Assessment and Progression Administrator

Department: Hull York Medical School
Hours of work: Full time/37 hours a week
Contract type: Open
Salary: £24,285 - £27,131 a year
**Main purpose of the role**

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. The School places significant emphasis on the provision of a high-quality learning experience for its students, including all forms of formative and summative assessment. The modes of assessment are many and varied and take place in many different environments, including but not restricted to campus-based examinations and scrutiny, assessment which takes place in the clinical/practice/lab environment and also via a number of different technology-based methodologies including the Virtual Learning Environment (Blackboard) and other media-based platforms.

The postgraduate programmes team is developing as new programmes are introduced and changes to the existing portfolio are implemented and the remit of this role will change in the light of the development and business needs. The Assessment and Progression Administrator must therefore 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. This post is based primarily at the University of York, with some travel required to the University of Hull site as well as affiliated NHS Hospital sites.

The Assessment and Progression Administrator will provide administrative support to staff, students and more senior colleagues. The role holder will have practical working knowledge of the system/process/operating environment gained through formal instruction and/or experience.

The role holder is line managed by the Postgraduate Assessment and Progression Coordinator, but works closely with all members of the postgraduate team, providing flexible support to ensure deadlines and priorities are effectively managed.

You may have specific responsibility for a clearly defined section or sub-section of work and will use initiative within the boundaries of the role in line with University policies and procedures. This will include the discretion to deal with non-routine queries and/or issues but more complex situations will be referred to senior colleagues.

You will plan and prioritise own work and may be required to delegate work to others within agreed objectives. You will also work collaboratively with a wide range of administrative staff within the School and Universities of Hull and York.

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**
   - Provide excellent customer service to all stakeholders, answering queries and resolving problems regarding a range of University processes and systems
   - Undertake a range of administrative duties, making certain that controls are in place to ensure accuracy and timeliness
• Contribute to the ongoing improvement and development of University processes and systems
• Become a confident user of specialist IT systems used by the team, undertaking training as required to ensure that skills are kept up to date
• Analyse, manipulate and interpret information/data and use it to produce reports and other communications. Examples may include: formal correspondence, procedural documents, newsletters, promotional literature, induction and welcome packs, lecture materials, conference presentations, etc...
• Provide effective administrative support to colleagues, which may include the coordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel and events
• Monitor income/expenditure against a budget; processing invoices and orders, in compliance with financial administrative processes and seeking to promote value for money
• Prepare communications and assist in sharing information in a timely and professional manner
• Organise events and meetings on behalf of the team as required
• Ensure all information and data is managed in line with the relevant University policies

2. University of York Responsibilities for Grade 4

Service and Operational Delivery
• Use initiative to resolve queries that generally have a readily available answer by reference to policy, past experience and/or where some discretion can be applied.
• Share knowledge with colleagues and others to enable effective service or operational delivery.
• Proactively anticipate, explore and respond to customer needs and, when appropriate, propose solutions to resolve service or operational issues.
• Provide guidance and advice to resolve problems and queries for a broad range of customers.
• Make effective use of digital solutions to carry out operational activity and highlight opportunities for further efficiencies.
• Provide effective administrative support to the wider department as required. This may include the coordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel and events.

Continuous Improvement
• Contribute to the ongoing improvement, development and implementation of University processes and systems.
• Advise others and make recommendations into work processes and procedures for consideration by senior management to improve services.
• Proactively identify opportunities for building new personal knowledge and skills.

Specialist Contribution
• Act as a more knowledgeable team member to resolve non-standard or complex queries or advise when to escalate.
• Record data and information accurately
• Analyse, manipulate and interpret information/data and use it to produce reports for distribution to key stakeholders in the process or service.
• Carry out basic analysis and research to inform decision making.
Collaboration and Communication

- Work collaboratively, proactively and flexibly with team members to ensure the smooth running of service and operational delivery.
- Collaborate with team members to anticipate and implement service improvements or alterations.
- Proactively and reactively liaise with contacts and participate in networks and communities internally and possibly externally, contributing to effective collaborative working.
- Act as a supportive and encouraging member of a team, including contributing to the training and induction of colleagues or new staff.

Governance and Oversight

- Apply knowledge of procedures and policy to processes; check and reconcile anomalies within data and information.
- Monitor and evaluate service delivery to ensure compliance with regulatory and professional procedures and standards.
- Monitor data accuracy checks to identify anomalies and ensure the integrity of data and information.

Planning and Organisation

- Plan and organise own workload, including possible project delivery.
- Organise and schedule resources, activities and events.
- Identify priorities and monitor processes and activities to ensure success.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.
## Person specification

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<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Experience of working in a varied administrative role effectively balancing competing priorities</td>
<td>Essential</td>
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<tr>
<td>Experience in the use of relevant IT applications and/or systems including MS Office and/or Google applications</td>
<td>Essential</td>
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<td>Experience of providing an excellent standard of customer service to a range of stakeholders</td>
<td>Essential</td>
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<td>Experience of working in an operational role in an HE environment</td>
<td>Desirable</td>
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<tr>
<td>Experience of managing student records, ideally using e:Vision / SITS</td>
<td>Desirable</td>
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### University of York Person Specification for Grade 4

**Qualifications:**

Level 2 qualification including Maths and English. (Qualifications at this level include five GCSEs at grade A*-C/grade 4-9. Please [view the full list](#). We also welcome applicants with equivalent non-UK qualifications or equivalent professional experience.

**Skills - demonstrates the ability to:**

- Accurately record, analyse, interpret and report information/data **Essential**
- Use digital technologies including Google applications and/or Microsoft Office **Essential**
- Communicate effectively in verbal and written formats **Essential**
- Organise activities and resources **Essential**

### Behaviours:

- Works collaboratively with others **Essential**
- Delivers a quality service **Essential**
- Develops self and others **Essential**
- Actively champions respect, inclusivity, equality and diversity **Essential**
- Identifies and implements continuous improvement **Essential**