Chief Operating Officer (COO)
Hull York Medical School

Closing date: 17 January 2021
Interview date: 18 February 2021
Vacancy reference: 9025
INTRODUCTION

The Hull York Medical School, the joint medical school of the University of Hull and the University of York, is seeking to appoint a new Chief Operating Officer (COO). The School operates across the University of Hull and York campuses and the NHS. This is an exciting time for the School; the undergraduate medical programme was recently expanded by 70% (first expanded cohort of students 19/20 will continue to expand until academic year 23/24).

The Hull York Medical School is seeking a highly talented operations manager to lead the operations of the School. This includes overseeing the implementation of expansion and a new School strategy, which is currently under development. Due to the joint nature of the School, the COO has relationships with the senior leadership teams at both universities and within the NHS.

We are seeking to appoint an individual who aligns to our values:

- **Everyone Counts**: We promote a culture of diversity, respect and aspiration, and empower everyone to realise their potential.
- **Pursuing Excellence**: We combine a pioneering approach with innovative methods to drive excellence in all we do.
- **Socially Responsible**: We are dedicated to public service and to improving lives within our communities.
- **Collaborative**: We work in partnership, recognising the strengths of others.

The University of York is managing this recruitment on behalf of the University of Hull and the University of York. The appointee will be a member of University of York staff, but will have responsibilities across the partnership and will require to be present on the Hull campus as frequently as on the York campus.

**Professor Una Macleod**
Dean, Hull York Medical School
Main purpose of the role

The Chief Operating Officer (COO) is responsible to the Dean for the overall operation of the School and for provision of senior level advice on policy, procedure and practice within the School. The role is managerial, developmental and advisory. The person appointed will work closely with the Dean, the Deputy Dean and senior academic managers. They will be a member of the Executive Group, Management Board and the Strategic Planning Group and will therefore have a central role in the strategic and operational management and development of the School. The COO will be accountable for delivering a high quality business support and administrative service to the Strategic Planning Group, the Dean and the academic and clinical staff in the School.

The COO is accountable for leading and managing the team of support personnel and maintaining an efficient and effective financial, administrative and technical infrastructure that will support the achievement of the School’s vision. They will play a pivotal role in ensuring that Medical School administrative systems mesh with those of the two Universities in a cost-effective manner.

The post-holder will provide information and advice to the Dean and the Executive Group based on an in-depth knowledge of University matters, government policy and operational best practice. They will be required to demonstrate competence in management, exercising initiative and flair in dealing with complex strategic and operational issues and presenting information in a timely and concise way, both orally and in writing.

Key areas of Responsibility of the role:

- Responsible to the Dean for the overall operation of the School and for provision of senior level advice on policy, procedure and practice within the School. Support the Dean in developing the School Strategy and in ensuring efficient operations to support all of the Medical school functions.

- Promote the School’s values, ensuring all decision-making aligns with the values. Lead by example in embedding a culture of openness, cooperation and trust with all stakeholders, hallmarked by high levels of clear and relevant communication.

- Provide effective senior leadership and management for teams of multi-disciplinary professional services staff, ensuring the efficient and effective delivery of a well-informed, high performing professional services function.

- Lead on the management of transformational change across the School including, complex policy, process, staffing, systems and compliance issues, and continue the process of simplification of the financial and organisational management of the School.

- Ensure the School organisational processes are better integrated within the structures and services at the University of Hull and the University of York.

Key responsibilities

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

Support for the Dean and Strategy

- To advise the Dean on all matters concerning the administrative management, operation and development of the School.

- To ensure the provision of information, forecasts and advice to the Dean, Executive Group, Strategic Partnership Group and senior academic managers, to enable decision making and the formulation and implementation of the plans of the School.

