

Job Description

Post Title: Undergraduate Manager (Shropshire Campus)

Base: The Royal Shrewsbury Hospital

Band: 7

Department: Undergraduate Medical Education

Managerially responsible to: Head of Education

Professionally responsible to: Hospital Dean

Background: The department of Undergraduate Medical Education at The Shrewsbury & Telford Hospital NHS Trust (SaTH) is funded as an Associated Teaching Hospital of the Keele University Medical School to provide education and teaching programmes/facilities expanding up to 150 undergraduate medical students per year.

Job Purpose

The postholder is responsible for the management and delivery of the Undergraduate Medical School (UGMS) service to Keele and SaTH NHS Trust and will manage the operation of the Associated Teaching Hospital in accordance with the requirements of Keele University Medical School.

To develop and maintain effective working relationships with clinical, academic, and administrative staff, and with key stakeholders including Keele University Medical School, senior management of the Shrewsbury and Telford Hospital NHS Trust and other NHS Partners (such as local PCTs, GPs and other healthcare providers) together with undergraduate medical students, overseas elective students and work experience students.

The post holder will ensure that the course is adequately, appropriately, and efficiently supported by a team of administration staff. This responsibility will include enabling students in Shropshire to have a learning experience consistent with other Keele University placements.

Scope and Range

Represent the Trust at strategic, policy and curriculum development meetings to ensure the Trust's perspective and recommendations are taken into consideration.

Represent The Shrewsbury & Telford Hospital NHS Trust at Keele Medical School committees and meetings in relation to the Associate Teaching Hospital ie: Absence monitoring/Staff Student Liaison/ Year development meetings/Exam preparation meetings/ SSC meetings/ Student Support Staff meetings/Whole School Meetings

Represent the Trust and liaise with external organisations as required ie: Keele University, Staffordshire University, GP practices and with other healthcare professionals at other sites: UHNS, Stafford Hospital, Shelton, Robert Jones & Agnes Hunt

Design, implement and manage the administrative structures to facilitate the running of the Department of Undergraduate Medical Education to support the Undergraduate Medical Course for Keele Year 4, and Year 5 medical students

Be responsible for the welfare of undergraduate students on placement for a year at the Trust across both hospital sites and on community placements, including 10 students on placement at an outreach rural campus placement in Ludlow.

Co-ordinate communication and organise teaching facilities for over 65 Clinical Tutors and a Clinical Practice Educator and team

Manage a team of administrators and deputy manager to liaise and co-ordinate with the central Medical School to ensure that monitoring and administration systems are running effectively in parallel.

Organise and set the agenda for monthly budget review meetings with the Finance Department and the Hospital Dean.

Monitor and manage on a day-to-day basis the operational annual budget in the region of £3.4m and act as authorising signatory within the department (up to £10000).

1.0 Strategic Development and Policy

- 1.1 Represent the Hospital Dean and SaTH at appropriate committee meetings, ensuring the best interests of the Trust and students at the Associate Teaching Hospital are promoted.
- 1.2 Monitor, identify and make relevant adjustments in response to the evaluation and feedback from the Medical School, the students, and the tutors to improve service, quality and delivery of the courses provided by the department for Keele Medical School.
- 1.3 Liaise with the Keele Undergraduate Manager, key administrators and Year leaders at Keele Medical School in order to plan and review workloads and structures procedures and processes to support the programmes and ensure continuity across the various medical school campuses.

- 1.4 Organise and prepare for quarterly Liaison meetings held with Keele Medical School Senior Management to review strategic policy and planning issues related to teaching, staffing, and financial resources for the Undergraduate Medical Teaching provision at SaTH.
- 1.5 Identify and implement local and national strategies to develop and enhance Undergraduate Medical School education in Shropshire.
- 1.6 In partnership with the Hospital Dean, produce an annual SIFT report for the Keele Medical School and Annual Report for the Trust Board indicating forward planning and action plans for the forthcoming year.
- 1.7 Develop policies for the Learning Centre and the Clinical Skills labs areas which are managed by the Undergraduate Department but are used by other agencies, ensuring that the Keele medical teaching programme has the priority in the booking procedures.

