

Post Details	Last Updated: Feb 2020		
Faculty/Administrative/Service Department	Faculty of Health and Medical Sciences (FHMS)/ Clinical Placements Team		
Job Title	Administrative Officer (Clinical Placements)		
Job Family	Professional Services	Job Level	2b
Responsible to	FHMS Clinical Placements Manager		
Responsible for (Staff)	n/a		

Job Purpose Statement

The post holder will work as part of the University's FHMS Clinical Placements Team to provide excellent professional administrative support for the Faculty's placements function, with a particular focus on the Veterinary Medicine and Science placements. This will require flexibility and adaptability to respond to diverse requirements throughout the academic year. The post holder will be required to maintain a high standard of customer service throughout, particularly at peak periods, in order to help facilitate the exceptional student experience the team contributes to. The post holder will be required to develop effective working relationships with a variety of teams and departments across the University and partner providers. The post holder will normally work as part of a specialist team and will be responsible to the Clinical Placements Manager.

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 a professional and competent level of administration in delivering activities relating to placements in the Faculty, ensuring a high quality service is provided. This may include: maintaining placement records, supporting committees/key meetings, supporting allocation processes, processing student travel expenses, administration related to requirements from Professional Regulatory and Statutory Bodies and other duties as directed to meet the needs of the Clinical Placements Team.
2. To provide a customer-facing professional administration in delivering activities relating to undergraduate and postgraduate taught students and staff within the Faculty. This will involve receiving and processing enquiries from students, staff and external partners in a timely, efficient and courteous manner, directly contributing to the student experience. This may include resolving issues at source within the Faculty Academic Hive (student services) offices, or referring enquiries to other departments in the Faculty and wider University.
3. To maintain and monitor accurate student placement information in the student management system (SITS), on the web/VLE, placement specific systems such as SEL and any other agreed supporting-systems.
4. To work as part of the wider Clinical Placements Team on placement related matters and maintain effective working relationships with academic and professional services staff as required. To develop and maintain strong links with external partners, placement providers and all associated staff.
5. Apply current processes and procedures, as directed by the Clinical Placements Manager and in line with University and Professional Body regulations and policy.
6. To provide support to the wider Manor Park Academic Hive (student services), including participation on the helpdesk and wider Faculty activities. This will include staff development activities such as training presentations and conferences as well as providing support to key student events, such as welcome week and inductions, open days and graduation.
7. To gain knowledge of and uphold the regulations and processes of the University, and to contribute to process improvements.
8. Work in other areas within the Clinical Placements Team, either a temporary or permanent basis if necessary to meet the business needs, under direction of the Clinical Placements Manager.

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 and professionally 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 Placement Administration. Day to day tasks and minor projects are allocated in response to team management approaches. 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.

Problem Solving and Decision Making

The post holder will be responsible for the application of established processes and policies. When required, they may use judgement in applying alternative courses of action. This will be an informed decision, based on precedent, experience and judgement. Referral to a senior member of the team or alternative department may be required for guidance/ resolution.

In performing their duties the post holder must demonstrate good awareness of and comply with university regulations. They should 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 and contributing to the implementation of new processes

Accountability

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. They will operate under the supervision of their team leader and usually within relevant guidelines and procedures.

Dimensions of the role

The post holder will not have any direct line management or budgetary responsibilities however may be required to facilitate and process expenses as directed by line manager.

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

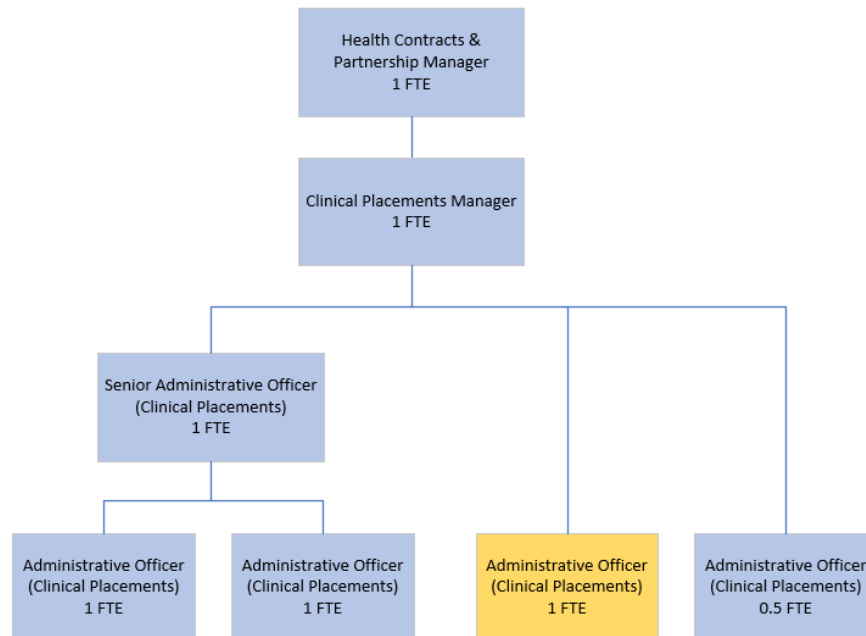
Accuracy and attention to detail	E	3
Some relevant administrative experience	E	3
A proactive approach, with the ability to use initiative in dealing with issues as well as a flexible approach to work, able to multi-task, satisfying the needs to different groups	E	2
Experience of the SITS system for student and programme administration	D	1
Customer Care experience or training	D	2
Experience of the Higher Education Sector	D	N/A
Basic awareness of the activities of the University	D	N/A
Special Requirements:		Essential/ Desirable
Some weekend/evening work may be required as directed by the Placements 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
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
<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>		

Organisational/Departmental Information & Key Relationships

Background Information

The Clinical Placements Team sit within the Faculty's professional services division of the Faculty of Health and Medical Sciences. The team are responsible for administration and support for all matters relating to the clinical/professional placements undertaken as part of programmes leading to professional registration in the Schools of Health Sciences, Veterinary Medicine, Psychology and Biosciences & Medicine.

Department Structure Chart



Relationships

Internal

All University Departments/Schools but notably:

- Student Administration Managers and Senior Administrative Officers based in Academic Hive hubs.
- Timetabling Officer
- Academic and other Professional Services staff within FHMS

External

- Professional Regulatory and Statutory Bodies
- Various partner organisations
- Administrative staff within other organisations