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**Job Description**

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| Job Title: | Head of MB BS Delivery |
| Faculty/Department: | Hull York Medical School |
| Reporting to: | Head of Quality and Standards |
| Duration: | Continuing |
| Job Family:  | Administration |
| Pay Band: | Hull Band 9 / York Grade 8 |
| Benchmark Profile: | Manager (Administration) Band 9 |
| DBS Disclosure requirement: | n/a |
| Vacancy Reference: | HY0091 |

**Details Specific to the Post**

### Background and Context

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. Having recently celebrated its 10th anniversary, HYMS is a young medical school which is developing a growing reputation for its teaching and research. The area covered by the HYMS NHS partnership comprises Hull and the East Riding of Yorkshire, York and North Yorkshire, and Northern Lincolnshire, which together have a population of around 1.8 million. 17 NHS organisations make up the HYMS NHS partnership, within which there are over 600 consultants and 900 general practitioners.

HYMS’s innovative MB BS curriculum includes an enquiry-based approach to learning, early clinical experience, balanced teaching across all health sectors and a wide range of special interest learning opportunities. Our graduates are recognised as being very capable Foundation Doctors, many of whom stay locally and contribute to health care services in the region. For the last two years, HYMS has been in the top 10 for overall student satisfaction in the National Student Survey (2014 and 2015). HYMS also delivers a small but growing portfolio of postgraduate taught programmes. Turning to research, in the national Research Excellence Framework (REF 2014), over 85% of research across HYMS was assessed as world leading or internationally excellent.

The Head of MB BS Delivery will have a pivotal role across NHS partners and University colleagues in ensuring the successful delivery and continuous improvement of the MB BS programme. They will ensure that the quality and consistency of the student experience across higher education and clinical placements is continuously reinforced. Reporting to the Head of Quality and Standards, the role holder will work with the MB BS Programme Director and senior educational leaders in NHS partners, including Directors of Clinical Studies to progress their improvement agendas and action plans.

HYMS is by its nature a partnership and this is an outward-facing role. The role holder will be expected to strengthen the operational partnerships and networks between HYMS and Local Education Providers in primary, secondary and community care settings. They will be visible in the NHS, working across University campuses and HYMS’ education centres in its NHS partners. They will provide leadership to a delivery team drawn in the widest sense, including teams in the NHS (Student Liaison, Clinical Skills, Library) and University alike. They will be expected to contribute to a shift in emphasis where the NHS is brought into the heart of HYMS (for example, with respect to decision making), by developing credibility and trust with a wide range of stakeholders within the Universities and the NHS.

The Head of MB BS Delivery will directly contribute to the achievement of HYMS’ Strategy and also to the objectives laid out by Health Education England in response to its mandate from the Department of Health to deliver high quality, effective, compassionate care through developing the right people, with the right skills and the right values.

### Specific Duties and Responsibilities of the post

**Leadership and strategy development**

1. Lead the operational delivery of the MB BS (and other HYMS programmes with placement-based delivery, including Physician Associate) across the Universities and NHS partners, working with the MB BS Programme Director, Head of Quality & Standards and other senior staff in HYMS including Directors of Clinical Studies and other senior educational leaders in the NHS.
2. Strengthen the School’s partnerships across the NHS and higher education, through effective liaison, transparent working and clear communication over operational delivery and quality enhancement to the MB BS and other programmes.
3. Develop and implement strategies and plans to continuously improve the quality and consistency of the student experience across higher education and clinical placement settings.
4. Develop and implement strategies and plans to administer the MB BS in the most efficient and effective manner, sharing resources and functions across boundaries between HYMS and the Universities and its NHS partners.
5. Lead the development of close and effective operational partnerships with NHS functions across the region, including Clinical Commissioning Groups and Health Education Yorkshire and the Humber, identifying new opportunities for partnership working and collaboration with community and private providers.
6. Support the Head of Quality and Standards with developing strategic quality relationships with these bodies.
7. Keep abreast of and disseminate to others developments in the field of higher education, health services and both national and international policies relevant to medical education and key changes within partner organisations.
8. Promote and widen the use of good project management practices, evaluation methods, reporting mechanisms, action tracking, use of management information and systems thinking methodologies (e.g. LEAN) to enhance the School’s ability to implement change, improve efficiency and quality and make evidence-based decisions.