- To advise and assist the School’s Executive, the Strategic Planning Group, Joint Senate and other bodies in the determination of School strategies and policies, ensuring compliance and good practice in governance throughout.
JOB DESCRIPTION

- To oversee the operation of the School’s medium term planning (MTP), working with the planning functions at the University of Hull and York to ensure that the requirements of both are met.
- To develop and maintain a system of strategy and performance monitoring using Key Performance Indicators (KPIs), Milestones and Actions, assisting in the implementation of strategies to achieve performance compatible with the aims of the two Universities and the School.
- To advise on University, Government and NHS policies, regulations and procedures which have implications for the School and, where appropriate, the two Universities and NHS.
- To organise the development and analysis of business intelligence and management information, undertaking option appraisals and producing recommendations to the Executive Group with regard to the strategic and operational management of the School.
- To contribute to strategic developments, projects and initiatives in partners that support the development of the School, including capital developments.

Operational Leadership

- To take the lead in ensuring that School objectives and policies and those decisions approved by the Strategic Planning Group are implemented successfully by obtaining the necessary approvals, providing briefings, and liaising to overcome obstacles that may impede progress.
- To plan, implement, develop and manage business, technical and administrative services (including financial management of the School, planning, HR, research and development, systems and IT) in conjunction with the administration of the two Universities, NHS partners and external service providers as appropriate.
- To monitor, review and update on an on-going basis the delivery of professional support services and systems to meet the changing needs of the School, responding rapidly and effectively to new requirements and seeking simplification and congruence where possible with University provision.
- To provide leadership with respect to the management of the School budgets, supporting the Finance partner and working with the Dean and Deputy Dean on budget setting, financial monitoring and forecasting in consultation with the Directors of Finance for Hull and York.
- To provide leadership to the School’s Programme delivery team, working with the Programme Manager and colleagues within the NHS to ensure efficient organisation and management, resulting in excellent student experience across the School’s clinical programmes and PGT programmes.
- To provide leadership to the governance and quality functions in the School working closely with the Deputy Dean, the Governance Manager and other academic and professional support colleagues to ensure compliance with our regulator (e.g. reporting, Fitness to Practise requirements), as well as continual improvement in KPIs and the School’s contribution to outcomes such as REF, TEF and KEF.
- To line manage the School’s Head of Marketing and Communications and facilitate effective and appropriate communication both within the School and between the School, Universities, NHS partners and other agencies.
- To line manage the School’s business systems and IT infrastructure teams, liaising with the officers responsible for these and other administrative systems at the two Universities (and within the NHS) to ensure that the School has efficient and effective systems and IT infrastructure.
- To provide leadership and support for developing business cases, funding bids and strategic projects directed to the two Universities and other bodies.

Functional responsibilities

- To manage the use of the School’s space on the University of Hull and York campuses and work closely with NHS partners with respect to School facilities on NHS sites. This will involve liaising with the facilities and estates services of the Universities and the NHS as appropriate.
- To represent the Dean and the School as appropriate, taking an active role in sector networks for the benefit of the School and building productive relationships with cognate academic departments and faculties at the Universities of Hull and York, with NHS partners and other bodies.
JOB DESCRIPTION

- To draft policies, strategic and operational plans and negotiate service level agreements for the School in consultation with the Universities of Hull and York and NHS partners.

- To oversee an effective and fit for purpose contracting framework between the School and its placement providers and other partners, including the University-University Memorandum of Agreement.

**Working with others**

- To work collaboratively with colleagues when delivering change across the School, facilitating and leading project and process review as required and building expertise and resilience throughout the organisation.

- To work with the Directors of Research (at Hull and York), the research support functions and Research Project Managers / Principal Investigators at both Universities, to monitor success rates and other research metrics, in order to ensure that high quality research grants are being submitted in support of the School’s research performance expectations.

- To support the Deputy Dean in maintaining relationships with Health Education England (HEE). This will include working on undergraduate medical education tariff funding for placement providers, working to influence financial settlements for the benefit of the partnership, writing responsive funding bids, overseeing production of data returns to drive funding allocations and being accountable to HEE for the expenditure of devolved budgets.

