Programme Assistant

Department: Hull York Medical School
Hours of work: Full time / 37 hours a week
Contract type: Open
Salary: £22,662 - £24,285 a year / Grade 3
Main purpose of the role

The Programme Assistant is a key student-facing support role in the effective and efficient delivery of our 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 and assessment 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. Applicants are expected to show a commitment to diversity, equality and inclusion, and work in line with the School’s values of – everyone counts, pursuing excellence, socially responsible and collaborative. This includes undertaking mandatory equality and diversity training and adhering to the principles outlined in the UK Medical School’s Charter on So-Called ‘Conversion Therapy’ and the British Medical Association (BMA) racial harassment charter for medical schools.

Key responsibilities

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

1. Role Specific Responsibilities

   - Support the general administration of the MB BS Medicine programme by undertaking tasks relating to course delivery and assessment.
   - Respond professionally to enquiries, received on the telephone, in person or electronically, and provide a front desk reception service.
   - Provide administrative 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 and word processing reports and letters, etc.
   - Provide administrative support to departmental committees and meetings by preparing agendas and taking, transcribing and circulating minutes.
   - Access the school’s Virtual Learning Environment (Blackboard) on a regular basis - updating, uploading and disseminating accurate information as required, creating and monitoring assessment submission points and posting replies as appropriate.
   - Book rooms to meet timetabling needs, including registration activities, induction, lectures, workshops, masterclasses, conferences and assessments.
   - Support the processing of student Mitigating and Exceptional Circumstances claims for relevant years of the programme.

2. University of York Responsibilities for Grade 3

   Service and Operational Delivery

   - Produce accurate and timely work to set standards.
   - Respond to and resolve queries that have a readily available answer with reference where necessary to guidance or policy.
   - Engage with customers to ensure understanding of procedure or policy.
- Refer unfamiliar situations and/or work not covered by standard procedures upwards or to a more experienced colleague.
- Engage with customers to explore their needs and use initiative to ensure service delivery meets their needs and report complaints or issues to enable timely resolution.
- Make effective use of digital solutions to carry out operational activity.

Continuous Improvement
- Highlight issues so that improvements and/or changes or new services can be developed.
- Contribute to the team's consideration of improvements to the service provided.
- Proactively seek opportunities to improve personal knowledge and skills.

Specialist Contribution
- Resolve queries and requests for information and advice and escalate more specialist and complex queries or issues to more experienced team members.
- Solve day-to-day routine problem solving and source background information within the role.

Collaboration and Communication
- Work collaboratively, proactively and flexibly with team members to ensure the smooth running of service and operational delivery.
- Liaise with staff in other areas of the organisation to support service and operational delivery.
- Respond to routine enquiries/questions from customers via all channels utilised by the team.
- Provide demonstrations or explanations of commonly occurring procedures to colleagues and external customers.

Governance and Oversight
- Apply procedures and policy and highlight any anomalies or issues.
- Compile, record, store and archive data and information to ensure the accuracy and safety of information.
- Record data and information accurately and provide reports as required to team members and more experienced staff.

Planning and Organisation
- Plan and organise own task delivery.
- Contribute to the planning of team activities over a short timeframe to ensure the smooth running and timeliness of service.
- Assist team members to organise, plan and prepare for events, meetings and activities.
**Person specification**

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<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tr>
<td>Experience of working as an administrator in a busy office within a large complex organisation, ideally in a student-facing or customer service focussed role.</td>
<td>Essential</td>
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**University of York Person Specification for Grade 3**

<table>
<thead>
<tr>
<th>Qualifications:</th>
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<td>Level 2 qualification (Qualifications at this level include five GCSEs at grade A*-C/ grade 4-9. Please <a href="#">view the full list</a>. We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.</td>
<td>Essential</td>
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**Skills - demonstrates the ability to:**

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<tr>
<td>Accurately record and report information/data</td>
<td>Essential</td>
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<td>Use digital technologies including Google applications and/or Microsoft Office</td>
<td>Essential</td>
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<td>Communicate effectively in verbal and written formats</td>
<td>Essential</td>
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<td>Assist others to organise activities</td>
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**Behaviours:**

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<td>Works collaboratively with others</td>
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<td>Delivers a quality service</td>
<td>Essential</td>
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<td>Develops self and others</td>
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<td>Actively champions respect, inclusivity, equality and diversity</td>
<td>Essential</td>
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<td>Identifies and implements continuous improvement</td>
<td>Essential</td>
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