**Operational and line management**

1. Effectively manage resources including staff, non-pay budgets and the School’s (and its partners’) capacity for change through good prioritisation. Use management information for planning and managing resources, targeting resource on improvements in efficiency, effectiveness and the quality of the student experience.
2. Establish and maintain a clear and timely operational planning round for the MB BS to assist NHS partners with translating requirements into the clinical environment.
3. Manage their team to provide top-quality, efficient and effective professional administrative support service to staff and students on the MB BS.
4. Through the development of individuals, the team, and relationships with other teams across HYMS, in the universities and the NHS, promote the continuous improvement of systems and processes and empower staff to lead and contribute to change.
5. Pursue closer working and consistency of practice for student administration between Local Education Providers in the NHS, building strong and supportive relationships with student liaison and clinical skills teams, empowering them to take a more central role in administration of the MB BS and promote change.
6. Maximise effectiveness, efficiency and impact by working with the Universities of Hull and York and the NHS, to share resources and best practice as appropriate.
7. Liaise with NHS organisations and staff across the HYMS region to ensure that appropriate facilities, administrative structures and staffing are in place to support student learning, working with the Head of Quality & Standards and Chief Operating Officer to promote improvement.
8. Provide oversight of all related non-pay budgets, escalating issues to the Head of Quality & Standards as required.

**Quality management and enhancement**

1. Work with senior clinicians and educationalists to ensure compliance with the statutory requirements of the General Medical Council (GMC), Health Education England (HEE), and Academy of Medical Educators (AoME).
2. For all clinical placements, work with the Clinical Programmes Officer, student representatives, the MB BS Programme Director, the Head of Quality & Standards, and a range of senior clinical and professional staff to devise appropriate surveys and organise activities to create a vibrant, evidence-based improvement environment across the HYMS partnership.
3. Monitor Local Education Providers’ progress against agreed action plans resulting from annual monitoring visits; GMC End of Placement and End of Assistantship surveys; National Student Surveys and any other surveys or quality monitoring visits as required by HYMS, Health Education Yorkshire and the Humber, or their funders / regulators.
4. Support the Head of Quality and Standards and others in preparing and quality assurance documentation and associated monitoring processes.

**Place of work**

1. The role holder will be expected to work flexibly across HYMS’ facilities on campus at the Universities of Hull and York and spend an agreed proportion of their time in HYMS’ education centres at Local Education Providers in the NHS.

### GENERIC JOB DESCRIPTION

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

### Overall Purpose of the Role

1. The role holder:
* Will be a professional specialist with high-level expertise and will have a considerable degree of independent professional responsibility and discretion, working to broad parameters and policy guidance.
* Will have responsibility for adapting or changing the service to ensure the appropriateness of, and the quality of the work and contribute to setting overall standards for the service across a function or area of the institution.
* Will provide leadership and influence to decisions and developments within the University and contribute to setting overall standards across the University, Faculty or Department.
* Has responsibility for the operational planning and organisation of projects, an area of work, and/or teams. Sets performance standards and establishes monitoring procedures to keep track of progress and provide input to longer term planning.
* Applies creativity to devise varied solutions to problems where there is a mass of information or diverse, partial and conflicting data.

**Main Work Activities**

**Communication**

* Advise SMT and other Senior University managers on the activity of a range of student/department/faculty issues in order to inform the development and implementation of future strategy.
* Advise Academic and Administrative senior management on specialist issues
* Monitor and report, as appropriate, on the delivery of core business against agreed targets to:
	+ Identify where remedial action is required where performance does not meet agreed targets.
	+ Review plans to take account of the need to adapt to changing circumstances.

### Teamwork

* Management responsibility for a service/function/department: is required to manage the relationship between teams and ensure they interact effectively to achieve the common purpose of the institution.

**Liaison and Networking**

* Ensure the development of effective ongoing relationships with University staff

to align existing activity with the strategic direction of the department/faculty.

* Develop, manage and maintain productive strategic relationships and networks with senior representatives in a broad range of private and public sector partners to assist the continuing development, reputation and effectiveness of the University.
* Represent the University at a senior level at regional and national meetings, conferences and events relating to this area of activity.
* Be an active member of emerging networks.

### Service Delivery

* Responsible for the overall service of the area which includes:
	+ Setting standards to meet customer expectations.
	+ Monitor standards and levels of service.
	+ Obtain feedback and use research to inform developments and ensure quality.
	+ Take appropriate action on the impact of external factors.