**Specifically within the University of York**

- To work closely with the Faculty of Sciences Operations Manager and other members of the Dean of Sciences support group (DSG) to ensure delivery of strategic projects impacting on the Medical School, in particular to identify opportunities for greater integration between the Medical School and the Faculty and relevant departments.

- To ensure the efficient working of the research support functions in collaboration with colleagues in cognate departments (especially Biology and Health Sciences).

- To contribute to and lead strategic projects and to contribute to University Committees as requested by the Dean of Sciences.

**Specifically within the University of Hull**

- To work closely with the Faculty of Health Sciences Operations Manager and the Dean of Health Sciences to ensure delivery of strategic projects impacting on the Medical School, and in particular to identify opportunities for greater integration between the Medical School and the Faculty and relevant departments.

- To contribute to and lead strategic projects and to contribute to University Committees as requested by the Dean of Health Sciences.

*To undertake any other duties deemed appropriate by the Dean of the Hull York Medical School, commensurate with the job role.*
# PERSON SPECIFICATION

## Qualifications

<table>
<thead>
<tr>
<th>Qualified</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Educated to degree level or above</td>
<td>Essential</td>
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<td>Higher degree or relevant professional qualification</td>
<td>Desirable</td>
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## Knowledge

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<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<td>Thorough understanding of the general context of and issues in Higher Education and of medical and related education in particular</td>
<td>Essential</td>
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<td>A thorough understanding of what constitutes high-quality support for all University services</td>
<td>Essential</td>
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<tr>
<td>Knowledge of best practice programme, project, change methodology tools and practices</td>
<td>Essential</td>
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<tr>
<td>Knowledge of policies and procedures around Equality and Diversity, Health and Safety, Information Governance and Data Protection</td>
<td>Essential</td>
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<td>Knowledge of the NHS</td>
<td>Desirable</td>
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<td>Good level of understanding in the use of IT systems and their capacity to support University business</td>
<td>Desirable</td>
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## Skills, abilities and competencies

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<tr>
<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Excellent communication skills both oral and written, including the ability to:</td>
<td>Essential</td>
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<tr>
<td>• draft high level reports and plans in a clear and concise way</td>
<td>Essential</td>
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<td>• speak clearly and fluently with all levels of the organisation in a compelling and persuasive manner</td>
<td>Essential</td>
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<tr>
<td>Ability to develop a positive working relationship with staff at all levels and backgrounds both within and outside of the University and interact with stakeholder groups/individuals in a sensitive and effective way</td>
<td>Essential</td>
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<td>Ability to nurture and develop respect amongst senior colleagues, through an understanding of the issues and challenges that leaders face</td>
<td>Essential</td>
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<td>Ability to have challenging conversations and make difficult decisions to achieve results</td>
<td>Essential</td>
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<td>Ability to develop and deliver strategy and action plans with engagement of stakeholders</td>
<td>Essential</td>
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<td>Ability to manage change, address challenges and assess and communicate priorities</td>
<td>Essential</td>
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<td>Highly developed skills in motivating and mentoring staff in a multi-functional setting, to ensure standards and training needs are met through appropriate provision</td>
<td>Essential</td>
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**Skills, abilities and competencies (Continued)**

