

JOB DESCRIPTION

Job Details

Job Title: **Assessment Manager**

Division: Corporate

Base: Wythenshawe Hospital

Full Time: 1 WTE

Band: 5

Job Purpose

The University of Manchester Medical School sets the curriculum and examinations for the MBChB course. Student doctors are based at one of 4 undergraduate teaching hospitals from Year 3 onwards Wythenshawe Hospital (MFT-W) is one of these teaching hospitals and there are over 400 medical students based here. The undergraduate medical team, led by the Hospital Dean, is responsible for planning, providing and monitoring teaching and learning opportunities to deliver the curriculum.

The Assessment Manager is responsible for the organisation and delivery of all aspects of the medical undergraduate assessments held at MFT-W. These take place formally at regular intervals throughout the academic year. The University of Manchester medical students based at Wythenshawe campus will sit at least 5 formal assessments each during their time on their clinical placements of the MBChB course. The Assessment Manager is also responsible for supervising the delivery of portfolio development and academic review process. The Assessment Manager will work with the Operational Manager and Senior Clinical Skills Tutor to agree collaborative approaches to the planning and organisation of income generating events and assessments.

The above indicates the main duties of the post which may be reviewed in the light of experience and developments within the service. Any review will be undertaken in conjunction with the post-holder.

To undertake any other duties which is deemed appropriate to the band when requested by Senior Staff.

Main Duties and Responsibilities

Communications

1. Responsible for overseeing accurate and timely dissemination of exam information to all relevant parties (e.g. examiners, volunteer patients, candidates).
2. Liaise with examiners, volunteer patients and students as necessary.
3. Overall responsibility to ensure briefing of examiners, student volunteers prior to and on exam days, and of candidates on exam days
4. Regular liaison with the Assessment Office at the Medical School.
5. Liaise with exam/assessment teams at other teaching hospital sites to ensure standardisation of exams across base sites, including meetings and frequent day to day contact
6. Responsible for the dissemination of exam results to appropriate people within the Department and to keep accurate records of results
7. Communicate with medical students, Undergraduate teams, Consultants, Leads and University as well as other sectors on a regular basis.
8. Negotiate with consultants and trainee medical staff to act as examiners to ensure delivery of exams as these may conflict with clinical commitments.
9. Negotiate with consultants to recruit suitable patients for exams.
10. Work with tutors and undergraduate colleagues to create and maintain database of patient educators ensuring confidentiality is maintained at all time

Analytical and Judgemental Skills

1. Record examiner attendance at exams and examiner training and produce statistical evidence to support Annual Quality Assurance Review
2. Responsible for ensuring accurate submission of student performance at assessments through the "eforms" platform
3. Responsible for the coordination and accurate maintenance of all information in electronic format to enable the team to work effectively and efficiently.

Planning and organising

1. Responsible for organisation of all aspects of medical student OSCEs at MFT-W, including overseeing examiner recruitment, patient recruitment, volunteer recruitment and planning exam layout.
2. Responsible for ensuring all practical arrangements are organised e.g. planning undergraduate staff rota for exam days, ordering of equipment, booking venues, catering arrangements, organising additional staff to support exams (e.g. nursing staff, portering staff, temporary administrative staff), cash float.
3. Ensuring meetings are organised with relevant exam Leads when necessary to discuss forthcoming exams, including any meetings or boards for income generating assessments
4. Work closely with the Assessment Coordinator and Clinical Skills Tutors in detailed planning of the exam days.
5. Work closely with the Operational Manager, UKFPO Exams lead and skills team to ensure smooth and successful delivery of annual UKFPO Clinical Assessments and with Operational Manager and skills team for any other income generating assessments.

6. Responsible for all operational aspects of the running of the exams on the day.

Responsibility for Policy and Service Development and Implementation

1. Responsible for ensuring the confidentiality of exam information.
2. Attendance to OSCE Management Group, Exam Boards and any assessment committees and sub-committees related to role.
3. Attendance at meetings relating to income generating assessments.
4. Develop the Assessment Office to keep abreast of continual changes within the process of assessing students

Responsibilities for Human Resource and Leadership

The Assessment Manager is responsible for the day to day management of their team. This includes all issues relating to the recruitment, selection and induction of new staff, ensuring that all Trust recruitment procedures are applied. They will also be responsible for the deployment and training of staff in their remit.

1. Manage the recruitment and selection of administrative staff in their remit
2. Responsible for cover arrangements of administrative staff within remit and within available resource to ensure administrative services are available as needed.
3. Review workload issues, staffing levels and supervisory arrangements for these staff.
4. To undertake annual staff personal development review (appraisal) in line with Trust policy. Monitor the performance of all staff within remit, ensuring that individual training and developments needs are identified and provide staff with access to appropriate training and development. Responsible for monitoring of staff performance and early discussion stage of disciplinary matters.
5. Maintain and control staff sickness and be responsible for the management for the administrative staff in their remit in accordance with Trust policies and procedures.
6. Establishing and operating effective administrative systems, IT systems and procedures related to the work of the assessment office
7. Managing the flow of work, supervising, guiding and supporting the administrative team
8. Influence, lead and encourage administrative staff members within remit.
9. Ensure all staff mandatory training is completed along with appropriate compliance within the Trust Policies and Procedures

Any other duties deemed appropriate by the Hospital Dean or Head of Service for Undergraduate Medical Education and by discussion with post holder.

Supplementary Information

Freedom to Act

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.

