

Candidate Information

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| Position: | Centre Manager |
| School/Department: | Centre for Medical Education |
| Reference: | 23/111044 |
| Closing Date: | Monday 17 July 2023 |
| Salary: | £44,414 - £54,421 per annum |
| Anticipated Interview Date: | Friday 18 & Friday 25 August 2023 |
| Duration: | Permanent |

JOB PURPOSE:

The Centre Manager will contribute to the development and delivery of the Centre's strategic and operational objectives and the management of financial, human and physical resources. The postholder will play a key role in providing leadership to the Centre's professional support teams and will act as a key interface with Health and Social Care (HSC) partners, the General Medical Council (GMC) and other stakeholders in dealing with the complex issues surrounding the safe and effective education of trainee doctors. The Centre Manager will be a key member of the Centre's Senior Management Team, School Management Board and other relevant internal and external committees and working groups and will lead on the management and implementation of projects/special initiatives arising from the Centre's academic and business plans, in line with School/Faculty plans and QUB Strategy 2030.

MAJOR DUTIES:

1. Contribute to and advise on the formulation, development and implementation of the Centre's strategy and supporting plans, policies and procedures. Advise on and manage the impact of changes on programme delivery and resources, in particular those arising from variations in student numbers, curriculum review (including as a result of professional body requirements), and from changes in the health care environment which impact the University and key stakeholders. Manage relevant projects or initiatives arising from academic/strategic planning and changes.
2. Manage all aspects of the administration of the undergraduate medical programme as well as any other programmes developed/delivered by the Centre in accordance with University and GMC requirements. This involves overseeing the administrative management of key areas including relevant aspects of recruitment, selection and admission; registration and induction; curriculum development and delivery; student clinical placements and electives; timetabling; examinations and assessment; student attendance monitoring, pastoral support and guidance. Managing the establishment and implementation of robust systems of quality assurance to meet the requirements of GMC and the University and QAA is an important aspect of this position. The post holder will work closely with the School's Academic and Student Affairs Manager with regard to a number of key areas of academic and student affairs and with the senior management of the Centre for Biomedical Sciences Education with regard to shared programme teaching.
3. Act as a key interface between the Centre for Medical Education, Health and Social Care partners and other stakeholders in supporting the critical partnerships underpinning the delivery of the medical curriculum. Ensure appropriate resources and systems are in place for the management of student clinical placements in Health and Social Care Trusts and GP practices and other placement providers throughout Northern Ireland in consultation with Sub-Deaneries/Department of Health and relevant senior management. Oversee the co-ordination of national, international electives and exchanges with regard to outgoing/incoming students.
4. Advise and support the Director in the development of short, medium and long-term financial plans and in the allocation, management and control of the Centre's financial resources (including but not limited to devolved budget, research grants, endowments, scholarships, start-up packages) in line with the School and University financial procedures. Provide detailed financial and analytical reports on the Centre's financial position to both Centre and School management and advise/support the Director in reviewing and addressing the financial health of the Centre with regard to its financial sustainability, in consultation with the Head of School and School Manager as appropriate.

