

Medical Education & Centre Administrator

Department: Health and Community Services

Division: Office of the Medical Director

Reports to: Medical Education & Centre Manager

JE Ref: HCS1180

Grade: CS07

JE Date: 20/02/2023

Job purpose

To administer and provide comprehensive support within the Health and Community Services' Medical Education and Education Centre functions, providing an administrative, analytical and advisory support service to medical students, postgraduate trainees, supervisors and other centre users. The post holder will provide an individual contribution while working within a team, offer first line support to users and services, and organise and coordinate the day to operation of the education centre.

Job specific outcomes

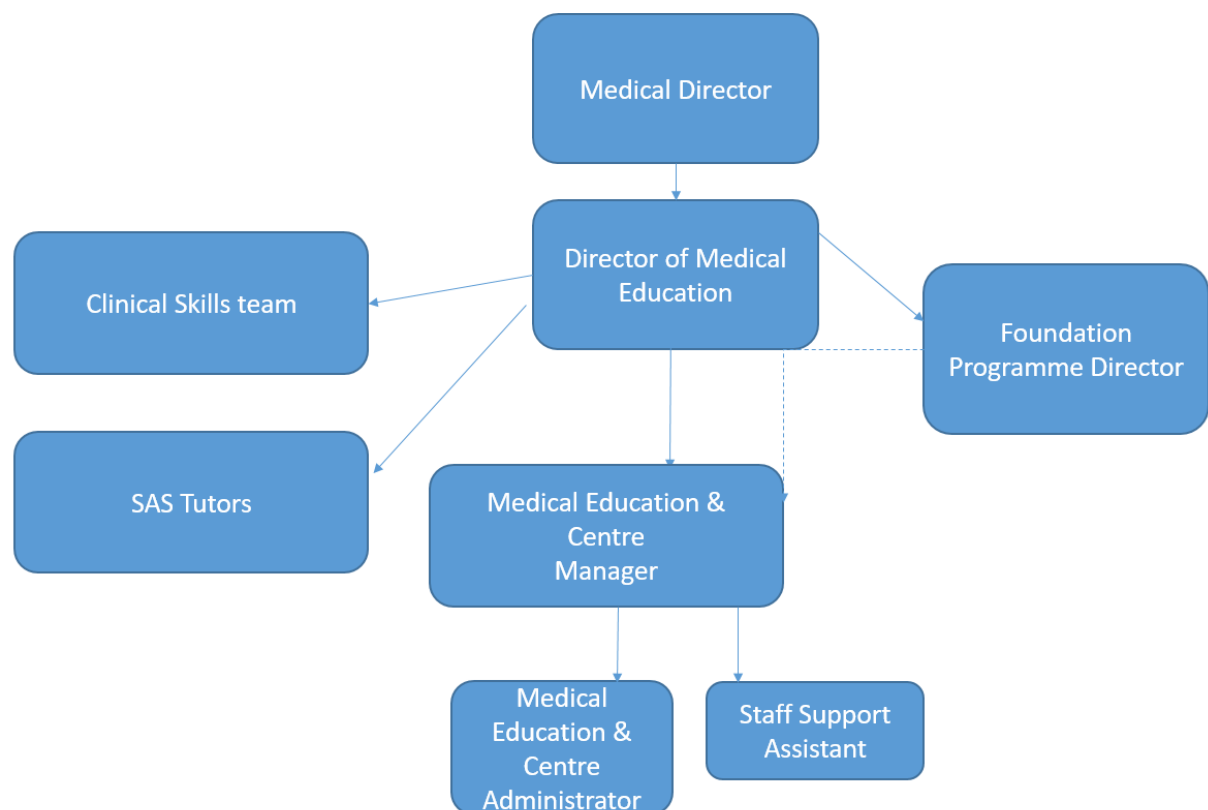
1. Provide a broad range of high level administrative support services for the Medical Education team, including diary management, using initiative and drawing on experience to anticipate business needs and respond accordingly.
2. Respond to queries from customers using initiative and judgement to prioritise tasks and duties, including technical AV support, providing a customer focused service to all.
3. Organise training programmes, collection and collation of feedback, and the input and monitoring of data into learning management and portfolio systems to ensure accurate recording; undertake analysis and produce non-standard reports of trainee portfolios to provide the business with the information it needs to support decision-making and action planning.
4. Proactively review relevant systems, data and processes and manage filing systems within own area of work and make recommendations to continuously improve efficiency, performance and provide quality assurance.
5. Communicate and share relevant information with stakeholders as directed by more senior colleagues, to promote collaborative working, and to keep stakeholders up-to-date with events, meetings, and learning activities to ensure the learning agenda can be achieved.
6. Proactively manage booking of training spaces and support the maintenance of the HCS Education Centre, resolving issues and ensuring the space and time is used effectively, and that the facilities and equipment are fit for purpose.
7. Develop and build positive internal and external working relationships to ensure a collaborative service is provided to the business.