2.0 Operational Management

- 2.1 Co-ordinate and organise regular Shropshire Year, Unit lead and student representative meetings to monitor and resolve any issues arising from teaching and student placements.
- 2.2 Identify issues arising beyond own ability to address and agree a course of action with the Dean during weekly meetings. Attend fortnightly meetings with the Deputy Dean and Year 5 lead.
- 2.3 Plan and manage the Shropshire campus non-pay budget, ensuring effective control mechanisms are in place in accordance with the Trust's Financial Governance policies and procedures and financial targets are met. Keep accurate records and provide statistical information for SIFT monitoring purposes, as required by the Trust, Keele University Medical School and other key stakeholders such as the Strategic Health Authority.
- 2.4 Ensure SaTH NHS TRUST library services provide a suitable and sufficient service to Keele University students.
- 2.5 Maintain a close liaison with the Library Manager and IT Support from Staffordshire University in the operational management of the teaching and learning space in the Learning Centre buildings.
- 2.6 Work in partnership with the Clinical Teaching fellows and Clinical Practice Educator and Instructor to provide clinical skills and Critical Care teaching opportunities in both a formal and informal capacity in the Clinical Skills labs.
- 2.7 Organise and chair team meetings as appropriate, to include quarterly Faculty meetings where key curriculum leaders from Keele and SaTH NHS TRUST are invited to speak and deliver relevant information to the Shropshire campus tutors.

- 2.8 Organise and provide training support for the tutors in preparation for teaching, examinations and assessments in liaison with Keele Medical School and the Tutor Development Director.
- 2.9 Co-ordinate the recruitment process for Consultant tutors on joint or secondment posts from the Trust for 1 or 2 PAs and for additional teaching fellows. This includes responsibility for the approval and advertising process in liaison with Keele University HR department and the organisation of formal appointment panels and associated documentation.
- 2.10 Provide a full induction for the annual intake of Year 4 students and f Year 5 students providing welcome packs, local information, handbooks etc. This includes ensuring all appropriate paperwork is completed ie: CRB checks, Declaration of Confidentiality, Data protection etc. and that all students fulfil statutory and mandatory requirements.
- 2.11 Ensure all timetables and teaching sessions are organised well in advance, that the sessions are delivered, monitored, and updated as required and fully communicated to the medical students and the Shropshire Tutors.
- 2.12 Oversee the monitoring of all student absence ensuring that all records are kept accurately in accordance with University policies.

3.0 Staff Management

- 3.1 Manage on a day-to-day basis a team of administrative support staff working within the Department of Undergraduate Medical Education, ensuring that they provide a high quality, efficient service and they attain their performance and personal development objectives.
- 3.2 Manage the recruitment process for the team members, drafting job descriptions and person specifications, adverts, preparing cases for approval followed by the interviewing selection and appointment.
- 3.3 Organise and monitor the administration of staff DBS checks, inductions and probationary periods, and sickness absence procedures.
- 3.4 Participate in the Trust appraisal process and appraise team members. Monitor sickness levels, annual leave and staff development and training needs.
- 3.5 Undertake referrals to the Trust Occupational Health as required, deal with poor performance and disciplinary matters, working within Trust policies as appropriate.
- 3.6 Liaise with the Head of Education monthly providing regular updates and any issues regarding support staff as appropriate.
- 3.7 In partnership with the Hospital Dean and Head of Education, plan the process for staffing resources, reviewing, and revising structures including the realignment of tasks, jobs, new ways of working, etc as required.
- 3.8 Keep up to date with professional and key stakeholder requirements (e.g General Medical Council) and ensure that these are disseminated to the undergraduate team.

4.0 Student Health Safety, Security and Welfare

- 4.1 Oversee the welfare and health and safety of medical students on placement in Shropshire plus additional students allocated as required. I.e. Year 3 GP placements, Elective students, Work Experience students etc
- 4.2 Support the Hospital Dean, Deputy Dean and year lead tutors at student meetings regarding any professional, academic and disciplinary issues ensuring that any information is then passed onto to Keele Medical School senior staff and leads. Similarly, to act as additional support and witness to all student support meetings held with the Student Support Tutor and to then ensure any matters are dealt with confidentially and any information is passed to Keele via password protected email.
- 4.3 As the organisation's primary contact point for students with distress or emotional issues, ensure that they are provided with appropriate support ie: Student Support, Hospital Dean, Occupational Health, central financial support from the university etc.
- 4.4 Implement the Keele Medical School absence policy and ensure careful monitoring is maintained by the team and that the Hospital Dean and Year leads at Keele are informed of any students breaching the policy.
- 4.5 Arrange for the Hospital Dean to meet with students to discuss any issues arising from this monitoring or to discuss planned or sickness absences.
- 4.6 Maintain careful and confidential documented records of all meetings, verbal, telephone and text messaging. These records and information may be required for submission to senior Keele Tutors or for presentation at Health and Conduct/ Progress committees
- 4.7 Keep an updated summary record on a spreadsheet of all file notes and student support notes to update Keele Medical School on a weekly basis.
- 4.8 Organise and oversee a programme for work experience students to attend in preparation for applications to medical school.
- 4.9 Oversee the provision of a comprehensive administration support for elective students in conjunction with Keele Medical School, Occupational health, and external agencies.

