

Post Details		Last Updated: 06/12/24	
Faculty/Administrative/Service Department	Faculty of Health and Medical Sciences School of Health Sciences		
Job Title	Administrative Assistant for the University's Schwartz Round project		
Job Family	Professional Services	Job Level	2b
Responsible to	Professor Cath Taylor and Schwartz Steering group		
Responsible for (Staff)	N/A		
<u>Job Purpose Statement</u>			
To provide a full administrative support service for delivery of the University's Schwartz Rounds, supporting the effective administrative process and procedures of the project, including coordination and administration relating to Schwartz Rounds meetings for staff (bi-monthly) and students (monthly), the steering group (quarterly), the production of interim reports, and other project administrative tasks.			
<u>Key Responsibilities</u>			
<ol style="list-style-type: none"> 1. When face to face, book venues, food and refreshments for Schwartz Rounds and organise payment for these, and/or set up zoom invitations and manage the technical zoom role when online - letting people into the room, managing sign in and monitoring attendee activity during meetings, etc. 2. Design and update communications materials promoting Schwartz Rounds across the faculty to different staff and student groups, including updating and maintaining the website pages. 3. Send out fliers and use social media to promote Schwartz Rounds to students, staff and Newly Qualified Professionals, working collaboratively with field leads, student representatives and other Steering Group members to ensure appropriate content and methods of communication 4. Maintain a database of Schwartz Round attenders and panellists. 5. Co-ordinate project steering group and other team meetings, recording minutes, actions and progress against actions where appropriate. 6. Liaise with the facilitator team to identify dates for Schwartz Rounds and allocate facilitators as appropriate. 7. Shared responsibility for providing information to team members in an accurate, timely and friendly manner and are accountable for the accuracy of the information they provide. 8. Liaise with steering group members, Schwartz Round facilitators, and panellists. 9. Register students to attend Schwartz Rounds and send confirmation emails to attendees in a timely manner before each Round. 10. Prepare paperwork for Steering Group meetings and each Schwartz Round including sign-in sheets, evaluation forms and questionnaires, participant information sheets, consent forms etc. 11. Collect and analyse the evaluation questionnaires using Qualtrics after each Schwartz Round. 12. Create and edit Qualtrics evaluation questionnaires and produce quarterly evaluation reports for Steering Group meetings. 13. Attend all Schwartz Rounds to provide the administrative support required such as signing people in, distributing and collecting paperwork etc. (May require once monthly working outside of core hours 4-6.30pm) 14. Financial processing including making bookings and reservations and raising purchase orders. Keeping records of expenditure and producing financial reports for the research leads. 15. Assist in collating research data, copying and circulating materials. 16. When appropriate, make arrangements for visitors to the School, liaising with other University Departments and external bodies as appropriate and ensure that all arrangements are made in a timely manner. 			
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

- This post holder has specific responsibility for the provision of administrative services, within a clearly defined section of work. Whilst they will operate with minimum daily supervision in terms of the day-to-day planning, organising and performance (to an agreed quality standard and specification) of a range of administrative activities, they will receive clear guidance from their line manager.

Problem Solving and Decision Making

- To ensure consistency and quality of support delivered across the team, the post holder will work within well-established documented administrative process and procedures.
- The post holder is required to maintain records of issues and to work with users to ensure resolution is achieved within reasonable timescales. Although the role is covered by standard instructions and procedures/regulations, there may on occasion be some latitude to alter the sequence of procedures, based on varying situations encountered.
- The post holder may occasionally experience more unusual queries or issues, where there is no formal guidance or trouble shooting. In these cases or situations where the issues cannot be resolved in a reasonable timescale, the post holder is required to interpret past precedents and apply their judgement to determine an appropriate course of action or where resolution is not straightforward to refer the matter to their line manager for guidance/resolution

Continuous Improvement

- The post holder is encouraged to make suggestions to minor improvements in working methods, implementing them under the guidance of their line manager, in order to ensure the smooth running of the service they provide.

Accountability

- The post holder will assist the Research Leads by maintaining accurate financial spreadsheets and assisting in the organisation of team.
- The post holder will at times be required to deal with particularly sensitive and personal data/information, the project purposes. They are therefore expected at all times to exercise their discretion in respect of the confidentiality and sensitivity of the information handled within the department.
- The post holder is responsible for providing excellent customer service both on the telephone, via email and in person to the research team, advisory and stakeholder group members, together with any other people or departments they are required to have contact with.

