

<b>Post Details</b>	<b>Last Updated:</b> 04 April 2023		
<b>Faculty/Department</b>	FHMS Faculty Administration		
<b>Job Title</b>	Senior Administrative Officer (Clinical Placements)		
<b>Job Family</b>	Professional Services	<b>Job Level</b>	3
<b>Responsible to</b>	Clinical Placements Manager		
<b>Responsible for (Staff)</b>	Administrative Officer (Placements)		

**Job Purpose Statement**

The post holder will be responsible for delivering a professional administrative service as a senior member of the Faculty Clinical Placements team. The Clinical Placements team are responsible for supporting Health/Vet/Psychology students' learning in practice, ensuring that programmes are meeting all regulatory requirements in this area and that the student/trainee experience is optimised. The post holder will be predominantly supporting programmes within the School of Health Sciences, offering dedicated support to staff, students and external providers associated with the School's placements.

**Key Responsibilities** 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)

1. To provide competent administration and professional service in relation to Health Science Clinical placements. This may include: sourcing and maintaining placement records, processing student placement expenses, dealing with student/staff/external enquiries, supporting committees/key meetings and PRSB related administration (e.g. NMC/HCPC programme and placement requirements, attendance monitoring, occupational health procedures, DBS checks)
2. Be proactive in continually improving processes and procedures to ensure maximum efficiency of operations. Up to date knowledge of University Regulations and regulatory body requirements is required to ensure that changes are compliant and in line with existing guidance. Working with the FHMS Clinical Placements Manager the post holder will share and adopt best practice across the different placement areas.
3. Ensure accurate placement records are kept in the student management system (SITS), on the web/VLE and any other agreed supporting-systems. Producing regular reports on placement allocations/trainee numbers to meet University and accrediting body requirements.  
To provide a physical presence in the office as a point of contact for staff and students, offering effective troubleshooting, support and excellent customer service at all times.
4. To build and maintain effective working relationships with academic staff and colleagues from the wider FHMS Clinical Placements team, Faculty and School of Health Sciences.
5. To create and maintain strong links with external placement providers and other associated staff.
6. To support the day to day management of associated placement systems as directed by line manager and as required to support ongoing placement activity and recording
7. To supervise and assist with management of the placements administrative officer(s) to include workload distribution & management, performance management, staff development, induction, probation, staff appraisals and attending Faculty/University meetings as directed.
8. To undertake small projects as directed by the Clinical Placements Manager

As directed by the Clinical Placements Manager, work in other areas within the Clinical Placements team, usually on a fixed term basis, to meet the business needs.

**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 placement 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 clinical placements team, NHSE data/reporting requirements and workload of academic colleagues in the dept.

**Problem Solving and Decision Making**

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. 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 Clinical Placements Manager, the post holder will identify and carry forward process improvements, related to their area and assist in ensuring operational process improvements within this area of functionality. It is anticipated that the post holder will take the lead for some process improvement projects in their distinct area in order to maximise data quality and efficiency. They will 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 trainees 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 Clinical Placements Manager during any periods of their absence.

**Dimensions of the role**

This post involves supervising a team but with no budgetary responsibilities. The role includes elements of financial processing for Student expenses

**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. There may also be the requirement to attend external meetings with service providers on occasion.

**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.

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**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

2

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 Manager

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Annual Leave may be restricted at key times during the year.

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**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	1
Influencing, Persuasion and Negotiation Skills	1
Strategic Thinking and Leadership	n/a

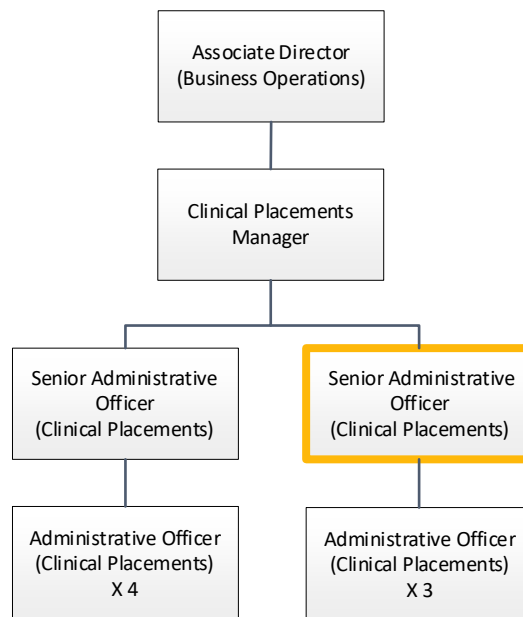
This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise 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, School of Biosciences, School of Health Sciences, School of Veterinary Medicine, School of Psychology and School of Medicine all working together as part of a 'One Health, One Medicine' vision, to provide interdisciplinary research, innovation and teaching in human and animal health.

#### Department Structure Chart



#### Relationships

##### Internal

- Clinical placements team
- Academic colleagues in the School of Health Sciences
- All other University Departments – will work particularly closely with Faculty facing members of the Hive (Student Services) team and the FHMS Business Operations Officer

##### External

- Placement Providers
- Partner organisations
- Professional Regulatory and Statutory Bodies (NMC, HCPC)