**Job Description**

**Position**: Administration Assistant

**Academic Group/Service:** School of Medicine

**Reference**:

**Grade**: Grade 3

**Status**: Fixed term – 24 months (with possible extension, subject to GMC approval)

**Hours**: Full-time; 36.25 hours per week

**Responsible to**: Administration & Operations Manager

**Main Function of the role:**

The role will encompass a variety of administrative tasks, covering key areas such as recruitment, admissions, academic administration, student support, assessment, quality and governance, placements, core operations and assisting with broader professional support services.

As an Administration Assistant, you will receive comprehensive training to develop your skills across several key areas of administrative support. This role offers the opportunity to specialise in one of these areas over time while also being prepared to provide additional support in other areas as needed. Our goal is to foster your professional growth and ensure you are well-equipped to contribute effectively across the organisation.

Your attention to detail and strong organisational skills will be essential in maintaining accurate and up-to-date documentation, facilitating effective communication, and supporting the efficient functioning of the School of Medicine.

The role will require interaction with university staff, students, graduates and organisations external to the institution. The post holder will also need to be able to work outside of normal hours when required.

P**rincipal Duties and Responsibilities:**

1. Participate in training and development activities aimed at gaining expertise in a specific area (as listed above), with the understanding that over time, you will assume a more specialised role while continuing to provide support across other areas as needed.
2. Provide day-to-day administrative support such as managing schedules, organising meetings, handling correspondence, minute taking and maintaining records. This will require strong organisational and time management skills.
3. To maintain and update physical and digital records, ensuring accuracy and confidentiality in handling sensitive information
4. To help facilitate communication and coordination among school and staff members, ensuring smooth operations within the school.
5. To contribute to the implementation and evaluation of administration processes and procedures.
6. To provide administrative support to ensure the highest standards of quality and governance are maintained throughout the MBChB programme.
7. To help with event coordination to include open days, assessment days, short courses and large-scale community consultation events.
8. To handle sensitive information always ensuring confidentiality and professionalism.
9. To work closely with other departments within the University, such as Admissions, Finance, Human Resources, and Facilities Management, to ensure efficient operations as required.
10. To work closely with key partners and stakeholders such as the local healthcare education providers, local community organisations and local businesses.
11. To stay informed about relevant policies, regulations, and best practices in healthcare education and administration to ensure compliance and contribute to the continuous improvement of the school.

**Additional Information**

1. Work flexibly and support other services at peak times, as directed by your line manager.
2. To work flexibly as part of the team, which may require working evenings and weekends when required. To assist with events and open days and cover other areas in times of staff shortage.
3. To attend open events, noting that this may include some evenings and weekends.
4. Undertake other duties commensurate with the nature and grading of the role as determined by your line manager.
5. To undertake additional training as identified by your line manager.

**Person Specification**

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| --- | --- | --- | --- |
| **Position:** | Administration Assistant | **Reference:** |  |
| **Academic Group/Service** | School of Medicine | Priority |  |
| **Criteria** | **(1/2/3)** | **Method of Assessment** |
| **1 Qualification** |  |  |
| 1 a) Educated to degree standard | 2 | Application |
| 1 b) Educated to A Level standard or equivalent standard of education | 1 | Application |
| 1 c) GCSE, grade C or equivalent in English and Mathematics, or equivalent standard of education | 1 | Application |
| **2 Skills / Knowledge** |  |  |
| 2 a) Excellent organisational and time management skills: | 1 | CV/Supporting Statement/Interview |
| 2 b) Proficiency in office software, particularly Microsoft Office suite: Word, Excel, PowerPoint, SharePoint, MS Teams | 1 | CV/Supporting Statement/Interview |
| 2 c) Good communication skills, demonstrating an ability to deal with a wide range of people, | 1 | CV/Supporting Statement/Interview |
| 2 d) Demonstrate numeracy skills and the ability to identify problems and resolve issues effectively | 1 | CV/Supporting Statement/Interview |
| 2 e) Demonstrate a high level of accuracy and attention to detail | 1 | CV/Supporting Statement/Interview |
| 2 f) Ability to work independently and as part of a team | 1 | CV/Supporting Statement/Interview |
| 2 g) Demonstrate problem solving skills with the ability to identify and resolve issues effectively | 1 |  |
| 2 h) Willing and able to work in a flexible and agile way and move between teams, quickly learning processes and providing support as required | 1 | CV/Supporting Statement/Interview |
| 2 i) Flexible and responsive to customer needs and able to provide information and guidance, whilst maintaining confidentiality | 1 | CV/Supporting Statement/Interview |
| 2 j) Excellent written communication skills | 1 | CV/Supporting Statement/Interview |
|  **3 Experience** |  |  |
| 3 a) Experience gained within the Higher Education sector or similar environment, preferably within Medicine | 2 | CV/Supporting Statement/Interview |
| 3 b) Experience working with administrative processes in a customer facing office environment | 1 | CV/Supporting Statement/Interview |
| 3 c) Experience of working in a process-driven team environment, demonstrating an ability to be flexible and provide support for colleagues. | 2 | CV/Supporting Statement/Interview |
| 3 d) Experience of working to imposed deadlines | 2 | CV/Supporting Statement/Interview |
| **4 Personal Qualities** |  |  |
| 4 a) Able to work with minimal supervision and complete projects on time and to deadlines | 1 | CV/Supporting Statement/Interview |
| 4 b) Adaptable and flexible to meet changing circumstances in the working environment and embrace change | 1 | CV/Supporting Statement/Interview |
| 4 c) Able to work effectively as part of a team and as an individual | 1 | CV/Supporting Statement/Interview |
| 4 d) Awareness of the requirements associated with operating within a customer service environment | 1 | CV/Supporting Statement/Interview |
| 4 e) Highly organised and able to prioritise and manage own work to achieve deadlines set by others | 1 | CV/Supporting Statement/Interview |
| 4 f) Able to use initiative as and where appropriate | 1 | CV/Supporting Statement/Interview |
| 4 g) Commitment to continuous improvement and creative ways of working | 1 | CV/Supporting Statement/Interview |
| **5 Other** |  |  |
| 5 a) Willingness to work flexibly to meet the needs of the University, which may require working at times outside of normal working hours. This includes evenings, weekends and outside the academic year. | 1 | Interview |
| 5 b Commitment to the University’s policy on equal  opportunities and diversity | 1 | Interview |
| 5 c) Willing to undertake appropriate staff development to keep up to date with the requirements of the role, which may take place outside the University | 1 | Interview |
| 5 d) Available to travel as appropriate in order to meet the needs of the service | 1 | Interview |

*Note:*

1. ***Priority 1*** *indicates* ***vital*** *criteria - a candidate would be unsuccessful if unable to satisfy a Priority 1 criteria.*
2. ***Priority 2*** *indicates* ***desirable*** *criteria - candidates failing to satisfy a number of these are unlikely to be successful.*
3. ***Priority 3*** *indicates criteria* ***not specifically required*** *for the post but in a competitive situation may be used to select candidates who cannot be separated on priorities 1. and 2.*
4. *Please note it is normally expected that a new appointee will commence at the bottom of grade.*