Responsibility for Financial and Physical Resources

1. Calculate and organise payments for examiners, patients, and volunteers
2. Ensure that all monies paid on exam days (e.g. catering, payments to volunteers) are recharged to the University of Manchester
3. Check and verify and further for payment expenses claim forms from examiners and simulated patients
4. Ensure accurate records are kept of payments and recharges made or received
5. Ensure physical resources specifically for exams are in a safe and useable condition

6. Overall responsibility for the security of the Assessment Office due to highly confidential information stored

Effort and Environmental Factors

Physical Effort

Required to set up appropriate seminar or meeting rooms, moving tables, chairs etc to accommodate examinations and training workshops.

Mainly be working inputting information onto a PC, responding to emails and telephone enquiries and working constantly with a VDU screen and therefore sat in a restricted position.

Exams involve long hours, often standing for most of the day

Mental Effort

Student and tutor enquiries occur on a frequent and daily basis. The post holder is in a shared office and required to assist to respond to these enquiries. With 400 students attached to the Trust these enquiries can be disruptive and constant.

There is a need to work to deadlines in accordance with the undergraduate exams timetable and a need to maintain confidentiality at all times. Attention to detail is essential for the delivery of the exams and the post holder has to adapt to last minute cancellations by examiners, patients and volunteers.

Emotional Effort

Assessments are essential in order for students to progress through their medical training and ultimately graduate as a doctor. Students can become distressed and uncooperative both prior to and during assessments and the post holder will be required to deal with this.

Medical Students present to the Undergraduate Department with ill health, personal and emotional problems and all undergraduate team members may be the first person approached. They need to be able to take appropriate action and find the appropriate help.

Working Conditions

The post holder will work in a shared office on the first floor of the ERC building at Wythenshawe Hospital. There are problems with heating and ventilation in this building

General & Corporate Duties

Risk Management

It is a standard element of the role, and responsibility of all staff of the Trust, that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Records Management/ Data Protection

As an employee of the Trust, you have a legal responsibility for all records (including patient health, financial, personal and administrative) that you gather or use as part of your work with the Trust. The records may be paper, electronic, microfiche, audio or videotapes, or x-ray images. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

Confidentiality and Information Security

As a Trust employee you are required to uphold the confidentiality of all records held by the Trust, whether patient records or trust information. This duty lasts indefinitely and will continue after you leave the trust employment. All employees must maintain confidentiality and abide by the Data Protection Act.

Data Quality

All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on the Trust's computerised systems or manual records (paper records) and must ensure that such data is entered accurately to NHS data standards, in a timely manner to ensure high standards of data quality in accordance with the Trust Data Quality and Clinical Record Keeping Policies.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act 1998, Caldicott recommendations and other relevant legislation and guidance are applicable and should be adhered to.

Health and Safety

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Trust's undertakings.

Infection Prevention

As member of a clinical team your personal contribution to reducing healthcare associated infections (HCAIs) require you to be familiar with the Trust's Infection Control Manual including the Hand Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps. You must be aware of your role in the decontamination of patient shared equipment and are required to attend mandatory training in Infection Prevention & Control and support the Trust in achieving compliance with the Health Act 2006(all measures known to be effective in reducing Health Care Acquired Infections).

Trust Policies

The Trust operates a range of policies, e.g. Human Resources, Clinical Practice (available on the Trust's intranet). All Trust employees must observe and adhere to the provisions outlined in these policies.

Equal Opportunities

The Trust provides a range of services and employment opportunities for a diverse population. As a Trust employee you are expected to treat all patients/customers and work colleagues with dignity and respect irrespective of their background.

Safeguarding

All staff have a responsibility to promote the welfare of any child, young person or vulnerable adult they come into contact with and in cases where there are safeguarding concerns, to act upon them and protect the individual from harm.

All staff should refer any safeguarding issues to their manager and speculate accordingly in line with the Trust Child and Adult Safeguarding Policies.

Any post deemed to have regular contact with children and/or vulnerable adults with require a Standard/Enhanced* DBS (Disclosure and Barring Service check).

Person Specification

Attributes	Essential	Desirable	Method of Assessment
Education/Qualifications	Degree or equivalent level of knowledge	Healthcare qualification ECDL	Certificates References
Experience	<p>Minimum of 5 years in a varied responsible administrative role</p> <p>Experience of working in an educational setting</p> <p>Experience of liaising with a wide variety of people, including senior colleagues</p> <p>Proven ability to work well as part of a team</p>	<p>Experience in a healthcare setting</p> <p>Previous supervisory experience</p> <p>Previous experience of organising exams, courses or conferences (or similar)</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
Skills	<p>Advanced level of computer literacy including experience of managing large amounts of information and ability to create and maintain accurate computer records.</p> <p>Excellent communication skills, interpersonal skills and evidence of organisational ability</p> <p>Numerate with some experience of basic accountancy methods</p> <p>Experience of working using independent judgement</p> <p>Evidence of Personal Professional Development</p>	Knowledge of basic statistics and data handling	<p>Application Form</p> <p>Interview</p> <p>References</p>

Knowledge	Understanding of the importance of confidentiality	Familiarity with the University of Manchester MBChB	Application Form
			Interview
Aptitudes	Flexible approach to work patterns to cover long exam days and attendance at Medical School meetings		Application Form
	Able to manage assessment function within Department, seeking advice where necessary		Interview

Post Holder's name/s:

Post Holders' Signature/s:Date:

Manager's Name:

Manager's Signature:Date: