Governance Coordinator

Department: Hull York Medical School

Hours of work: Full time, 37 hours a week

Contract type: Open

Salary: Grade 5, £27,131 - £33,314 per year
Introduction

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

School 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.

Applicants are expected to show a commitment to diversity, equality and inclusion, and work in line with the School’s values, above. 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.

Main purpose of the role

The HYMS Governance Coordinator is a key operational role with administrative responsibility within the Governance and Quality Team including the Governance Manager and Academic Support Officer. The Governance Coordinator reports to the Academic Support Manager and works closely with both universities and NHS organisations across the HYMS area. The Governance Coordinator must work to a high professional standard and be willing and creatively, both independently and flexibly and as part of a team, in a demanding environment.

The role requires the postholder to understand complex and formal regulatory processes, be meticulous in detail, and respect sensitivity and strict confidentiality. The postholder must model best practice working across all aspects of the student journey to develop clear and robust standard operating processes and take ownership of the processes. The postholder will assist in the development, implementation and review of HYMS governance policies and Codes of Practice across all School provision.

The work of the Governance Coordinator will cover key domains including Secretariat support for academic governance processes and committees, professional support for quality assurance processes, and administrative support for specific governance and quality assurance projects.

Key responsibilities

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

1. **Role Specific Responsibilities**
Responsibility for administering academic governance processes (0.6FTE)

1. Be responsible for providing efficient secretariat support and advice for a wide range of academic governance processes and committees, such as processes relating to student professionalism and conduct and investigation process of student cases, including liaison with Investigating Officers, providing procedural guidance, organizing training, arranging meetings, notetaking, and record retention.

2. Ensure compliance of the Medical School’s regulatory framework (e.g. Regulations, Codes of Practice, Policies) when providing secretariat support for academic governance processes, including the inter-relationships between committees, how decisions flow from one committee to another, and escalating matters to the Board of Studies as and when appropriate.

3. Service academic governance committees to a high standard, including arranging meetings, drafting agenda, papers, minutes, letters and reports, following-up on actions, communicating with members and students. Take ownership and management of governance issues and take remedial action where required.

4. Manage and devise appropriate administrative processes for the monitoring of student professional/conduct cases, including the creation of and responsibility for Standard Operating Procedures, trackers and templates.

5. Produce high level annual reports relating to student cases in collaboration with Committee Chair’s to report to the Board of Studies.

Professional support for quality assurance (QA) processes (0.2FTE)

6. Manage and devise appropriate administrative processes to help improve and close the student feedback loop, including the creation of and responsibility for Standard Operating Procedures, trackers, and using survey software to run student surveys.

7. Be operationally responsible for the administrative processes of student surveys and analyse student survey data and draft report for academic colleagues, with particular focus on postgraduate surveys, with the aim to help the Medical School improve and close the student feedback loop.

8. Collaborate with the Academic Support Officer, Governance Manager, and Academic Lead for Programme Quality Assurance to support the wider QA/compliance work within the Medical School, including Annual Programme Review, Periodic Review, Clinical Placement Monitoring, and specific projects on student feedback loop and student voice.

Administrative/secretariat support for specific governance and quality assurance projects (0.2FTE)

9. Provide effective and efficient administrative support to Equality Diversity and Inclusion (EDI) work in the Medical School, including secretariat support for the EDI Committee and its subsidiary working groups. Take operational responsibility for the Staff Temperature Check Survey under the remit of the EDI Committee including coordination of data collection and production of summary reports.

10. Gather information and liaise with colleagues to meet the Medical School regulatory obligation or statutory compliance, including Freedom of Information Request, student complaints, appeals, OIA requests, Report and Support, Expression of Concern, and any information-gathering required as part of the academic governance processes or relating to student professional/conduct.
2. **University of York Responsibilities for Grade 5**

**Service and Operational Delivery**
- Undertake day to day decision making for operational aspects of service or delivery, within a designated area of responsibility.
- Deliver services to standards set by others, using initiative and independent action to meet service needs.
- Manage the resolution of escalated or complex issues or queries where the answer requires consideration without precedent.
- Where appropriate, solicit customer views on the nature and quality of the service provided.
- Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.

**Continuous Improvement**
- Monitor and review service or operational delivery in conjunction with line manager, recommending / implementing improvements to process, service or governance.
- Contribute to and/or initiate the development and improvement of methods of service delivery.
- Research, analyse and interpret data/findings, using standard methodologies to identify opportunities for improvement. Where appropriate, independently identify and source additional information for consideration.
- Proactively identify opportunities for building new personal knowledge and skills for self and others.

**Specialist Contribution**
- Provide detailed advice to internal and external stakeholders on service-specific policies, procedures and regulations.
- Carry out investigations, searches and research information and data to identify trends and patterns.
- Analyse data and statistics and provide reports for higher level decision makers.
- Provide expertise to support compliance with legislation and statutory duties.

**Collaboration and Communication**
- Establish, maintain and develop productive and ongoing relationships with colleagues across the University, to support service delivery and issue resolution.
- Contribute to business meetings, working groups and committees to enable efficient service delivery and manage stakeholder expectations.
- Engage with external peers and specialists to exchange knowledge and information.
- Use a range of digital media and tools to communicate with a diverse range of key stakeholders.
- Collaborate with team members to identify and implement service improvements or alterations.
- Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

**Governance and Oversight**
- Implement and monitor recognised procedures to ensure compliance.
- Provide training to team members on procedure e.g. data handling and recording.
- Ensure accuracy by implementing recognised and routine checks, assessment criteria and techniques.

**Planning and Organisation**
- Plan and organise own workload (and, where applicable, the workload of team members) to manage short term fluctuations and changing priorities.
- Contribute to longer term plans/programmes of work.
- Plan and organise small scale projects.
Person specification

<table>
<thead>
<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience of high-level committee servicing and providing governance secretariat support</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to interpret policies and regulations, applying them and providing advice to others on the content and process</td>
<td>Essential</td>
</tr>
<tr>
<td>Dealing with confidential information and challenging situations</td>
<td>Essential</td>
</tr>
<tr>
<td>Drafting reports, standard operating procedures, policies and guidance</td>
<td>Essential</td>
</tr>
<tr>
<td>Handling competing priorities, organising own workload to meet deadlines and working independently without direct supervision</td>
<td>Essential</td>
</tr>
<tr>
<td>Sound problem solving skills and the ability to make judgment and take initiative when dealing with complex queries</td>
<td>Essential</td>
</tr>
<tr>
<td>Commitment to attaining high professional standards in information compliance and governance</td>
<td>Essential</td>
</tr>
<tr>
<td>Strong understanding of regulatory compliance including General Medical Council, GDPR, Data Protection Act, Freedom of Information Act and other relevant legislation</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

University of York Person Specification for Grade 5

Qualifications:

Level 3 qualification. (Qualifications at this level include A levels. Please view the full list). We also welcome applicants with equivalent non-UK qualifications or equivalent professional experience. Essential

Skills - demonstrates the ability to:

- Manage small-scale projects Essential
- Gather, analyse, interpret and report data/information Essential
- Use digital technologies including Google applications and/or Microsoft Office Essential
- Communicate effectively in verbal and written formats, including the use of a variety of digital tools Essential

Behaviours:

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