5.0 University Examinations

- 5.1 Organise and deliver the annual student practical (OSCE) examinations for Final year students and Year 4 held at the Shropshire campus, ensuring adequate staffing and support is available, and liaising closely with appropriate staff at the Medical School at Keele over requirements; ensuring consistent standards and equivalence is maintained across sites.
- 5.2 Ensure that all parties are communicated with in a timely and appropriate manner to ensure the effectiveness of the complex examination organisation.
- 5.3 Organise and oversee the provision of a formative OSCE examination for the Year 5 students in preparation for their finals.

- 5.4 Support the Director of Clinical Skills to ensure that all clinical equipment and requirements are met standardised and that there is an appropriate selection of alternative equipment provided for the students to cater for the transfer of students across sites.
- 5.5 Assist the senior medical staff in the recruitment of real patients for examinations; in close liaison with, Clinical Practice Instructors and Keele Patients Volunteer Coordinator, ensuring that patients with adequate signs and symptoms are used and that there is adequate clinical supervision and support for their physical needs; and that all patients are communicated with in the appropriate manner.
- 5.6 Oversee the use of simulated patients for use in teaching sessions and for participation in the practical examinations in liaison with Keele Medical School. Ensure simulated patients attend standardisation sessions prior to the examinations in order to maintain continuity and fairness.
- 5.7 Record examiner feedback at the debriefing sessions after the examinations and to collate these comments into a report for Keele Medical School. Ensure that problems or issues arising result in improvements for the organisation of future examinations.
- 5.8 Ensure that transport required for students attending all examinations and other assessments at Keele is organised as required.
- 5.9 Ensure that students are kept in quarantine during changeover period to maintain the confidentiality of the exam questions and the fairness of the exam experience.

6.0 Limits of Authorities – Decisions, Judgements and Freedom to Act

- 6.1 Work largely autonomously, under the general guidance of the Hospital Dean and line manager, using judgement and initiative to ensure the effective management of the Department.
- 6.2 Operate within Trust and University of Keele Medical School policies.

7.0 Communications and Contacts

- 7.1 Liaise with all key stakeholders, including clinical and academic staff, administrative support staff, NHS partner colleagues, simulated and Trust patients, students
- 7.2 Develop and maintain effective systems of communication, both written and verbal, formal and informal, ensuring that all channels of communication are used appropriately and effectively, facilitating the flow of information between all stakeholders including students, both internal and external, SaTH, Keele University, UHNS, and a range of other external organisations in relation to student electives
- 7.3 Ensure that all complaints (including those which are HR-related) are responded to in a prompt and efficient manner as required by both Trust and University policies.

- 7.4 Promote the activities of UGMS within the Trust and the wider local health community.
- 7.5 Work closely with the Keele Undergraduate Manager and other members of the senior administrative team at Keele University Medical School.
- 7.6 Prepare and present written and verbal reports to the Medical Director, SaTH Board, Keele University Medical School and other key stakeholders as required. This includes the preparation of the annual self-assessment report for Keele Medical School Quality Assurance team including a range of feedback from students, staff and national student surveys

6.0 SYSTEMS AND EQUIPMENT

- 6.1 Be fully conversant with corporate communication and information technology systems to enable optimum effectiveness of these.
- 6.2 Be fully conversant with and able to set up a range of electronic systems and databases.
- 6.3 Ensure that the UGMS team is proficient in the use of data projectors, OHP projectors, etc., in delivering presentations, reports and briefings. The Shropshire campus will be linked to Keele and the University Hospital of North Staffordshire campuses by video conferencing facilities and the Manager and supporting administrative staff will be required to operate this equipment on a regular basis.

