

SINGLE CORPORATE SERVICES

JOB DESCRIPTION

Job title:	Medical Education Manager	To be completed by HR - Job Reference Number:
Reporting to:	Senior Medical Education Manager	
Accountable to:	Head of Business and Finance, LEaD	
Pay Band:	Band 5	

As part of the Single Corporate Service, the role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis, and the staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

Job summary

- To manage and lead the Postgraduate Medical and Dental Education Administration Team, ensuring the provision of an effective, professional and customer-focused administrative service.
- To oversee the planning, coordination and delivery of postgraduate medical education programmes, educational events, trainee inductions, examinations and external visits.
- To support the Senior Medical Education Manager in the operational management, development and continuous improvement of postgraduate medical education services and administrative processes.
- To support Senior Medical Education Manager with ensuring compliance with national postgraduate medical education standards, quality assurance requirements, Deanery processes and Royal College expectations, maintaining evidence and documentation for inspections and reviews.
- To line manage administrative staff, including recruitment, induction, appraisal, training, performance management and team development.
- To monitor departmental performance, analyse activity and workload data, produce reports and implement improvements to ensure service objectives are achieved.
- To develop and maintain effective working relationships with Doctors in Training, consultants, educational supervisors, Deaneries, Royal Colleges and other internal and external stakeholders.
- To provide operational leadership for key educational activities, including resident doctor induction programmes, postgraduate training events and high-profile examinations, ensuring their successful delivery.
- To deputise for the Senior Medical Education Manager as required, providing leadership and management support across the wider education service.

