

**Job Description**

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| Job Title: | Programme Administrator, 0.6FTE |
| Faculty/Professional Directorate: | Health Sciences |
| Subject Group/Team | Hull York Medical School |
| Reporting to: | Postgraduate Programmes Officer |
| Duration: | Fixed term to 31 Aug 2025 |
| Job Family: | Administration |
| Pay Band: | 5 |
| Benchmark Profile: | Administrator Band 5 |
| DBS Disclosure requirement: | No |
| Vacancy Reference: |  |

**Details Specific to the Post**

**Background and Context**

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 medical school offers a range of CPD and postgraduate taught programmes, alongside the flagship medicine undergraduate course.

The Programme Administrator is a key operational role in the effective and efficient delivery of academic programmes in the medical school, with particular responsibility for the [CATALYST career development programme](https://catalyst.hyms.ac.uk/) for new to practice GPs.

This post is for a fixed term period to 31 August 2025, due to availability of funding. It is a part-time role at 0.6FTE over 3 days per week. It is based primarily at the University of Hull campus, with occasional travel to the University of York required. Hybrid home/office working is supported.

### Specific Duties and Responsibilities of the post

As the Programme Administrator, you will provide a professional administrative service, carrying out a range of duties in order to facilitate the smooth running the medical school’s CPD programmes – with a particular focus on delivery of the CATALYST programme.

This will include timetabling of teaching activities, coordination of room bookings/online teaching sessions, organisation of induction events, preparation of handbooks and teaching materials, maintenance of online learning resources, coordinating student enrolment processes and management of student records / data, monitoring student attendance, booking student meetings and project presentations, coordinating events, processing registration with Professional Bodies and graduation.

The CATALYST programme is delivered primarily online and you will therefore be required to coordinate teaching sessions using Zoom. You will work with a range of Microsoft Office tools – particularly Word, Excel and Teams.

You will support the CATALYST team in liaising with the programme funders, local Integrated Care Board (ICB) and Primary Care Training Hub, together with NHS stakeholders.

You will be the first point of contact for our students and so must have a high professional standard with a focus on customer service. You will be expected to take ownership of processes and support strong and collaborative teamwork to ensure a high quality of course delivery and student experience.

You will work collaboratively with a wide range of administrative staff within the School and the Universities of Hull and York, providing proactive administrative support to academic colleagues as required.

**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

The role holder:

1. 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.
2. 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.
3. Will plan and prioritise own work and may be required to delegate work to others within agreed objectives.

**Main Work Activities**

### Communication

1. Assist in the preparation and collation of written documents for circulation
2. Take notes and produce formal minutes at meetings when required
3. Format and edit publications
4. Draft and type formal documentation
5. Compile procedural manuals and other University documentation
6. Provide information, advice and support to students, academics, colleagues and others external to the University

### Teamwork

* May be required to supervise the work of others
* Provides advice and guidance to other members of the team

### Service Delivery

* Provide administrative support to colleagues including academic and administrative staff
* Provide administrative support to specific projects as required
* Develop and manage office systems to improve the efficiency and effectiveness of the Department
* Administer procedures relating to the work

### Planning and Organisation

* Organise and represent the area and University at events
* May be expected to plan and monitor the work of others
* Co-ordinate departmental processes in conjunction with senior colleagues
* May be expected to organise, prepare and service committees as appropriate

### Analysis/Data Inputting

* Record data and produce regular reports as required using Microsoft Office, other software and corporate systems
* Create spreadsheets to record relevant information
* Maintain, monitor and interpret information
* Provide statistical information to be included in relevant reports
* Use databases (internal/external) to support the work of the department

### 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
* Show a commitment to diversity, equal opportunities and anti-discriminatory practices This includes undertaking mandatory equality and diversity training
* 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** |  | |
| Evidence of substantial experience in an office environment covering a broad range of administrative tasks. | **Application/Interview** | |
| Can demonstrate the ability to use a broad range of products from the Microsoft Office suite and have the ability to learn new systems and software. | **Application/Interview** | |
| Has a good general education showing clear evidence of literacy and numeracy. For example, GCSE Maths and English A–C. | **Application** | |
| Has an active approach to continuing professional development/undertaking training as appropriate for personal and professional development | **Application** | |
| **Communication (Oral)**  Can demonstrate the ability to exchange basic information promptly and in a courteous and effective manner to students, colleagues, line managers and external contacts. | | **Application/Interview** |
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| **Communication (Written)**  Can demonstrate the ability to provide information in a suitable format so that the others’ needs are met and adjusts the level of content to help others understand. | | **Application/Interview** |
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| **Teamwork and Motivation**  Can demonstrate the ability to delegate work to others and/or help to build co-operation to deliver team results. | | **Interview** |
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| **Liaison and Networking**  Can demonstrate the ability to work with others outside the immediate area to ensure that accurate information is passed on promptly to the most appropriate people to improve working practices. | | **Interview** |
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| **Service Delivery**  Has knowledge and understanding of services available to users of this and related areas of work and ensures that the experience of each customer is positive and satisfactory. | | **Application/Interview** |
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| **Planning and Organisation**  Can demonstrate the ability to create realistic plans to achieve own deadlines and objectives. Monitors progress of self and/or others and can prioritise tasks/activities effectively. Suggests ways of improving working practices and use of resources. | | **Application/Interview** |
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| **Initiative and Problem Solving**  Can demonstrate the ability to use initiative to recognise problems and offer solutions. | | **Application/Interview** |
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| **Analysis/Reporting**Can demonstrate the ability to identify and use a range of data, with the ability to combine various data types to produce reports and perform basic analysis. | | **Interview** |