5. Lead and direct the recruitment, management, deployment and development of Centre's professional support team to meet Centre, School and University objectives. Manage the team to ensure the delivery of high professional standards in supporting staff and students. In conjunction with the School Manager, keep under review the professional support staff structure and deployment of staff to meet short, medium and long-term objectives. Assist the Director in the recruitment of all other staff, including academic and research staff. Co-ordinate and implement Centre level processes with regard to University policies on staff Personal Development Review (PDR), progression, reward, discipline/conduct, absence monitoring, agile working etc. Oversee the management and maintenance of all Centre-based records relating to staff as well as the provision of reports and statistical data with regard to the staffing complement of the Centre. Co-ordinate the maintenance of academic work data to enable the Centre's management of a Work Allocation Model (WAM) in line with School and University Guidelines. Manage the recruitment, contractual and governance requirements with regard to the engagement of external contributors/teaching assistants (extended workforce) and with regard to the nomination and appointment of honorary/visiting titles in line with policies and procedures.
6. Assist the Director in the management of the Centre's buildings and physical resources, and lead on the identification of requirements and management/deployment of the Centre's accommodation, equipment, computing and IT infrastructure.
7. Establish, implement, manage and supervise efficient and cost-effective administrative, IT systems and procedures to meet organisational objectives and to respond to internal and external demands; review and initiate changes to improve performance and plan for and advise the Director on requirements. Work with colleagues to ensure management information systems provide accurate, relevant and fit for purpose information/statistics to assist the Director and the Centre's Senior Management realise goals and objectives and to inform decision making. Report on the Centre's performance in terms of delivery of objectives/goals on a Centre/individual staff basis.
8. Assist the Director with regard to all aspects of governance relating to business continuity and emergency planning, risk management, safeguarding, health and safety management, and lead on Information Compliance requirements and Data Protection/Security and Records Management for the Centre in line with University policy and procedures.
9. Manage the provision of a professional and comprehensive secretariat service for the Centre's committees and working groups and assist the Director in the establishment of an appropriate committee and reporting structure to meet the schedule of business of the Centre, School, Faculty, University and external stakeholders.
10. Responsible for ensuring effective communication within the Centre, with the School, Faculty, the University and externally. Lead on internal collaborations and liaison with the senior management of the Centre, School, Faculty and Directorates to ensure mutual objectives are communicated and achieved. Fostering and maintaining positive relationships with key stakeholders is a key element of this post, including but not limited to collaborating and negotiating with senior colleagues in Health and Social Care Trusts, Primary Care, the Department of Health, the NI Medical and Dental Training Agency, the General Medical Council and Medical Schools Council and other stakeholders; and internationally with collaborating institutions.
11. Represent the Centre and participate in/chair appropriate internal and external committees and working groups with delegated authority as appropriate.
12. Raise the profile of the Centre both nationally and internationally and implement strategies in order to meet these objectives through appropriate marketing, publications, and publicity material, liaising with relevant with Marketing, Recruitment and Communications colleagues and others in this regard. Co-ordinate relevant Centre events such as open days, conferences, seminars etc. Work with relevant colleagues to ensure the Centre's digital and social media presence delivers a compelling user experience for key audiences and supports the Centre's activities, objectives and strategic priorities.
13. Liaise with the School's Postgraduate Office with regard to the recruitment to postgraduate studentships. Ensure appropriate systems are in place for the administration and supervision of Centre-based training of postgraduate students. Manage expenditure in relation to relevant research training and support grants, reporting as required to the School Postgraduate Office.
14. The duties of the post outlined above are not exhaustive and the post holder is expected to be co operative and flexible, undertaking such other duties as may from time to time be reasonably expected of a member of managerial staff in the University. These duties are subject to review in line with the changing requirements of the Centre, School and Faculty and with the development needs of the post holder as identified through regular review/PDR.

ESSENTIAL CRITERIA:

1. A primary degree (or equivalent) OR substantial recent and relevant experience in a directly relevant role in higher education.
2. At least four years' recent and relevant experience in a senior administrative or management role.
3. Track record in the management of resources to include relevant experience of:
 - leading and managing productive team(s)
 - financial management (including budget management and planning).

4. Demonstrated experience as a successful and effective decision maker capable of following through objectives in complex and challenging situations.
5. Planning and project management skills in order to be able to manage a varied workload (both own and that of a team) as well as a number of projects/initiatives simultaneously and to balance competing pressures, deadlines and demands.
6. Proven analytical and organisational capability across a range of management functions.
7. Excellent IT skills, including confident and proficient use of the Microsoft Office suite.
8. Excellent communication and interpersonal skills in order to establish effective working relationships internally and externally.
9. Strong negotiation skills with the ability to work with and influence senior management and stakeholders.
10. Committed to collaborative team working with ability to work effectively with staff and students within the University, and with a wide range of external stakeholders.
11. Self-motivated and pro-active with the ability to motivate and gain support from colleagues.
12. Able to lead, develop, mentor, train and supervise others.
13. Committed to delivery of high professional standards.
14. Capable of maintaining a high degree of confidentiality.
15. Able to deliver results against tight deadlines.
16. Given the leadership requirements of the post, the appointee may be required to work irregular hours on occasion to meet objectives.

DESIRABLE CRITERIA:

1. Relevant postgraduate and/or professional qualification.
2. Experience in administration or management of professional health care programmes (undergraduate and/or postgraduate).
3. Experience of progressing work through Committees, including producing reports and briefings.
4. Demonstrated experience in managing a significant change project.
5. Knowledge and understanding of the management of education delivery within the higher education sector and of the key challenges in this regard.