Programme Assistant
Hull York Medical School

Closing date: 13 May 2019
Interview date: To be confirmed
Vacancy reference: 7585
INTRODUCTION

Hull York Medical School is a collaboration between the Universities of Hull and York and the NHS. The school operates from both University campuses and within teaching hospitals and medical practices throughout the Yorkshire and Humber region.

This is an exciting time to join Hull York Medical School. Following the Department of Health initiative to expand the number of medical school places in England, Hull York Medical School has been awarded an additional 90 places a year from 2020 which represents a 69% increase in places. For our School, this expansion of undergraduate medical places is a significant milestone in our history. Our expansion will ultimately allow us to produce more doctors who are equipped with the knowledge and skills needed to respond to challenges within healthcare and to transform patient care – within our region and beyond.

The Programme Assistant is a key student-facing support role in the effective and efficient development, delivery and evaluation for our five-year medical programme. Working closely with both university and NHS organisations, the Programme Assistant must have a high professional standard and be willing to work flexibly and creatively, both independently and as part of a team, in a highly demanding environment. The role requires the postholder to support all aspects of programme administration, as part of a wider team, in order to deliver an exceptional student experience.

This post is based at the University of York campus, with occasional travel to Hull and NHS sites as required.
Main purpose of the role

To ensure an excellent experience for all students by providing administrative support to the Phase Coordinators, Academic Leads, and other colleagues and teams as required to enable the effective and efficient delivery of the curriculum.

Key responsibilities (Role holders will be required to undertake some or all of the duties below)

Access the school’s Virtual Learning Environment (Blackboard) on a regular basis updating, uploading and disseminating accurate information as required, monitoring discussion boards and posting replies as appropriate.

Assist the Phase Coordinator and the Learning Enhancement and Support Team to ensure that all learning materials, including handbooks, study guides and tutor notes are revised and updated in a timely fashion.

Input and extract straightforward data and service-related information using databases, spreadsheets and bespoke IT systems and maintain an electronic and paper based filing system.

Book rooms to meet timetabling needs, including registration activities, induction, lectures, workshops, masterclasses, conferences and assessments.

Provide administrative support to departmental committees and meetings by preparing agendas and taking, transcribing and circulating minutes.

Provide support for academic, clinical and professional support colleagues as required. This will include tasks such as scheduling meetings and workshops; collating papers and servicing meetings; telephone enquiries from internal and external agencies and word processing reports and letters, etc.

Develop a good working knowledge of the practices, procedures, bespoke IT systems and equipment (including video-conferencing equipment and audio-visual equipment) within the medical school, being prepared to support speakers/visitors as necessary.

Provide prompt, accurate information for internal and external staff and students relating to all components of the medical programme curriculum, confirming attendance and disseminating documentation to external contacts as needed.

Liaise with the relevant Phase Coordinator to ensure appropriate Simulated Patients, Healthy Volunteers and relevant support staff from within the school are available for all teaching and assessments throughout the course.

Maintain a continuous front desk advisory service alongside the Student Support Assistants during office hours on dealing with students, staff and visitors providing accurate routine information, advice and guidance.
# PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tr>
<td>A general education to include 5 GCSE passes at Grade C or above, or an equivalent educational qualification, or relevant experience</td>
<td>Essential</td>
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<tr>
<td>Knowledge</td>
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<td>Knowledge and understanding of the routine practices and procedures used in an administrative office</td>
<td>Essential</td>
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<td>Working knowledge of computer software such as Microsoft Word and Excel</td>
<td>Essential</td>
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## Skills, abilities and competencies

| Ability to make efficient and effective use of standard office computer systems including word-processing and spreadsheets                                                                 | Essential             |
| Ability to effectively organise and prioritise own work and follow procedures, in order to produce work to a high standard, to required deadlines                                                                 | Essential             |
| Ability to work independently to solve a range of straightforward problems relating to administrative processes                                                                                   | Essential             |
| Ability to contribute to the preparation and production of information and promotional material                                                                                                  | Essential             |
| Ability to input and extract data from databases and spreadsheets, and prepare standard reports                                                                                                   | Essential             |

## Experience

| Experience of working in an administrative role in a busy office within a large complex organisation                                                     | Essential             |
| Experience of taking an active part in a team, helping colleagues as required, to ensure tasks are completed on time and to required standards                                                               | Essential             |
| Experience of providing advice on administrative procedures to colleagues and external customers                                                                                                       | Essential             |
| Experience of working within a front line customer service                                                                                    | Essential             |
| Experience of working with bespoke IT systems                                                                                                  | Desirable             |
| Experience of working in a student-facing or customer service focussed role                                                                   | Desirable             |

## Personal attributes

| Works as a member of a team                                                                                                                  | Essential             |
| Comfortable working flexibly, under pressure and to tight deadlines                                                                           | Essential             |
| Adapts well to change and service improvements                                                                                               | Essential             |
The Hull York Medical School is committed to transforming the health of people within the region and beyond – through its students, staff and the impact of its teaching and research. The joint medical school of the Universities of Hull and York, Hull York Medical School has a reputation as one of the UK’s most exciting, contemporary schools. It was established in 2003 – combining York’s strengths in biological science and health sciences and Hull’s Postgraduate Medical School and large clinical base. Since it was established, it has been inspiring doctors and academic leaders of the future with the research, skills and knowledge they need to look at things differently and advance improvements in healthcare around the world.

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THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world's leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities to have appeared in the world top 100. We were rated 22nd in the 2019 Times & Sunday Times league table. The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding multiple awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our relocation package and welcome officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford's Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York.

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online
- Go to https://jobs.york.ac.uk
- Find this job using reference 7585
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 13 May 2019

What will I need?
We will ask you for details of:
- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and/or by answering questions.

Help and assistance
Direct any informal queries to Wendy Marshall, wendy.marshall@hyms.ac.uk, 01482 463181

If you have any questions about your application, contact the HR Services team:
recruitment@york.ac.uk
+44 (0)1904 324835