

Job Description

Administrative Assistant

Salary:	Grade 4
Contract:	Full time, ongoing
Location:	Canterbury Campus
Responsible to:	Operations and Project Officer
Job family:	Administrative, professional and managerial

**KENT AND
MEDWAY
MEDICAL
SCHOOL**



Kent and Medway Medical School

Kent and Medway Medical School (KMMS) opened to our first cohort of 108 pioneer students in September 2020. Our vision for KMMS is to create a new medical school for Kent and Medway that becomes a beacon for first-class medical education and research. The School will attract the most talented aspiring doctors from within the local community and beyond, offering training and development opportunities that will help to keep that talent in Kent and Medway.

KMMS brings together the existing centres of excellence in health and medical education provided by the University of Kent and Canterbury Christ Church University and local healthcare organisations, to offer a new model of person-centred medical education.

Lead by its Founding Dean, Professor Chris Holland, the School offers 100 Home/EU and up to 8 international undergraduate medical places on a yearly basis. The five-year undergraduate programme is taught at the Canterbury campuses of both university partners with medical placements within Primary, Community and Secondary Care across Kent and Medway.

The University of Kent is a leading academic institution. It has an excellent track record in health training, research and innovation across a range of disciplines, including Biomedical Science, Pharmacy and the Social Sciences. The University of Kent is also one of two equal partners in the Medway School of Pharmacy (MSOP) which opened in 2004 and graduated its first MPharm students in 2008. The MSOP is underpinned by the University of Kent and the University of Greenwich and is based on a shared campus in Medway.

Canterbury Christ Church University has a significant portfolio of pre-registration healthcare programmes, underpinned by strong leadership, extensive relationships to support clinical placements, simulation facilities, and internationally recognised research promoting health and wellbeing.

Equity, Diversity and Inclusion

We welcome applications from members of all the non-majority parts of our community and KMMS is committed to the fair treatment of all staff and students and ensuring that the learning and working environment are supportive and inclusive for 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 commitment to equality and diversity. KMMS will work towards attaining an appropriate Athena Swan award.

Job purpose

To work as a member of the KMMS Operations Team providing an accurate and effective central administrative support function across the breadth of KMMS activities. The role holder will provide regular front facing support to KMMS staff; support with meetings and diary management; assist with facilities management and health and safety tasks across KMMS offices at Kent and Christ Church; support with finance processing; and support with HR activities in KMMS, including interviews, onboarding, and staff development activities. The Operations Team also regularly work

to support events, activities and other priority tasks throughout the KMMS academic year, including contributing to the planning and delivery of open days and Multi-station Mini Interviews, Objective Structured Clinical Examinations, and Welcome/ Welcome Back weeks.

KMMS is an innovative joint endeavour between the University of Kent and Canterbury Christ Church University and is still in a phase of growth as the school develops until the first cohort of students graduate in 2025.

The role holder will contribute to the Operations team providing feedback on the development and implementation of ways of working suitable for KMMS, and therefore the role and duties may change as the School develops.

Key accountabilities

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

- Work as a member of the Operations Team, providing efficient and effective administrative support to students, staff and external colleagues, ensuring that all contacts have a positive impression of KMMS and that administrative tasks at KMMS are carried out effectively. This will include providing front-facing support to students, staff and visitors during occasional reception shifts at KMMS office locations.
- Receive and respond to enquiries including some complex or non-routine enquiries that will require the role holder to develop a sound knowledge of policies or procedures within KMMS, Kent and Christ Church. Provide advice, guidance and signposting, and judge when to pass on queries or involve senior members of staff.
- Support the scheduling and servicing of regular committee meetings and other ad-hoc meetings in KMMS, including support with diary management and minuting meetings to accurately record actions and outcomes using clear and concise documentation.
- Log, allocate and set up IT and AV equipment (e.g. laptops, monitors), and train non-expert staff on use and best practice.
- Support KMMS staff with technical queries, directing or escalating to University IT teams where necessary.
- Support the Operations and Project Officer with HR tasks, including planning, recruitment and onboarding activities, as well as carrying out staff inductions and training sessions, to ensure all new staff are effectively supported.
- Support with facilities management, finance, and health and safety tasks at KMMS, adhering to policies and procedures.
- Support with the set up and maintenance of KMMS systems including Microsoft Forms, Teams, SharePoint and Power Automate.
- Support the wider activities of KMMS, contributing to the planning and delivery of events, activities and other tasks, such as open days and Multiple Mini Interviews, Objective Structured Clinical Examinations, and Welcome/ Welcome Back weeks, helping the team to deliver an excellent student, staff and applicant experience.

