsible for student support, programme management, assessment & awards and quality assurance in relation to the new Bachelor of Medicine, Bachelor of Surgery degree programme. The post holder will ensure that programmes are meeting all regulatory requirements in this area and work with central University professional services teams and colleagues in the Faculty of Health and Medical Sciences to optimise the student experience.</p>			
<u>Key Responsibilities</u> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)			
<ol style="list-style-type: none"> 1. To receive and process enquiries in a timely, efficient and courteous manner to contribute to the student experience and to provide professional administration in delivering activities relating to the Medicine programme to students and staff within the School. This may include resolving issues at source within the School of Medicine or referring enquiries to other departments in the Faculty or central university administrative services. 2. To provide a physical presence in the Faculty as a point of contact for staff and Students, offering effective troubleshooting, support and excellent customer service at all times. 3. To maintain and process accurate student records, particularly in relation to Assessments, providing competent administration. This may include (but is not limited to) supporting Board of Examiners meetings, collating examination papers, mark entry and organising assessments for students on the programme. 4. To apply current processes and procedures, as directed by the Senior Administrative Officer or Medical Programme Manager and in line with University regulations and policy. 5. Develop knowledge of bespoke Assessment tools to deliver accurate assessment reports and to record assessment data in accordance with programme and GMC requirements. 6. To support the rolling quality assurance cycle of the programme, including student feedback, programme review and activities to support the ongoing General Medical Council accreditation 7. To support programme management activity for the Medicine programme. This may include: producing guidance documentation & student handbooks, maintaining accurate student records via SITS (student database), managing student/staff enquiries, supporting programme-related committees/key meetings and keeping records of attendance & progress. 8. To contribute to process improvements 9. Support key student/Faculty events such as Welcome Week, Graduation and Open Days. <p>As directed by the Senior Administrative Officers or Medical Programme Manager, work in other areas within the School of Medicine Professional Services to meet the business needs.</p> <p>N.B. The above list is not exhaustive.</p>			

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organising

The post holder has specific responsibility for the provision of administrative services related to Student Administration. They will operate with appropriate supervision with regards to the day-to-day planning, organising and performance of a wide-range of administrative activities. Requirements may be subject to change at short notice, therefore the post holder will also need to be adaptable and able to re-prioritise workloads and analyse issues to find effective solutions, sometimes without reference to a senior team member.

In performing their role they will need a good understanding of the timelines and priorities of other stakeholders in their area. In particular this will require knowledge of the wider objectives of the Medical School Professional Services Team, GMC requirements and priorities and workload of academic colleagues in the dept.

Problem Solving and Decision Making

Within the scope of the role the post holder will be presented with a variety of administrative issues, where the most appropriate course of action will, on occasion, be a matter of choice, influenced by prior exposure or experience. In many other instances work actions are very well defined procedurally and the post holder is able to reference and apply established policies and procedures, in order to determine a suitable course of action/outcome.

Although generally working within the framework of established professional procedures and clearly defined policies it is expected that the post holder identifies gaps in information and liaises with colleagues with the problem faced, in order to help make recommendations on how to deal with conflicts and identify solutions.

Problems experienced will sometimes be of a less routine nature and the post holder is expected to use knowledge, judgement and experience in order to present a solution to senior colleagues. The post holder must always consider the impact and consequences of the situation and advice given when considering a resolution. Where resolution is not straightforward, they should refer the matter to a senior member of the team for guidance/resolution.

The post holder must pay particular attention to detail when operating the University's student administration system (SITS) to maintain accurate records. They are responsible for providing excellent customer service both on the telephone, via email and in person to students and staff and to respond to their enquiries in a courteous and helpful manner.

Continuous Improvement

The post holder will be expected to continuously assess current processes and then have the scope to make recommendations to their line manager to take forward. The post holder will have the opportunity to work on specific projects, implementing new processes.

The post holder will be expected to gain knowledge of bespoke assessment and online teaching tools in order to support student and staff assessment administration for the medical school.

