

Post Details		Last Updated: 24/09/2026	
Faculty/Administrative/Service Department	Faculty of Health & Medical Sciences, School of Medicine		
Job Title	Medical School Manager		
Job Family	Professional Services	Job Level	5
Responsible to	Associate Director (Business Operations), FHMS		
Responsible for (Staff)	Medical Programme and Partnership Manager, Student Support Coordinator		
<u>Job Purpose Statement</u>			
The School Manager will provide comprehensive operational and administrative leadership for the School of Medicine ensuring the effective day to day management of the School's education, research and clinical partnership activity. Working closely with the Founding Dean of Medicine to support the delivery of the School's strategic ambitions, maintain regulatory compliance and provide an excellent experience for students, staff and external partners. Working closely with the Associate Director (Business Operations) and the Director of Faculty Operations they will provide expert guidance on University policies, procedures, and practices and have oversight of the School's financial plans. They will oversee the management of School facilities and ensure effective timetabling and resource allocation, working with Estates teams, IT and central professional services as required.			
<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			
1. Oversee the day to day operational management of the School, ensuring effective and efficient administrative processes across all functions and coordinating activities across NHS sites. 2. Provide high level professional services leadership across all aspects of student administration from admissions through to graduation, working closely with the Founding Dean, Admissions, Academic Registry and Student Services. 3. Support School financial planning in conjunction with the Faculty Finance Manager, overseeing the operational budget and developing business cases, funding bids and management information to support strategic decision making. 4. Line manage professional services staff within the School providing leadership, development support and performance management. Develop a positive, inclusive and high performing team culture within the professional services function. 5. Ensure compliance with GMC accreditation standards, CQC and OfS requirements, coordinating GMC visits and accreditation processes and maintaining robust quality monitoring systems, including the implementation and maintenance of Medical Licensing Assessment requirements. 6. Support the Founding Dean and Senior Academic team in delivering the School's strategic plan, preparing papers, reports and briefings as required. 7. Represent the School at Faculty, University and external meetings as required, championing the School's interests whilst balancing the Faculty priorities. 8. Manage relationships with NHS England and clinical placement providers, overseeing undergraduate medical tariff arrangements, contracts, service agreements and associated financial oversight while maintaining strategic healthcare partnerships. 9. Act as a point of escalation for complex strategic and operational issues, demonstrating initiative and pragmatism in their resolution. 10. Lead on discrete Faculty programmes/projects and deputise for the Associate Director (Business Operations) as required.			

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

- Whilst working within agreed University and Faculty policies and procedures the post holder will have a considerable degree of autonomy in developing appropriate approaches to implementing strategic objectives, operational systems and procedures and delivering continuous improvement at the School level.
- The post holder will be expected to coordinate complex and sometimes conflicting work streams, therefore a high degree of planning and organising will be essential.
- The post holder will be expected to determine long and short term priorities, will have latitude to decide the best course of action and will be expected to advise colleagues and support their direct, and indirect reports, in the planning and organising of their work. This will largely be determined by referring to experience.

Problem Solving and Decision Making

- The post holder will be expected to refer to University policies and procedures to guide them in decision making and problem solving. However, the post holder is likely to face situations with intangible and unstructured aspects, where the post holder will need to define the problem/issue before an immediate solution can be found. The post holder will therefore be required to apply analytical, interpretive and constructive thinking and a high degree of evaluative judgement to resolve many problems/issues presented to them.
- They will be expected to negotiate with stakeholders, analyse situations and develop solutions where problem solving may not always be straightforward, consulting others, including their manager, in cases with high levels of associated risk or ambiguity.
- Developing strong relationships is essential to the success of this role and the post holder will be required to have excellent communication skills and the ability to influence decision makers.

Continuous Improvement

- The post holder will be proactive in seeking out opportunities for improvement and will be expected to ensure the ongoing review of procedures and processes across multiple functions within the School.
- They will be expected to support the Associate Director (Business Operations), Dean of Medicine and the Senior Management Team in the development and implementation of the School strategy proposing creative solutions and generating strategic ideas to development the School and improve its performance.