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.

- The role holder will work under regular supervision but is expected to be able to work with initiative and autonomy, including planning and managing a busy workload with competing priorities.
- The role holder will need to effectively manage multiple requests, dealing with stakeholders politely and professionally.

- KMMS is in a phase of growth and there may be changes to ways of working and the tasks undertaken by the role holder on a regular basis. The workload may be unpredictable, as the Operations team are called in to support the work of other teams.
- The role will involve working with students and staff across multiple institutions, as well as external colleagues. The role holder will need to develop and maintain good working relationships, working with stakeholders at all levels.

Facts & figures

The Operations team consists of seven staff members and totals 6.8 FTE (grade 3 1 x 1FTE, grade 4 2 x 1FTE, grade 5 2 x 1FTE, grade 5 1 x 0.8 FTE, grade 6 x 1FTE), managed by the Operations Manager.

Frontline support is given to KMMS students (108 per year over 5 years), studying in locations at Kent, Christ Church and across the NHS (30 PCNs and Trusts).

Frontline support is given to KMMS staff (approx.120 KMMS-employed staff, approx. 500 teaching staff from Kent, Christ Church, and across the NHS).

The Operations team directly support the planning and delivery of annual KMMS events (large conference with BSMS of 500 attendees, 6 x MMI days of 600 attendees, 16 x OSCE days of 800 attendees, Welcome Weeks for all KMMS students and staff, as well as support for other ad hoc events and activities).

Internal & external relationships

Internal: Students, academic and professional services staff at all levels at KMMS, the University of Kent and Canterbury Christ Church University

External: Visitors to KMMS, potential students and their families and friends, NHS staff, Brighton and Sussex Medical School staff, interview candidates, local groups and organisations, professional and medical organisations

The role holder is expected to demonstrate a commitment to equality, diversity and inclusion, promoting collaboration and positive partnerships, working harmoniously with colleagues, students and other stakeholders of all cultures and backgrounds.

Health, safety & wellbeing considerations

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

- Repetitive limb movements
- Regular use of Screen Display Equipment
- Conflict resolution
- Pressure to meet important deadlines such as might be inherent in high profile projects
- There may be a requirement to work evenings and weekends

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 in English & Maths (Grade C/4 or above) or equivalent (A)
- Strong customer service experience and a commitment to delivering a high-quality service (A, I, T)
- Excellent interpersonal and communication skills, with the ability to deal confidently with a range of people at all levels (A, I)

- Excellent attention to detail and experience of preparing accurate, clear and concise documentation (A, I, T)
- Experience of administering complex processes including tracking data and monitoring progress (A, I, T)
- Experience of basic IT troubleshooting, and providing guidance to others on the use of systems or equipment, and of escalating faults to others where necessary (A, I)
- Ability to remain focused and effective when faced with competing demands in a busy environment (I)
- Ability to deal flexibly with a wide range of situations and respond positively to change in the workplace (I)
- Proactive and self-motivated with the ability to organise own workload prioritise and problem solve effectively (I, T)
- Good IT skills, including familiarity with Microsoft Office packages, particularly Microsoft Excel (A, I, T)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day-to-day work of the role (I)

Desirable Criteria:

- Experience of knowledge of high education settings and/or healthcare settings (A, I)
- Experience of facilities management (A, I)
- Experience of diary and meetings management (A, I)
- Experience of training or sharing best practice with others (A, I)

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