<u>Accountability</u>		
This post involves no direct line management or budgetary responsibilities, although once established the post holder will act as a point of contact and provide information for other staff members, including temporary or agency staff in all areas.		
<u>Dimensions of the role</u>		
The post holder will not have any direct line management or budgetary responsibilities.		
<u>Supplementary Information</u>		
This role will be predominantly based on the Manor Park campus but may also require the post holder to travel to the Stag Hill campus on occasion for Faculty or University-wide events. Hybrid working patterns can be considered, but a minimum of three days are expected on site.		
Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.		
Qualifications and Professional Memberships		
Vocational qualifications plus several years relevant work experience. Or: Learning gained through work experience of a number of years. Will include short courses and other formal training.		E
Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).	Essential/ Desirable	Level 1-3
Excellent IT skills, particularly in MS Office packages, and familiarity with databases	E	2
Accuracy and attention to detail	E	2
Some relevant administrative experience	E	2
A proactive approach, with the ability to use initiative in dealing with issues as well as a flexible approach to work, able to multi-task, satisfying the needs to different groups	E	2
Experience of the SITS system for student and programme administration	D	2
Customer Care experience or training	D	1
Experience of the Higher Education Sector	D	N/A
Basic awareness of the activities of the University	D	N/A
Special Requirements:		Essential/ Desirable
Annual Leave may be restricted at key times during the year.		E
Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.		Level 1-3
Communication		2
Adaptability / Flexibility		2
Customer/Client service and support		2
Managing & Developing Performance		n/a
Planning and Organising		2
Continuous Improvement		2
Problem Solving and Decision Making Skills		2
Strategic Thinking and Leadership		n/a

This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

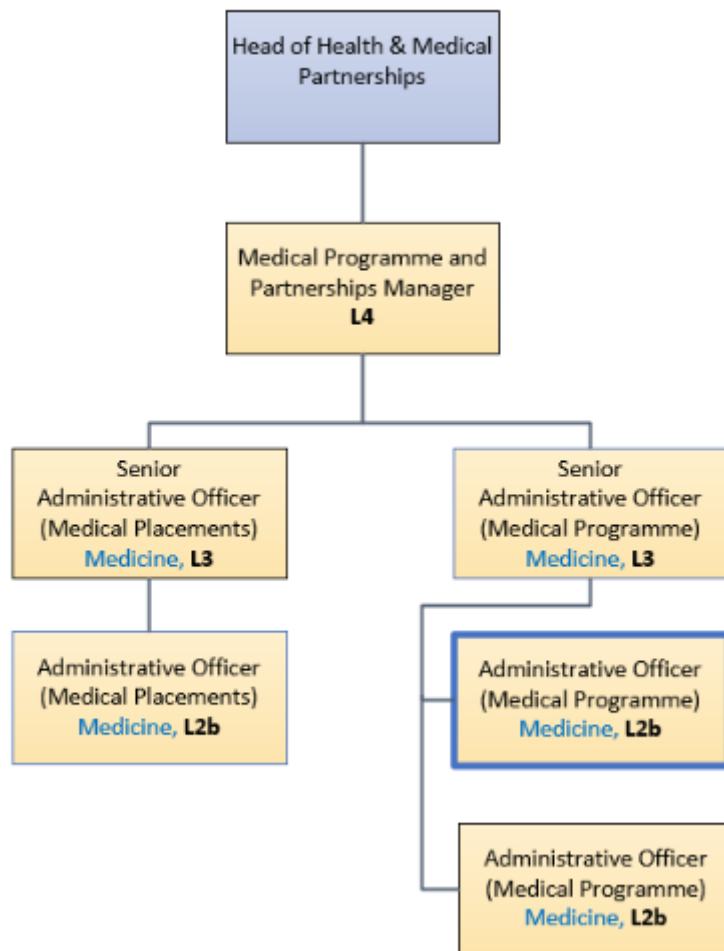
Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

Organisational/Departmental Information & Key Relationships

Background Information

The Faculty of Health and Medical Sciences comprises five schools, Graduate Medical School, School of Biosciences & Medicine, School of Health Sciences, School of Veterinary Medicine and School of Psychology, all working together as part of a 'One Health' vision, to provide interdisciplinary research, innovation and teaching in human and animal health.

Department Structure Chart



Relationships

Internal

- Medical placements team
- Academic colleagues in the School of Medicine
- University Departments outside the Faculty – will work particularly closely with the Programmes/Assessments/Quality Assurance/OSCAR teams within Academic Registry

External

- NHS and independent healthcare providers
- Professional Regulatory and Statutory Bodies (GMC)