1. Job Details

Job title: Senior Administrative Officer

School/Support Department: College of Medicine and Veterinary Medicine

Unit (if applicable): Academic Administration

Line manager: Assistant Secretary, Academic Administration

2. Job Purpose

The jobholder is responsible for the operational management of the MBChB programme and for the line management of the MBChB clerical and secretarial support team. The jobholder is also responsible for the provision of timely and professional advice to academic staff and senior administrative colleagues on matters relating to the delivery of the MBChB and intercalated honours programmes.

3. Main Responsibilities

1. Operational management of the MBChB programme
   Provision of professional advice and support to academic, clinical and senior administrative staff involved in the delivery of the MBChB. Effective liaison with the Medical Teaching Organisation, which is responsible for strategic curricular change, and with each of the Year Teams to ensure the delivery of the MBChB is smooth, efficient and responsive to change and to student requirements. The job holder must maintain an overview of the curriculum and have an in depth understanding of its structure and complexities.

2. Management of a team of 10 who are responsible for the day to day operation of the MBChB programme. Providing effective leadership and motivation is critical to maintaining the effectiveness of the team and to constantly reviewing the administrative processes ensuring they are fit for purpose and introducing change as appropriate. The jobholder is also responsible for managing and maintaining the team’s working relationships with academic staff, senior administrative colleagues within the College as well as colleagues from the wider University and, importantly, with students.

3. Manage the intercalated honours process in conjunction with the Biomedical Teaching Organisation, to enable a cohort of selected medical students to undertake an intercalated honours degree. The jobholder will give high level advice to academic and administrative colleagues and liaison with the relevant support team members to ensure that students receive accurate information and are able to make an informed choice about application, academic colleagues have appropriate information on which to base selection, students are aware of grants and bursaries available, admissions decisions are made timeously and are clearly communicated and the final class lists are communicated to course organisers and to Registry.
4. Financial management: Responsible for managing the MBChB teaching budgets, authorising all non standard expenditure and liaising closely with Year Directors and the Director of UG Learning and Teaching regarding exceptional expenditure. Monitoring of Year co-ordinators budgets and authorising all payments to non-payroll staff. Responsible for managing the UG endowment funds to support students experiencing hardship or with elective costs.

5. QA administration: Administration of Quality Assurance for the MBChB curriculum, liaising internally with clinical and academic colleagues and the Medical Teaching Organisation to meet University and external requirements for quality assurance and quality enhancement. Responsibility for the dissemination of information, coordination of responses to external bodies and preparation for regular inspection visits from the Professional Governing Body.

6. Student Welfare issues: Responsibility for developing and maintaining good working relationships with academic and clinical staff in this area, e.g. Director of Student Affairs, Directors of Studies, and the Medical Students Council to ensure effective communication on matters relevant to the student body and individual students. The ability to foresee and avert potential difficulties and to respond quickly and effectively when problems do occur is critical. Oversee the administration of the DoS allocation process including payment of fees.

7. Committee servicing: Secretary to the Medical Undergraduate Studies Committee and the College Board of Studies ensuring that all matters affecting MBChB governance are correctly processed and further action taken when necessary. Liaison with College representative on the Senatus UG Studies Committee for University approval where relevant.

8. Liaison with colleagues in Student and Academic Services Support Group to provide advice and information on College and/or MBChB matters, for example the Curriculum Project, EUCLID. The role carries with it responsibility for editing the College section of the DRPS.

9. Teaching Load: Responsibility for the MBChB Teaching Load data collection, liaising with academic and administrative colleagues in the University to ensure that the allocation is equitable and robust.

4. Planning and Organising

The planning and organisation is done up to a year in advance and is largely determined by the academic cycle. The jobholder must be able to plan, organise and prioritise activities on a weekly, monthly and annual basis for him/herself and also for the staff whom s/he line manages. For most activities the post holder must be aware of schedules and deadlines ensuring that staff will, for example, organise timetables, room booking and teaching materials timeously. Annual planning in conjunction with academic colleagues is required for the processes which require new regulations, courses and programmes to be approved by committees prior to inclusion in the DRPS. The jobholder liaises with Admissions in advance of the start of the academic year so that information on intake numbers can be incorporated into the work programme of support staff. The jobholder is responsible for continually reviewing the business processes supporting the MBChB and planning and implementing change to ensure they are fit for purpose.

5. Problem Solving

The job holder must be aware of problems that are likely to arise and be able to foresee and to avert difficulties. S/he must also be able to respond quickly and constructively to unexpected problems. The problems brought to the attention of the jobholder are complex ones, often involving eg interpretation of regulations or are of a highly sensitive nature requiring skill and diplomacy as well as in depth knowledge to resolve. Problems arising in any area of the MBChB organisation can be referred to the postholder who works to resolve them making best use of available resources and ensuring the service to students is not compromised.

6. Decision Making

- Responsibility for taking decisions either independently or in consultation with colleagues regarding the operational aspects of the delivery of the MBChB. This includes advice to
academic colleagues, senior administrative colleagues and MTO regarding eg regulations, resource issues, teaching load.

- Participation in, and contribution to, decision making regarding strategic development of the MBChB programme
- Planning and organising own workload and that of staff with support responsibilities for the MBChB

7. Key Contacts/Relationships
Director of Undergraduate Learning and Teaching, College Registrar and Assistant Secretary, Director of Admissions, CMVMLTS, Additional Costs of Teaching Office, Registry, Finance, HR, Policy and Planning, Director of Student Affairs

8. Knowledge, Skills and Experience Needed for the Job
Leadership and management skills to motivate, delegate and manage staff effectively recognising individual contributions.
Ability to create and maintain good working relationships with a wide range of contacts
Ability to be an effective team player
Awareness of diverse range of roles so that information can be disseminated effectively.
Excellent IT skills.
Understanding of Finance processes and budget management
Education to degree level
A minimum of 5 years administrative/management experience within a complex organisation

9. Dimensions
Academic administration co-ordinates all aspects of teaching for the MBChB programme and maintains an overview of 17 intercalated degree programmes involving approximately 1300 students. The administration of teaching involves contributions from University academic and clinical staff, NHS clinical and nursing staff, together with demonstrators and tutors drawn from a wide ranging group including postgraduate research students.
The post holder directly manages 10 clerical and support staff.
Monitor teaching budgets of approximately £200,000.

10. Job Context and any other relevant information
This post operates in a wide ranging context affected by external pressures from the NHS, Scottish and UK government health policies and recommendations from the General Medical Council.

11. Verification
(JDs should be agreed by the relevant manager and individual job-holder or representative. Further verification may also be specified in some cases.)

I agree that this job description conveys an accurate description of this job.

Manager: 

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