

Job Description

Administrative Coordinator

Salary:	Grade 5
Contract:	Full time, ongoing
Location:	Canterbury
Responsible to:	Operations Manager
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.

Job purpose

To work as senior 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 students and staff, support Senior Leadership Team members with complex meetings and diary management, assist with facilities management and health and safety tasks across KMMS offices at Kent and Christ Church, 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 VIP visitor events, staff training and development days, open days and Multiple 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 support the Operations Manager to develop, adapt and implement ways of working suitable for KMMS, and therefore the role and duties may change as the School develops. The role holder will provide advice, guidance and signposting to KMMS students and staff, and so will develop an in- depth knowledge of Kent, Christ Church and KMMS policies and procedures, and supervise tasks carried out by junior colleagues within the Operations Team.

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.

- Work as a senior member of the Operations Team, providing administrative support that ensures an efficient and effective service is provided to students, staff and external colleagues and supports the achievement of KMMS deadlines. This will include occasional front-facing support on receptions at KMMS office locations.
- Receive and respond to enquiries including some complex or non-routine enquiries that will require a sound knowledge of policies or procedures within KMMS, Kent and Christ Church. Provide regular advice, guidance and signposting, and judge when to pass on queries or involve senior members of staff to ensure that an excellent level of service is being delivered.
- Work closely with managers and senior colleagues to provide them with support in the organisation and servicing of meetings and diary management, ensuring KMMS business runs efficiently. Creating documents and presentations to support these activities, analysing information and presenting findings in order to report to Boards and Committees.
- Support the Operations Manager with regular HR tasks, including planning, recruitment and onboarding activities, including carrying out staff inductions and training sessions, to ensure all new staff are effectively supported. This will involve mapping staff onboarding journeys and taking staff feedback in order to inform continuous improvement to the KMMS staff experience.
- Provide efficient and effective facilities management and health and safety support at KMMS, ensuring policies and procedures are adhered to and staff are effectively trained and supported.
- Work with the Operations Manager to identify areas for improvement of service delivery and make suggestions for change, to support continuous improvement in KMMS. Analyse data, including queries received within the Operations team from students and staff, in order to refine and improve ways of working, including KMMS policies and procedures and advice, guidance and training given to staff and students.
- Support and supervise work undertaken by junior members of the Operations team, ensuring standards are followed and any issues or suggestions for change are effectively managed.
- Support the wider activities of KMMS, contributing to the planning and delivery of events, activities and tasks, such as VIP visitor events, staff training and development days, Multiple Mini Interviews, Objective Structured Clinical Examinations, and Welcome/Welcome Back weeks, ensuring the team 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 be expected to work independently and proactively when arranging their work, with regular changing priorities and urgent requests that mean that planned work may need to be rearranged, or deadlines negotiated, to meet KMMS objectives.
- The role holder will need to effectively manage multiple requests, dealing with stakeholders politely and professionally. Stakeholders will include staff from Kent, Christ Church, BSMS, NHS Trusts and PCNs, and external partners and in order to resolve requests the role holder will need to develop a high level of familiarity with complex processes, procedures, software and ways of working across these institutions.
- The role holder will support KMMS staff induction and training, which is complex due to the nature of the set up of the school. The role holder will need to tailor induction sessions to the needs of staff, analysing

their role type and identifying staff induction and onboarding needs. KMMS staff also have a short lead-in time before delivering teaching, and so need to be trained and supported quickly and effectively.

- 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.
- The role holder will support the line manager to develop and implement changes to KMMS ways of working where required, making suggestions for change and finding effective ways to resolve issues quickly.
- The role holder will supervise the work of junior staff, offering advice and guidance and understanding when to refer issues to the line manager.

Facts & figures

The Operations team consists of eight staff members and totals 7.8 FTE (grade 3 1 x 1FTE, grade 4 1 x 1FTE, grade 4 1 x 0.8 FTE, grade 5 3 x 1FTE, grade 6 x 1FTE, grade 7 x 1FTE).

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).

Please note that the fact and figures listed above are for illustration purposes only to provide some additional context of the role and are subject to change.

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
- 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 English and Maths at grade C/4 or equivalent (A)
- Educated to A Level or equivalent qualification (A)
- Clear customer focus and substantial experience of delivering a high-quality service and improving the student and staff experience (A, I)
- Experience of designing and developing administrative systems and of interpreting and adapting working procedures (A, I)
- Excellent communication and interpersonal skills, giving the post holder the ability to deal confidently and diplomatically with a range of stakeholders at all levels, both in person and online (I)
- Experience of working in a busy working environment with a wide-ranging workload and competing priorities (I, T)
- Highly organised with the ability to prioritise own workload and deliver to deadlines in a pressured environment (I, T)
- Proactive and self-motivated with the ability to organise, prioritise and problem solve effectively (I, T)
- Excellent attention to detail and accuracy (I, T)
- Experience of providing direct support to senior staff, including complex diary management (A, I, T)
- Experience of supporting and servicing committee meetings (A, I)
- Experience of administering HR processes and procedures (A, I)
- Excellent IT skills, particularly using Microsoft Office packages (I, T)
- Experience of working in a confidential environment, and with a good understanding of data protection requirements (I)
- 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 or knowledge of higher education settings and/or healthcare settings (A, I)
- Experience of facilities management (A, I)
- Experience of supporting new staff inductions, including providing training (A, I)
- Experience of supervising others (A, I)

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