

Job Description

Course Assistant

Salary:	Grade 4
Contract:	Full time, ongoing
Location:	Canterbury Campus
Responsible to:	Curriculum and Assessment Co-Ordinator
Job family:	Administrative, professional and managerial

Kent and Medway Medical School

KMMS welcomed its first students in 2020 and achieved full GMC accreditation in 2025. Our mission is to widen participation, train excellent doctors, and improve health in Kent and Medway. We deliver a five-year undergraduate programme and a growing portfolio of postgraduate study, including the MSc in Clinical Education.

Equity, Diversity and Inclusion

KMMS is proud to have a diverse and inclusive community of students and staff. We welcome applications from members of all the non-majority parts of our community and KMMS is committed to fair treatment and to ensuring that the learning and working environment are supportive and inclusive to all. Duties in the delivery of learning, teaching and supporting students and staff should be performed in a manner in keeping with the School's core values.

Job purpose

Working in the Curriculum and Assessment team will involve providing administrative and organisational support in all aspects of assessment, examination, patient engagement and the programme curriculum. Reporting to the Curriculum and Assessment Co-Ordinator, the post holder will join an established team delivering a broad range of course administration duties as well as ensuring a high-quality student experience for our KMMS students. As a proactive member of the team, this role requires liaison with students, colleagues, external organisations and NHS providers as necessary for the successful completion of course administration activities.

The role holder will work autonomously and as part of a busy team, taking direction from the Curriculum and Assessment Co-Ordinator. The post holder may be required to work flexibility across other teams within KMMS as and when required.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Act as a point of contact for students, colleagues and external organisations, providing a courteous and effective service and advising on a range of matters promptly and professionally to deliver a high level of customer service.
- Support the Curriculum and Assessment team to deliver all administration associated with the organisation and delivery of the medical curriculum and student experience. Including but not limited to

student enrolment, inductions, assessments, patient engagement, programme evaluation, student choice and module material to ensure the school is promoting a positive student experience.

- Support the assessment and examination process within KMMS ensuring that all University and School policies and procedures are applied.
- Support the attendance monitoring process within KMMS, making sure accurate data is recorded whilst applying School policies and procedures.
- Support the School student choice elements, this includes Student Selected Components, the Individual research project and the Electives.
- Support with the maintenance of accurate curriculum information on the KMMS student portal and virtual learning environment including regulatory, academic, and procedural information and to provide KMMS staff and student with information when required.
- Support Academic staff with the logistical aspects of day-to-day teaching delivery.
- Enter and update electronic student, programme and assessment records using the student records system, ensuring the information is correct and up to date in compliance with GDPR and cascaded to the relevant staff as required.
- Provide administrative support to relevant committees when required.
- Work flexibly across the team to provide support where needed, particularly during busy periods and undertaking a range of administrative duties to promote a positive student experience within the School in support of the overall strategy.
- Participate in continuous improvement initiatives to ensure that KMMS is able to achieve the efficient delivery of service through the improvement of administrative processes.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- This is a busy role, and the role holder can expect to have a large amount of direct contact with students, staff, and external colleagues (which may include matters of confidentiality).
- Apply knowledge and understanding of certain procedures or policies to be able to respond to a wide range of enquires whilst recognising when it is more suitable to refer to someone else for specialist advice.
- Able to work on own initiative, planning own workload in discussion with the Curriculum and Assessment Co-Ordinator. Asking for guidance or signposting queries where necessary.
- Managing multiple requests for information or dealing with several customers politely and professionally and working across the team.
- The ability to work with staff across institutions including colleagues from the NHS.
- Maintaining accuracy when dealing with data which is constantly changing.

Facts & figures

The Curriculum and Assessment team at full capacity consists of 15 members of staff totalling 14 FTE. There are 7 Course Assistants, each responsible for supporting different areas of the five-year BMBS programme.

The Curriculum and Assessment team provide administration support to KMMS Students (Approx 108 per year over 5 years), studying in locations at Kent, Christ Church and across the NHS (30 PCN's and Hospital Trusts). The team provide administrative support to KMMS academic staff (approx. 120 KMMS-employed staff, approx.500 teaching staff from Kent, Christ Church, and across the NHS).

The Curriculum and Assessment team also plan and deliver annual assessment events such as 16 x OSCE days and 30+ online exams.

Internal & external relationships

Internal: Staff at all levels of KMMS, Canterbury Christ Church University and University of Kent, students, managers/supervisors, academics, clinicians, other University departments.

External: Visitors from the National Health Service or organisations related to healthcare in Kent and Medway, interviewees, contractors, meetings, patients and event delegates.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Manual handling

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- Educated to GCSE English and Maths at grade C/4 or equivalent (A,T)
- Strong customer service experience and a commitment to delivering a high-quality service (A,I)
- Demonstrable experience of dealing with difficult or complicated queries that can require careful attention and tact to resolve (A,I)
- High degree of accuracy and good attention to detail (A,T)
- Excellent oral and written communication skills, with the ability to deal confidently with a range of people at all levels (A,I)
- Experience of dealing with a wide range of enquiries, taking own initiative to resolve these where appropriate, and prioritising and managing time effectively (A,T)
- Experience of working in a confidential environment (A,I)
- Experience of working in a team (I)
- Good IT skills, particularly Microsoft Office packages (A,T)
- A positive and approachable manner (I)
- An excellent Ambassador for KMMS when communicating with colleagues from both universities and from the NHS (I)
- Flexible, adaptable and able to manage conflicting priorities and demands (A,I,T)
- Innovative problem solver with the ability to optimise existing resources at both institutions (I)
- Commitment to undertake further training or personal development as required (I)
- A firm commitment to fostering a working and learning environment that is respectful, inclusive and values diversity, including diversity of thought, and which enables staff and students from a wide range of backgrounds to thrive (I)

Desirable Criteria:

- Previous administrative experience in an education or healthcare setting (A,I)
- CLAIT/ECDL or equivalent IT qualification (A)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage