Primary Care Coordinator

Department: Hull York Medical School
Hours of work: 37 hours per week
Contract type: Open
Salary: £27,131 - £33,314 per year
Main purpose of the role

Hull York Medical School is one of the UK's most exciting and contemporary medical schools, delivering exceptional medical education and world leading research.

Approximately one-third of the School's Medicine course teaching is in a primary care or community setting and we work in partnership with over 100 GP surgeries across the region, from large group practices in inner city locations to independent practices in outer villages and coastal areas. Our primary care partners play a key role in training our students to become brilliant doctors and physician associates, who are ready to make a positive difference to people's lives.

The Primary Care Coordinator supports all activity in this important area for the school, working closely with the Director for Primary Care Education, Associate Directors of Primary Care Education and programme delivery staff working in both university and NHS-based teams.

It is a varied and interesting role which offers a combination of programme administration, finance and contracts administration and stakeholder relationship management. You will act as a key point of contact for GP tutors and their colleagues in our region and will be required to respond to incoming queries, disseminate information and support and attend tutor events.

To be successful in the role, you will need to be highly organised and a skilled communicator. We are building our primary care administrative capacity and there will be opportunity for you to help shape new activities and processes and improve the way things work. We are therefore also looking for someone who enjoys coming up with new ideas or suggestions for improvement, and can demonstrate the skills to put these into practice.

You will be based at either the University of Hull or the University of York campus, dependent on your preference. We currently operate a hybrid model, with a mix of office working and working from home.

Due to the nature of the role, you will be expected to travel to other sites from time to time and may be required to visit GP practices across the region. There may also be an infrequent requirement to work evenings to support events.

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'](https://www.ukmsc.org.uk) and the [British Medical Association (BMA) racial harassment charter for medical schools](https://www.bma.org.uk).

Key responsibilities

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

1. **Role Specific Responsibilities**

   - Support the Director of Primary Care Education in the planning, delivery and evaluation of primary care related education in the school.
   - Coordinate student primary care placements and clinical examiner recruitment across both the Medicine and Physician Associate programmes, including working with the regional Associate Directors of Primary Care Education to ensure adequate placement capacity, allocating student groups to practices and sharing student details with placement teams.
   - Ensure service level agreements or contracts are in place with each provider and that these are updated regularly.
• Calculate funding schedules for each provider, raise purchase orders for payment of provider invoices, track receipt and payment of provider invoices and monitor budgetary spend.
• Act as the primary point of contact for primary care placement providers, working closely with programme delivery teams to deal with queries relating to students.
• Develop and maintain an effective central record of current primary care placement providers and their contractual status, contact information, active tutors, participation in tutor development, student assessment, tutor feedback and payment schedules.
• Assist with the planning, marketing and delivery of primary care tutor development and engagement events.
• Monitor the completion of quality and governance activities outlined in the primary care quality assurance policy, including collating and reporting the outputs of this work.
• Manage the administrative process for awarding honorary titles to GP tutors across the region.
• Liaise with the school’s governance team regarding the collection and distribution of student feedback from primary care placements, maintaining an overview of this data and escalating issues when required.

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 issues or queries where the answer requires consideration and application of judgement.
- 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.
- 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.

**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.

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.

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 Higher Education or NHS environment</td>
<td>Essential</td>
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<tr>
<td>Experience of involvement in the coordination of student placements</td>
<td>Desirable</td>
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<td>A high degree of attention to detail</td>
<td>Essential</td>
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<td>Able to work to an operational delivery plan, maintaining an awareness of deadlines to ensure these are met</td>
<td>Essential</td>
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<tr>
<td>Able to demonstrate the ability to create and maintain effective relationships and networks</td>
<td>Essential</td>
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**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**
- Develops self and others **Essential**
- Actively champions respect, inclusivity, equality and diversity **Essential**
- Identifies and implements continuous improvement **Essential**