Dimensions of the role

- The post holder has no budgetary or supervisory responsibility.

Supplementary Information

n/a

<p>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.</p>		
<p>Qualifications and Professional Memberships</p>		
<p>GCSE level (numeracy and literacy) or equivalent vocational qualifications, plus some relevant work experience Or Learning gained through work experience of several years. Will include short courses and other formal training.</p>		E
<p>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).</p>	Essential/ Desirable	Level 1-3
Previous experience in an administrative role	E	2
Familiarity with Microsoft Office, email, internet and databases	E	1
Experience in a customer service environment	E	1
Experience of the Higher Education sector	D	n/a
<p>Special Requirements:</p>		Essential/ Desirable
n/a		
<p>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.</p>		Level 1-3
Communication		2
Adaptability / Flexibility		2
Customer/Client service and support		2
Planning and Organising		2
Continuous Improvement		1
Problem Solving and Decision Making Skills		2
Managing and Developing Performance		n/a
Creative and Analytical Thinking		n/a
Influencing, Persuasion and Negotiation Skills		n/a
Strategic Thinking & Leadership		n/a
<p>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.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>		
<p>Organisational/Departmental Information & Key Relationships</p>		

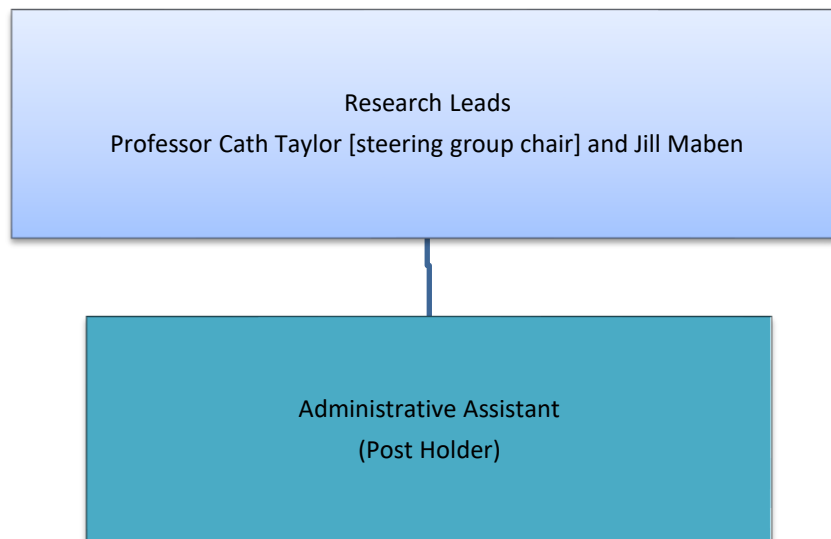
Background Information

This role is based in the School of Health Sciences at the University of Surrey within the Faculty of Health and Medical Sciences. The University of Surrey is a global community of ideas and people, dedicated to life-changing education and research. With a beautiful and vibrant campus, we provide exceptional teaching and practical learning to inspire and empower our students for personal and professional success.

The role is to provide full administrative support to Schwartz Rounds at Surrey. Schwartz Rounds are a group intervention to provide a reflective supportive space for students and staff to process together the social, ethical and emotional challenges of the work they do. Rounds were run face to face before the COVID pandemic but are now often run online using zoom. More information on Schwartz Rounds is here including links to our three short films: [Schwartz Rounds – University of Surrey](#). Information on the Point of Care Foundation charity that licenses Rounds in the UK can be found here: <https://www.pointofcarefoundation.org.uk/our-programmes/schwartz-rounds/>

Schwartz Rounds provide healthcare students and academic staff in the school of health sciences with a structured (usually monthly) forum to discuss the emotional impact of their work in a safe and confidential environment. Each Round lasts one hour and commences with one of two storytellers sharing their experiences to trigger reflection and resonance in the audience. An open discussion, guided by a trained facilitator, then follows in which audience members are invited to share their reflections triggered by the panellists' stories. The successful candidate will work alongside the Schwartz leads and wider facilitator Schwartz team in the School of Health Sciences to deliver Schwartz Rounds at Surrey.

Department Structure Chart



Relationships

Internal

- Schwartz Project leads and steering group within School of Health Sciences.
- Workforce Organisation and Wellbeing (WOW) Theme (also led by Prof Jill Maben and Prof Cath Taylor). The provision of Schwartz Rounds sits within this theme.

External

- Point of Care Foundation charity