8. Responsibility for ordering of stock, delivery of services, project and research work, and for processing invoices for payments on relevant finance systems, managing travel requests with GoJ travel system, processing study expenses for doctors in training, and any relevant financial administrative processes required on behalf of management, ensuring they adhere to the relevant finance public manual.
9. To maintain confidentiality of highly sensitive personal information to ensure compliance with data protection requirements.
10. Responsible for on-boarding and induction of medical elective students to the organisation, and assist with coordinating of placements, induction and pastoral care of other medical students and trainees, ensuring departments are equipped with relevant information and the students/trainees have the correct information to start their placement and are supported throughout to enable HCS to retain status as an excellent place to train.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Health and Community Services Medical Education Organisational Structure



Government of Jersey Organisational structure



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Educated to a minimum of GCSE level, minimum of 5 GCSE from A-C grades or equivalent (must include English & Maths).	ECDL or equivalent IT skills qualification . A Levels or equivalent
Knowledge	Knowledge of operating across a number of systems and adjusting to specialist systems Knowledge of supporting in a business administrative capacity. Knowledge of Microsoft Office and applications + AV equipment / problem shooting	Knowledge of Junior Doctors and Medical Students and training programme Knowledge of terminology/acronymns used within the service

<p>Technical / Work-based Skills</p>	<p>Have used computer systems to enter data and retrieve data</p> <p>Proficient in using computer applications e.g. Microsoft Office</p> <p>Attention to detail and ability to record information accurately with minimum supervision</p> <p>Strong communication skills required, primarily for the purpose of giving and receiving information, but frequent contact with others is also required</p> <p>Excellent organisational skills</p> <p>Able to set up basic AV equipment</p>	<p>Knowledge of Microsoft Office and Government of Jersey systems to include JD Edwards, Corporate Travel booking system and Supply Jersey</p> <p>Providing pastoral support to colleagues / customers</p>
<p>General Skills/Attributes</p>	<p>Able to accurately record information and data.</p> <p>Ability to manage own workload within agreed timelines and escalate where issues arise.</p> <p>Be organised and self-motivated.</p> <p>Communicate effectively with colleagues to request or transmit information, ask questions, get clarification, exercise tact etc.</p> <p>Be able to deal with routine challenges autonomously, some with a moderate level of complexity.</p> <p>Be able to operate within a number of specialised IT and software systems.</p> <p>Be able to carry out skills, complicated established activities.</p> <p>High level of inter-personal skills and time management skills. The post holder needs to possess good written/verbal communication and organisation skills and is a self-motivated individual who is able to work with limited supervision and to tight deadlines.</p> <p>Excellent customer service skills, able to manage customer</p>	

	<p>interactions with staff at all levels, accurately and professionally, in a busy, pressurised environment</p> <p>Flexible approach in order to meet the conflicting and changing demands of the department</p> <p>Demonstrate cost awareness and contribute to controlling expenditure within the department</p>	
Experience	<p>Practical relevant work experience in the provision of broad administrative support within a complex business model.</p> <p>Experience of managing a varied workload.</p> <p>Experience of working in customer facing environment.</p> <p>Experience of coordinating diaries/appointments, using Microsoft Outlook.</p> <p>Experience of working with IT/AV equipment and resolving issues.</p>	<p>Experience of minute taking.</p> <p>Experience of working in healthcare environment.</p> <p>Experience of working with undergraduate students.</p>
Criteria relating to Safeguarding	<p>Understanding of safeguarding children and vulnerable adults which will be gained through training</p>	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.