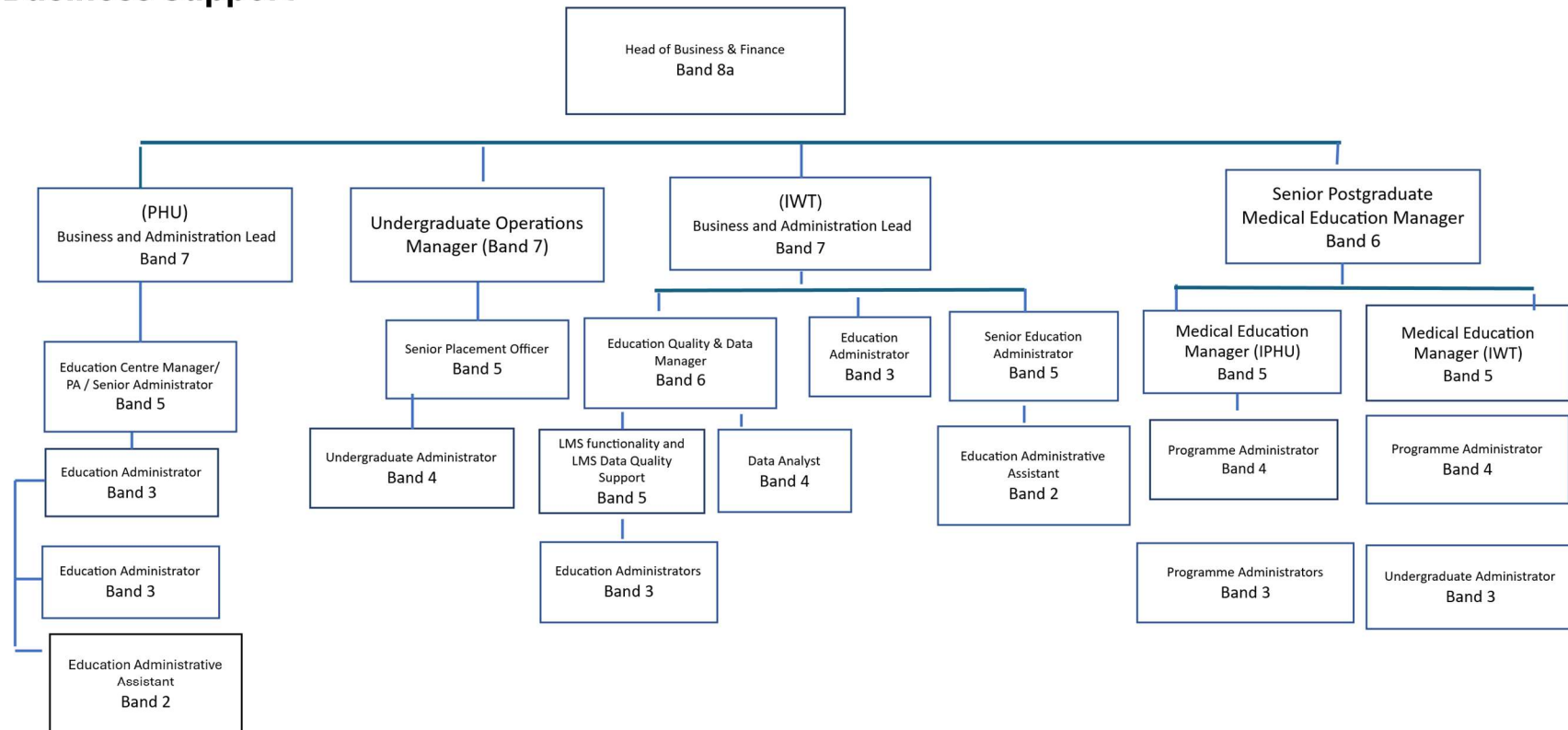
Job Statement

To lead and manage the administrative functions of the Postgraduate Medical and Dental Education (PGMDE) service, ensuring the delivery of a high-quality, efficient and responsive support service across Portsmouth Hospitals University NHS Trust and Isle of Wight NHS Trust. The post holder will

be responsible for the operational management of postgraduate medical education administration, including staff leadership, quality assurance, educational programme delivery, and compliance with national training and regulatory requirements. The role will support the Senior Medical Education Manager in developing and continuously improving services that enhance the educational experience of Doctors in Training and support the Trust's strategic workforce and education objectives.

Organisational Chart

Business Support



Specific Core Functions

- To support the Senior Medical Education Manager in being responsible for managing all the administrative functions of the Postgraduate Medical and Dental Education Department ensuring an effective, responsive service, efficient use of rooms and the provision of professional educational service support.
- To undertake continuous assessment of working practices, workloads etc, recommending and making changes as required, including introduction of new procedures. Ensuring that working practices are efficient and effective, workloads are equitable, and necessary changes to achieve this are fully implemented.
- Ensuring that all sponsorship from pharmaceutical companies is received in line with the Trusts Standing Financial Orders and that the amounts received are sufficient to meet the costs of the event they are sponsoring. Keep a running total of income and expenditure to inform decision making around the purchases of equipment and services from this budget.
- Oversee resident doctor study leave and relocation claims, ensuring Deanery Guidelines and NHS Standing Financial Instructions are adhered to.
- Monitor the departments' workload against targets and activity, making decisions and actioning appropriate changes to rectify problems.
- To liaise with the IT Department to ensure that the IT systems used by the department are working efficiently and meet the needs of the department.
- To lead and take responsibility for the quality assurance process for Postgraduate Medical and Dental Education within the Trust
- To provide support for speciality teaching programmes which is run on a weekly basis.
- Be responsible for the co-ordination and smooth running of external visits ensuring that key representatives are available from the Trust, being aware that the results of these visits directly impact on the number of trainees the Trust are able to employ.
- To lead and manage the Resident Doctor Induction Day ensuring that the first impression of the Trust by this group of staff is a positive one. During the day facilitate the smooth transition between groups and lectures, answer any queries from junior doctors and lecturers and be prepared to step in when necessary e.g. delivery of the fire video. Work with Director of Medical Education and Senior Medical Education Manager to continuously improve the content and delivery of the programme.
- Be responsible for the day-to-day line management of PGMDE Staff including undertaking interviews, induction, appraisals and training plans, staff meetings and team building.
- To participate in planning of future services, and organisational changes, making changes to administration systems to meet future needs.
- Participation in the Medical Education Managers Regional Meeting ensuring that IWT has the opportunity to influence regional changes in PGMDE processes/policies.

OTHER

- Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities, No Smoking.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect the requirements of the Data Protection Act 1998.

This job description does not purport to cover all aspects of the job holder's duties but is intended to be indicative of the main areas of responsibility

Communication and Working Relationships

The post holder will:

- Communicate effectively with doctors in training, consultants, educational supervisors, managers, and administrative staff regarding postgraduate medical education matters.
- Provide advice and guidance on training programmes, study leave procedures, educational events, and local policies.
- Prepare and distribute correspondence, reports, agendas, meeting papers, and minutes in a timely manner.
- Respond to enquiries professionally, ensuring confidentiality is maintained at all times.
- Use excellent interpersonal skills to build positive relationships with staff at all levels across the organisation.