<table>
<thead>
<tr>
<th>Collaborative approach to leadership with a willingness to share the management of staff across different boundaries</th>
<th>Essential</th>
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<tr>
<td>Ability to manage information gathering and analyse complex business processes; appreciating short versus long term impact</td>
<td>Essential</td>
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<td>Problem solving/decision making</td>
<td>Essential</td>
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<td>• demonstrates a capacity to question traditional assumptions and contribute to solutions that raise expectations about performance</td>
<td>Essential</td>
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<td>• has a keen eye for detail with ability to understand the wider strategic picture and translate into operational delivery</td>
<td>Essential</td>
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<td>• ability to think laterally and create new and imaginative approaches to work</td>
<td>Essential</td>
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<td>Resource management</td>
<td>Essential</td>
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<tr>
<td>• ability to manage projects and workloads to meet timescales, budgets and outputs</td>
<td>Essential</td>
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<td>• ability to ensure resources are deployed efficiently and effectively and carry out regular reviews to assess and maximise the impact</td>
<td>Essential</td>
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<td>Service Delivery</td>
<td>Essential</td>
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<td>• commitment to delivering services that add value</td>
<td>Essential</td>
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<td>• proactive approach to the collection and evaluation of feedback</td>
<td>Essential</td>
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<td>• proactive approach to setting standards and behaviours, and sharing best practice so that performance improves on a continuous basis</td>
<td>Essential</td>
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<td>Experience</td>
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<tr>
<td>Significant experience of operational service delivery and design experience in a complex organisation</td>
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<td>Significant experience in financial planning and analysis, project management and restructuring</td>
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<td>Significant experience as a highly effective and innovative leader</td>
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<td>Demonstrable success in developing and managing processes and systems with a high levels of collaboration</td>
<td>Essential</td>
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<td>Substantial experience of managing change projects including with a dynamic environmental context</td>
<td>Essential</td>
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<td>Operational experience of a medical school or University setting</td>
<td>Desirable</td>
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**PERSON SPECIFICATION**

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<th>Experience</th>
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<tbody>
<tr>
<td>Experience working in or with the NHS and/or partnership working in a complex organisation</td>
<td>Desirable</td>
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**Personal attributes**

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<th>Essential / Desirable</th>
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<tr>
<td>Personal resilience and ability to keep calm under pressure</td>
<td>Essential</td>
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<td>Ability to work with people at all levels and to influence senior colleagues</td>
<td>Essential</td>
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<td>Ability to adapt workloads in response to changing priorities</td>
<td>Essential</td>
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<td>Credibility and trustworthiness</td>
<td>Essential</td>
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<td>Commitment to the values of the Hull York Medical School</td>
<td>Essential</td>
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<td>A thorough understanding of equality, diversity and inclusion and demonstrable ability to lead on this</td>
<td>Essential</td>
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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 UKs most exciting, contemporary schools. Since it was established in 2003, 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.

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 was awarded an additional 90 places a year from 2019, which represents a 70% 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.

Inspiring doctors and academic leaders of the future
Hull York Medical School offers exceptional medical education delivered by senior academics and clinicians in a stimulating and supportive environment with world-class facilities and using problem-based learning as its central pedagogy.

At undergraduate level the School’s MB BS Medicine programme offers an innovative curriculum focused on clinician led problem based learning and early and sustained clinical exposure across a range of primary and secondary healthcare settings. This approach ensures students graduate as excellent thinkers, evidence-based practitioners and patient-centred communicators who are able to deliver brilliant healthcare.

The School’s postgraduate taught programmes offer students the opportunity to deepen their understanding of subjects such as clinical anatomy, human anatomy and evolution and their applications in practise and education. Courses are also available for health professionals interested in education and educational research. In addition, we offer a Masters in Physician Associate Studies.

Postgraduate research students benefit from a thriving research community and the opportunity to learn from world leading experts who are internationally recognised for their work.

The Allam Medical Building at the heart of the University of Hull’s £28million Health Campus is home to Hull York Medical School in Hull. Opened in 2017 by Her Majesty the Queen, the Allam Medical Building provides specialised teaching facilities including a simulated ward, operating theatre and intensive care nursing facilities, and provides opportunities for medical students to work alongside, nursing, midwifery and allied health undergraduates, as well as PhD students, advanced nurse practitioners and physician’s associates.

