

Candidate Information

Position: Quality and Standards Coordinator
School/Department: Centre for Medical Education
Reference: 20/108532
Closing Date: Monday 25 January 2021
Salary: £33,797 to £40,322 per annum
Anticipated Interview Date: Thursday 4 February 2021

JOB PURPOSE:

To manage the effective and efficient administration of external and internal quality assurance processes of the Centre for Medical Education. To contribute to the process of continuous improvement through the implementation of good practice and through managing and implementing changes arising from recommendations from regulatory and other bodies including the General Medical Council (GMC), Medical Schools Council, Department of Health, UK Foundation Programme Office. To manage a portfolio of other processes including the Centre Professionalism Committee, Tier 4 visa, student enrolment and registration, and student medals and prizes.

MAJOR DUTIES:

1. Co-ordinate preparations for General Medical Council inspection visits in consultation with colleagues, to include collation and preparation of all relevant pre and post visit materials, assist with drafting reports, monitor and report on progress against action plans. Assist with preparation of reports as required for the GMC. . Maintain the GMC Placement Quality Risk Register.
2. Co-ordinate arrangements for Periodic School Review (PSR) in consultation with colleagues to include collation and preparation of all relevant pre and post visit materials, draft reports, monitor and report on progress against action plans.
3. Co-ordinate the internal processes for annual programme review (CAPE) within the Centre for Medical Education in consultation with relevant colleagues, to include drafting relevant reports and progressing action plans.
4. Effectively and efficiently manage the processes for student evaluation of teaching and clinical placements. Evaluate data, prepare reports and disseminate information in appropriate formats to internal and external stakeholders. Ensure that quality arrangements with collaborative partners are operating effectively and prepare relevant reports for HSC partners and the Department of Health. Have oversight to the Quality Management area of the Medical Education Portal. Monitor the operation and effectiveness of the Centre's mechanisms for obtaining and responding to feedback from students and provide guidance to colleagues as necessary
5. Co-ordinate external examination arrangements, to include the nomination process for the appointment of examiners, manage the progress of reports through key committees and stakeholders and draft responses to reports.
6. Monitor outcomes from internal and external quality assurance processes, carry out analysis of information and work with internal and external colleagues to improve consistency of practice and build useful synergies and good practice in quality assurance and enhancement activity. Maintain the list of recognised trainers in line with GMC requirements.
7. Draft programme and course regulations, manage and progress consultation on changes with colleagues and students through the appropriate committees. Ensure that Course Catalogue is updated and maintained to reflect changes. Provide support, guidance and advice to module/course coordinators to ensure compliance with module profiles and University quality precepts.
8. Co-ordinate engagement and communication with students in relation to student surveys (National Student Survey (NSS) and the Year Experience Surveys (Years 1-4). Draft reports and disseminate relevant post-survey information to stakeholders. Monitor and report on enhancement actions.
9. In collaboration with the Student Union co-ordinate the appointment of student programme and year representation and manage all arrangements in relation to Staff Student Voice Committees (SVC). This includes organising and servicing the SVC meetings and progressing follow-up actions
10. Co-ordinate responses to enquiries from external bodies including Medical Schools Council, NI Assembly, UK and EU Parliaments, Department of Health, DfE, NIAO and response to Freedom of Information requests.

11. Manage secretariat services for relevant quality assurance panels, committees and working groups, including the Centre's Learning and Teaching Committee and other relevant committees.
12. Attend as a member meetings of the Centre's Senior Management Team and provide verbal or written reports on relevant Quality Assurance matters.
13. Service the Professionalism Committee working closely with the relevant academic lead.
14. Management and oversight of all Tier 4 related matters for the Centre including co-ordination with Central University International Office.
15. Lead and administration of Enrolment and Registration within CME, including liaison with key School and University colleagues.
16. Management of administrative processes related to Medals and Prizes within the Centre, including communication of timely information to students, in liaison with relevant colleagues from the Centre, School and University'
17. Line management of QA and reception report team, as required.
18. Contribute to other professional and administration activities to deliver the Centre's objectives to include any other duties which are appropriate to the post as may be reasonably requested by the Supervisor or senior management of the Centre.

Planning and Organising:

1. Prioritise own workload and that of others to ensure that required targets and standards are met.
2. Carry out medium and long –term planning in relation to internal and external examination business cycles, approval of regulations cycles etc. and ensure that other staff are meeting deadlines and conforming to University regulations and guidelines.
3. Apply specialist knowledge and experience in relation to all aspects of internal and external quality management administration.
4. Ensure the timely dissemination of information to all stakeholders including staff and students in relation to all aspects of internal and external quality management processes.

Resource Management Responsibilities:

1. As a senior member of CME staff will be required to delegate to and supervise the work of other team members and ensure that the work of others in the wider CME team contributing to assessment is carried out to meet relevant standards and deadlines.
2. Contribute to strategic and resource planning in relation to the Quality Management.

Internal and External Relationships:

1. Liaise with colleagues across the School, in particular with Centre Director, Associate Director for Quality Management, Administrative Manager, Assessment Manager, Curriculum Manager and the School Academic Student Affairs Manager and relevant University Directorates, including Academic and Student Affairs, Finance, Information Services, and People and Culture to ensure that objectives/issues in relation to Quality Management are appropriately represented and acted upon.
2. Liaise with students and external stakeholders (Sub Deaneries, senior staff in professional and statutory bodies, General Medical Council, Northern Ireland Medical Dental Training Agency, etc.), including dealing with sensitive and confidential issues.
3. Contribute to relevant internal and external committees and groups relevant to remit.

ESSENTIAL CRITERIA:

1. *Primary Degree (or equivalent) or relevant professional qualification and formal training. Where the essential education qualifications are not met, significant relevant administrative or management role experience will be required.
2. *3 years recent relevant experience at an appropriate level within a higher education, public sector or healthcare environment. This should include:
 - experience in a professional administrative role in the management of office/student administration in a Higher Education Institution or other complex organisation
 - organising and directing others ensuring work is completed to the required timescales and standards.
 - organisation and time management, planning and organising complex administrative processes
 - servicing of and progressing work through committee
3. Strong all round IT knowledge.
4. Ability to develop comprehensive knowledge and understanding of relevant quality assurance regulatory frameworks and requirements, and translate them into practice.
5. Good team working skills.
6. Ability to communicate effectively with both internal and external stakeholders and ensure deadlines are met.
7. Maintain own professional understanding regarding institutional, sector and regulatory body developments in relation to quality assurance and promote awareness within the Centre.
8. Ability to provide authoritative and effective advice and guidance to staff and students.

9. Ability to prioritise and manage own workload and meet tight deadlines.
10. A commitment to supporting the work of others.
11. Responsive to change and adaptable to new challenges.
12. Works to exceptional levels of accuracy whilst under pressure.
13. Problem solving skills
14. Ability to work on own initiative and as part of a team.

DESIRABLE CRITERIA:

1. *Experience of working within a medical school or allied academic school/department
2. *Experience of external review, inspection or audit processes.
3. *Experience in the management of quality systems and quality assurance frameworks, procedures and regulations in higher education.
4. An understanding of the GMC's Quality Assurance Framework.