Analytical and Judgement

The post holder will be required to analyse information from a variety of sources, identify and resolve routine issues, use judgement when prioritising workloads, maintain accurate records, and escalate complex issues as appropriate. The post holder will be expected to interpret policies and procedures and apply these in day-to-day activities.

Planning and organising

The post holder will be responsible for planning and organising their own workload and coordinating a range of postgraduate education activities. They will be required to manage competing priorities, meet strict deadlines, organise meetings and training events, maintain accurate schedules and records, and ensure the smooth delivery of educational programmes.

Physical Skills

Requires standard physical skills with accuracy in keyboard use and the operation of routine office equipment. Frequent use of a computer and electronic systems is required, together with occasional movement of educational and meeting materials.

Patient Client Care

The post holder will provide a comprehensive administrative service to doctors in training and other users of the postgraduate education service. They will respond to enquiries, provide advice within agreed procedures, maintain confidentiality, and ensure a professional and customer-focused service is delivered at all times.

Policy and Service Development

The post holder will be required to follow and implement local and national policies relating to postgraduate medical education. They will contribute to the development and continuous improvement of administrative systems and processes, make suggestions for service developments, and assist in the implementation of changes within the department.

Financial Management

The post holder will be responsible for the accurate administration of financial processes relating to postgraduate medical education, including maintaining financial records, monitoring expenditure, processing payments, and ensuring compliance with Trust Standing Financial Instructions and procedures. They will contribute to the effective management of departmental resources and report any financial concerns to the Postgraduate Education Manager.

Management/Leadership

The post holder will manage and prioritise their own workload, provide guidance and support to colleagues where required, contribute to the effective functioning of the Postgraduate Medical Education team, and demonstrate leadership in the delivery of a high-quality service. They may be required to support the supervision, induction, and training of administrative staff and contribute to achieving departmental objectives.

Information Resources

The post holder will be responsible for the maintenance, accuracy, security and timely reporting of information held within postgraduate medical education systems. They will input, monitor and analyse data, generate reports, and ensure all information is managed in accordance with Trust policies and information governance requirements.

Research and development

The post holder will contribute to audit, quality improvement and service evaluation activities. They will collect and analyse information, prepare reports, support educational quality processes, and assist in implementing recommendations arising from audits and reviews.

Person Specification

Criteria	Essential	Desirable	<i>How criteria will be assessed</i>
Qualifications	- Management/Supervisory Certificate or Diploma - Demonstrable project planning and management skills - Track record of delivery to tight deadlines.		

Experience	• Minimum of 2 years in a management position • Knowledge of NHS education services – preferably Postgraduate Medical Education • Experience of Team Building • Wide experience of problem solving and developing innovative methods to improve efficiency and effectiveness. • Budget management and maintenance experience	• Experience within the health service, or related area in a senior capacity for a minimum of 2 years.	
Knowledge	• Ability to gather data, compile information, and prepare reports. • Skill in developing policy and procedure documentation. • Skill in the use of computers, preferably in a PC, Windows-based operating environment. • Excellent communication skills. • Program planning and implementation skills. • Ability to make administrative/procedural decisions and judgments. • Leadership and supervision • Ability to prioritise tasks to meet deadlines • Able to work flexibly due to the number of interruptions experienced on a daily basis		

Freedom to Act

- The post holder is guided by precedent and clearly defined occupational policies, protocols, procedures or codes of conduct. Work is managed, rather than supervised, and results/outcomes are assessed at agreed intervals.

Physical effort

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

Mental effort

- There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention, or there is an occasional requirement for concentration where the work pattern is unpredictable.

Emotional Effort

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

Working conditions

- Occasional exposure to unpleasant working conditions, or occasional requirement to use road transportation in emergency situations, or frequent requirement to use road transportation, or frequent requirement to work outdoors, or requirement to use Visual Display Unit equipment continuously on most days.

Compliance statement to expected organisational standards:

To comply with all Trust Policies and Procedure, regarding:

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

- Understand duty to adhere to policies and protocols applicable to infection prevention and control.
- Always Comply with key clinical care policies and protocols for prevention and control of infection; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard regarding effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004, Working Together to Safeguard Children 2013 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adult's policies and procedures

- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your everyday practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.