7.0 PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE POST

- 7.1 The post holder is required to meet with distressed and emotionally disturbed students ensuring that they are appropriately supported.
- 7.2 The post holder is required to travel regularly between RSH and PRH sites, to Keele University and to other medical school campuses as required.

8.0 HEALTH & SAFETY

- 8.1 Take reasonable care for own Health and Safety, that of staff responsible for and that of any other person who may be affected by your acts or omissions at work. Ensure that staff members are provided with a safe place of work and safe systems of work, carrying out risk assessments, as necessary.
- 8.2 Co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.
- 8.3 Ensure that UGMS team members understand and meet all their health and safety obligations.

9.0 PROFESSIONAL DEVELOPMENT

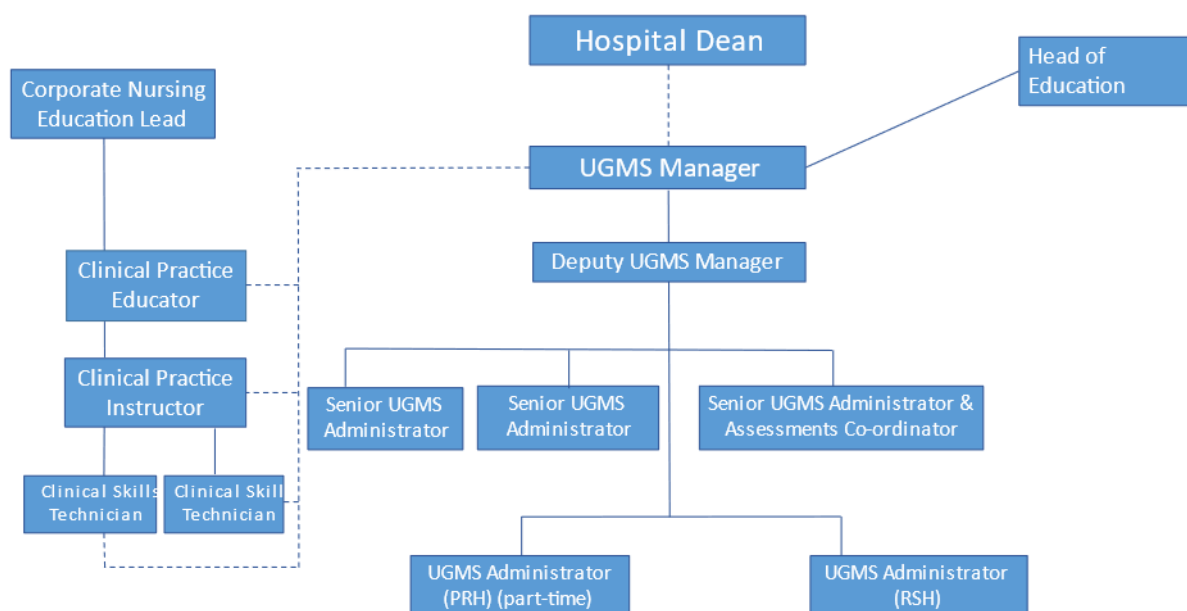
- 9.1 Maintain and improve personal and professional competence and ensure that members of the UGMS team are appropriately supported to develop their skills and knowledge.

- 9.2 Participate in personal objective setting and review, including the creation and achievement of a personal development plan.
- 9.3 Prepare for and participate in the Trust annual appraisal process.

10.0 GENERAL

- 10.1 This job description provides a summary of the key features of the role. The job title and the role description are not intended to be exhaustive, and the jobholder will be required to perform other duties within their competence as required for the achievement of the Trust's objectives.
- 10.2 The job description will be periodically reviewed with the jobholder.

11.0 ORGANISATIONAL POSITION



Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and

- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff; and
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with

- the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.
- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful fiveyear partnership with the Virginia Mason Institute in the USA, the Trust continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

12.0 Job description agreement

<p><i>Hospital Dean</i></p> <p>Name:</p> <p>Signature:</p> <p>Date:</p>	<p><i>Postholder</i></p> <p>Name:</p> <p>Signature:</p> <p>Date:</p>
<p><i>Head of Education</i></p> <p>Name:.....</p> <p>Signature:</p> <p>Date:</p>	