### Planning and Organisation

* Lead the development, implementation and delivery of the University’s strategy.
* Plan, co-ordinate and be responsible for the delivery of projects and to play a key role in future strategic development for the continued development of the area.
* Develop and implement policies and procedures.

### Analysis/Reporting

* Ensure robust management, monitoring and financial systems are in place.
* Analyse data to provide timely and accurate information, forecast and advice to Senior Managers to inform business plans that are set in the context of University strategy and policies.

### Additionally the post holder will be required to:

* Fulfil the employees’ duties described in the University’s health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden
* Fulfil the managers’ responsibilities as described in the University’s health and safety policies. These duties include responsibility for ensuring that suitable and sufficient risk assessments are in place for activities within your area of control and for ensuring appropriate health and safety training is in place.
* Support staff to demonstrate their commitment to equality, diversity and anti-discriminatory behaviour. This role includes making time available for staff to undertake mandatory equality and diversity training
* Raise awareness amongst staff and support staff to fulfil their responsibilities to comply with University regulations, policies and procedures

**COMPETENCY SPECIFICATION**

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

**The Competencies set out below are essential and are core requirements** needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

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| **Competency** | **Identified by** |
| **Knowledge and Experience**  |  |
| Is a proven, highly effective and innovative leader.Is committed to the pursuit of excellence and in particular, the delivery of an excellent student experience.Has substantial management experience including staff and budget management and the ability to plan, implement and monitor progress against strategic goals.Has experience of higher education and/or NHS processes and structure, an understanding of the changing landscape of UK higher education and/or knowledge of medical education at undergraduate or postgraduate levels.Has experience of the NHS and/or partnership working in complex organisations.Has experience of developing long term collaborative links between different groups at national and international level and leading and influencing networks.  | **Application/Interview****Application/Interview****Application/Interview****Application/Interview****Application/Interview****Application/Interview** |
| Has substantial experience of applying project management and systems thinking methodologies and best practice, with appropriate certification, or evidence of equivalent experience. Has a relevant degree or equivalent qualification and/or experience. | **Application/Interview****Application/Interview** |
| Can demonstrate the ability to effectively manage health and safety issues across a range of functions within the job specification. Takes personal responsibility for leading by example and ensures that a robust framework of risk management policies and procedures are in place to protect both individual members of staff and University liabilities. | **Application/Interview** |
| Has an active approach to continuing professional development/undertaking training as appropriate for personal and professional development. | **Application/Interview** |

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| **Communication (Oral and Written)**Can demonstrate the ability to summarise complex ideas or information which may be highly detailed, technical or specialist. | **Application/Interview** |
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| **Teamwork and Motivation**Develops objectives in ways that enable team members to contribute and identify with collective objectives. Finds ways for individuals to achieve their objectives and development plans without compromising the team’s priorities. | **Application/Interview** |
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| **Liaison and Networking**Can demonstrate the ability to actively seek to build productive and enduring relationships between internal and/or external bodies to benefit the University. | **Application/Interview** |
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| **Service Delivery**Can demonstrate the ability to set standards sufficiently high to meet customer expectations. Monitors standards and levels of service, obtains feedback and uses research to inform developments and ensure quality. Is aware of external factors that may impact on services and takes appropriate action to minimise potential damage. | **Application/Interview** |
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| **Decision Making** Can demonstrate the ability to consider the wider impact of decisions, assesses possible outcomes and their likelihood. Uses judgement to make decisions with limited or ambiguous data and takes into account multiple factors. Distinguishes between the need to make a decision, when to defer and when not to take a decision.  | **Application/Interview** |
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| **Planning and Organisation**Can demonstrate the ability to identify future demands and opportunities and develop longer term plans. Co-ordinates the work of others to improve performance and use of resources. Involves other areas appropriately and co-ordinates effort and resources so standards, performance and shared objectives are achieved. | **Application/Interview** |
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| **Initiative and Problem Solving**Can demonstrate the ability to initiate processes and procedures to resolve new problems. Anticipates possible implementation difficulties and identifies practical ways of overcoming or preventing them. Takes account of others and the broader context when generating options.  | **Application/Interview** |
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| **Analysis/Reporting**Can demonstrate the ability to design and use data gathering and analytical methods appropriate for each investigation. Recognises and accurately interprets patterns and trends. Recognises when additional data is required and identifies appropriate sources. Produces reports and identifies key issues and findings. | **pplication/Interview** |