Post Details	Last Updated: 04 January 2024		
Faculty/Department	FHMS Faculty Administration		
Job Title	Senior Administrative Officer (Assessments)		
Job Family	Professional Services	Job Level	3
Responsible to	Medical Programme and Partnerships Manager		
Responsible for (Staff)	Administrative Officer(s) (Medical Programme)		

Job Purpose Statement

The post holder will be responsible for delivering a professional administrative service as a senior member of the Medical Programme Professional Service Team. This post has a specific focus on managing 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.

Key Responsibilities This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities

1. To maintain and process accurate student records, particularly in relation to Assessments. Ensuring key deadlines are met and that data is accurate to inform progression and award outcomes.

2. To provide competent administration and management of activities relating to assessments, ensuring a high quality and professional service is provided. This may include (but is not limited to) the coordination of: External Examiners, examination papers, additional learning support, mark entry, Boards of Examiner meetings, as well as reviewing students Extenuating Circumstances applications and involvement in some aspects of academic misconduct panels.

3. Develop knowledge of bespoke Assessment tools to deliver accurate assessment reports and to record assessment data in accordance with programme and GMC requirements.

4. 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

5. 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.

6. To supervise and assist with management of the administrative officers to include workload distribution & management, performance management, staff development, induction, probation, staff appraisals and attending Faculty/University meetings as directed.

7. Contribute to improving processes and procedures as directed by the Programme Manager and undertake small projects as directed

8. 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.

9. To create and maintain links with central university teams, wider FHMS staff and external examination staff as required. To participate in relevant Student and stakeholder visits/events meetings/workshops with external partners as required.

10. Support key student/Faculty events such as Welcome Week, Graduation and Open Days.

N.B. The above list is not exhaustive.

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 will take responsibility for proactively defining and articulating their own priorities clearly in terms of work and schedules and has scope to exercise judgement in how they do this. The work will involve encountering changing priorities, differing situations and the consequent need to deploy resources accordingly to meet the needs of the programme and assessment lifecycle, academic year and peak points of activity.

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

This post requires an analytical approach to data processing and be able to present this in a comprehensive way to comply with processes and regulations.

The post holder is expected to identify the nature of problems and issues through analysis and is expected to resolve them with limited guidance from senior colleagues. The post holder should be competent with making decisions against established regulations, exercising discretion and confidentiality.

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 analyses the problem faced, in order to make recommendations or identify solutions on how to deal with conflicts or resolve more complex problems.

Problems experienced will sometimes be of a less routine nature and the post holder is expected to make decisions based on knowledge, judgement and experience in order to decide on the best course of action and to present a solution. The post holder must always consider the impact and consequences of the situation and advice given, referring only the most complex issues or problems that have not been experienced before to their line manager, for either guidance or resolution. The post holder will also provide advice, guidance and support to their direct report(s) on issues, queries and problems that fall outside of their remit and experience.

Continuous Improvement

In agreement with the Programme and Partnership Manager, the post holder will identify and suggest process improvements, related to their area and assist in ensuring operational process improvements within this area of functionality in order to maximise data quality and efficiency. They may have some input into wider Faculty plans with long term impact.

The post holder will also be expected to continually develop their own skills and knowledge in order to remain current and identify opportunities for efficiencies to be realised. In particular, there will be an expectation to be competent in the use of new and existing technologies, and to be proactive in developing IT solutions in their area of work.

Accountability

The post holder is responsible for the day-to-day line management of the Administrative Officer(s) ensuring that the team provide a cohesive and professional service to students and staff. The post holder will need to be responsible for monitoring progress against agreed criteria for their own area of responsibility. The post holder will ensure the service responds to changes in regulations or in response to agreed actions following feedback from students and staff.

The post holder is expected to provide training, advice, supervision and assistance to their team as necessary. They will also be expected to assist in the development of standard support and other documentation required maintaining service standards. The post holder may be required to deputise for the Medical School Programme and Partnership Manager during any periods of their absence.

Dimensions of the role

This post involves supervising a team but with no budgetary responsibilities.

The post holder will be responsible for staff within one specific area.

Supplementary Information

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. There may also be the requirement to attend external meetings with service providers on occasion. 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		
HNC, A level, NVQ 3, HND level or equivalent with a number of years' relevant experience. Or: Broad vocational experience, acquired through a combination of job-related vocational training and considerable on-the-job experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles.		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
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	3
Excellent IT skills, particularly in MS Office packages, and familiarity with databases	E	3
Accuracy and attention to detail	E	2
Experience of working independently in relation to less routine activities	E	2
Broad relevant experience	E	1
Customer Care experience or training	D	2
Experience of the SITS system for student and programme administration	D	2
Supervisory experience and/or a desire to learn this skill	D	N/A
Experience of the Higher Education Sector	D	N/A
Special Requirements:		Essential/ Desirable
Some infrequent weekend/evening work may be required as directed by the Clinical Placements Administration Manager		E
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
Planning and Organising		2
Continuous Improvement		2
Problem Solving and Decision Making Skills		2
Managing and Developing Performance		2
Creative and Analytical Thinking		2
Influencing, Persuasion and Negotiation Skills		1
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.		

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
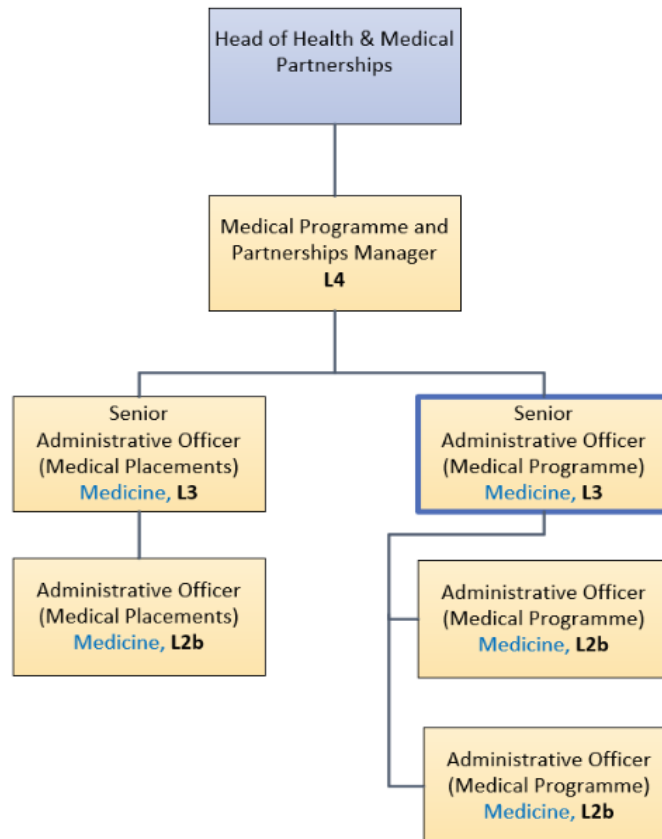
Relationships

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)