Accountability

- The scope of activity associated with this role impacts directly on the School and through this on the Faculty and University. The post holder will be instrumental in developing the School strategy in line with the University 2041 strategy and working alongside the Associate Director (Business Operations) ensure its effective implementation.

- The post holder will be a first point of contact for internal staff, external partners, professional bodies and other stakeholders and audiences therefore having a significant impact on the reputation of the School and the University.

Dimensions of the role

- The post holder will have an impact on the financial health of the School, in particular in relation to the review of School budgets within the University Planning round and monitoring in year performance for and on behalf of the Director of Faculty Operations. The post holder will also be expected to directly manage budgets for specific areas.
- The post holder will be responsible for managing the School's professional services staff providing leadership for both their direct and indirect reports and ensuring that these resources are properly developed and deliver to the high standards expected by the Faculty and University.
- They will be expected to represent the School on internal and external forums, committees and working groups.

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

Professionally qualified with a relevant degree/postgraduate qualification, and significant management experience in similar or related roles.

OR

Substantial vocational and strategic management and leadership experience demonstrating professional development through involvement in a series of progressively more demanding and influential projects/roles, backed by evidence of significant development of appropriate specialist knowledge.

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**

Significant experience of operational leadership and management in a higher education, health or professional services environment, managing a diverse customer or stakeholder base.

E

3

Strong financial management skills including budget planning, monitoring and reporting.

E

2

Experience of line managing and developing effective professional services teams.

E

2

Excellent communication and stakeholder management skills with the ability to engage effectively with academic, clinical and external stakeholders.

E

3

High level of personal organisation, attention to detail and the ability to work under pressure whilst managing competing demands.

E

3

Experience of the Higher Education sector (preferably with knowledge and experience of working within medical education/Veterinary Medicine and/or Health Sciences or the NHS)

D

N/A

Special Requirements:

**Essential/
Desirable**

The post holder will be required to work flexibly in order to deliver the requirements of the role including working outside of usual office hours from time to time and supporting recruitment events and Open Days on occasion which may fall on a weekend.

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

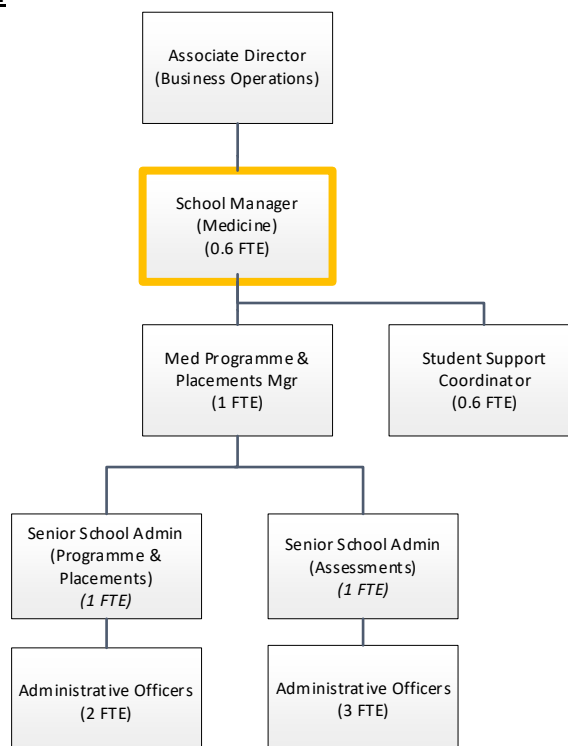
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Adaptability / Flexibility

3

Customer/Client service and support	3
Planning and Organising	3
Continuous Improvement	3
Problem Solving and Decision Making Skills	3
Managing and Developing Performance	2
Creative and Analytical Thinking	3
Influencing, Persuasion and Negotiation Skills	3
Strategic Thinking & Leadership	2
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	
<u>Background Information</u> 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

- Founding Dean of Medicine
- Director of Faculty Operations, (Faculty of Health & Medical Sciences)
- Associate Director (Business Operations)
- Head of Health & Medical Partnerships
- Senior Medical School academics
- Faculty Executive Board members/Heads of Schools
- Faculty Operational Managers eg. Faculty Operations Manager; H&S Manager; Business Finance Partner; HR Business Partner.

External

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