The Medical School building on the University of York campus was extensively refurbished in 2019 (£5m) to meet the needs of expansion. This includes state-of-the art anatomy facilities, as well as high spec student learning space and office accommodation for the School’s leadership and administrative teams.
A partnership for people who want to make a difference

Academic and clinical researchers at Hull York Medical School have a strong reputation for their work, 85% of which was classed as 'world-leading' or 'internationally excellent' (REF 2014). Their research is advancing improvements in healthcare – treatment, diagnosis and care – improving the health of people locally and impacting national and international health agendas in areas such as cancer research, palliative medicine, mental health and global public health.

At York, the School’s researchers have a global reputation for their work. From scientific discoveries that underpin the development, diagnosis and treatment of the world’s most aggressive diseases, to mental health research which addresses the needs of a wider variety of patients and helps to identify, treat and support them, this work is casting new light and impacting public health globally.

The University of Hull’s health research is a major strength and it’s Institute for Clinical and Applied Health Research (ICAHR) brings together expertise from Hull York Medical School and the other schools within the Faculty of Health Sciences with the aim of conducting research which is locally relevant but globally significant. The Institute includes Hull York Medical School research groups concentrating on Diabetes & Endocrinology, Cancer, Cardiology, Palliative Medicine, Primary Care, Respiratory Medicine and Vascular Surgery, and Clinical; trails and methods. Laboratory scientists are focussed on generating new knowledge and understanding of the biochemical, molecular and cellular mechanisms that contribute to the development of thrombosis and metabolic diseases, and translate these in findings into clinical benefits.

Partnerships

As well as a unique partnership between the Universities of Hull and York, Hull York Medical School works with NHS Trusts, Mental and Community Health organisations and GPs across the Yorkshire Region. These partnerships ensure the School remains in touch with the healthcare needs of the communities it serves as well as abreast of current and future workforce challenges.
THE UNIVERSITY OF YORK

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2020 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
OUR COMMITMENT TO EQUALITY, DIVERSITY AND INCLUSION

Founded on the principles of excellence, equality and opportunity for all, the University is proud to create an environment that attracts staff and students from all over the world. What we gain from diversity is immeasurable.

Our [Equality, Diversity and Inclusion Strategy](#), which was developed in partnership with our staff and student communities, describes our commitment to create a culture where everyone can contribute to university life, knowledge and growth.

We want to create a working, learning, social and living environment that will enable all staff and students to achieve their full potential. Our strategy sets out an ambitious set of objectives to succeed in our commitment, but we have a challenging journey ahead. We recognise that we are not truly representative of our communities locally, nationally and internationally. We would like to pay particular focus to gender parity across all levels, particularly in senior roles; the recruitment, retention and success of a more ethnically diverse staff and student community; an accessible and inclusive campus and ensuring that the values and behaviours we expect from everyone embrace inclusive responsibility and leadership.

**Opportunity for all**

Our outreach programmes and widening participation work have made us one of the most socially diverse universities among our peers. The York Students in Schools (YSIS) programme has been providing a helping hand in the city’s classrooms for 25 years, placing around 700 students with local schools every year. It recently introduced a new English and Mathematics tutoring scheme.

A report by The Reform Research Trust in September 2017 ranked York second out of 29 high-tariff institutions for our track record in increasing access for disadvantaged students from 2011/12 to 2015/16.

**Wellbeing and support**

Students are encouraged to balance their studies with activities and interests to give them a healthier and more rounded student experience. We have invested heavily in support of physical health with new and improved sports facilities, and in mental health through our Open Door counselling and crisis team which now opens in the evenings during term time. We have also developed a support network of staff trained in Mental Health First Aid. University staff have access to wellbeing help and support, and can access advice through our site. We have launched a [new health and wellbeing plan](#) with actions informed by our latest staff survey.
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 9025
- Complete the online application form

You will need to submit your completed application at the earliest opportunity. Interview will be held via video conference on the 17 January 2021.

What will I need?

We will ask you for details of:

- Your CV
- A letter describing how you meet the requirements of the job and motivation for application

You will also need to provide details of two referees.

Help and assistance

For informal enquiries, please contact Professor Una Macleod (una.macleod@hylms.ac.uk)

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835