Medical Education Assistant

Medical Education service within Learning & Development

JOB DESCRIPTION

NHS
Chelsea and Westminster Hospital
NHS Foundation Trust

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Welcome

Chelsea and Westminster Hospital NHS Foundation Trust is proud to be one of the top performing and safest trusts in England.

We have two main acute hospital sites—Chelsea and Westminster Hospital and West Middlesex University Hospital, plus our award-winning clinics across North West London and beyond.

- We employ over 7,000 staff and 500 volunteers
- We treat someone in A&E every 90 seconds
- We deliver a baby every 50 minutes
- We operate on a patient every 16 minutes
- We do 50 imaging procedures each hour
- We serve a diverse population of 1.5 million from the beginning to the end of life

Our values

Our PROUD values demonstrate to staff, patients and the public the standards of care and experience they should expect from our services:

- **P**utting patients first
- **R**esponsive to patients and staff
- **O**pen and honest
- **U**nfailingly kind
- **D**etermined to develop

Job summary

Job title   Medical Education Assistant

Band	Band 3
Division	Corporate
Responsible to	Medical Education Manager
Accountable to	Associate Director, Learning & Organisational Development
Type of contract	FTC 12 MONTHS
Hours per week	37.5
Location	Chelsea and Westminster Hospital

The post holder will primarily be responsible for the administration of the study leave process for doctors working within the Trust. They will provide administrative support to our Postgraduate Education Fellows and assist them with the organisation of educational events such as Grand Round Meetings and in-house courses.

The post holder will monitor mandatory and statutory training for doctors joining the Trust (as well as those already working here) and help to coordinate the monthly doctor's induction.

Key working relationships

- Deputy Postgraduate Manager
- Medical Education Manager and team
- Director of Medical Education
- Postgraduate Education Fellows

Roles and responsibilities

Monitoring of Mandatory and Statutory Training

- Ensuring that doctors joining the Trust have completed all mandatory and statutory training requirements within two weeks of starting at the Trust.
- Ensuring that doctors that have applied for study leave are fully compliant with the above.
- Escalating non-compliance to the relevant service leads and the Director of Medical Education (DME).
- Updating individual training records on the electronic staff record (ESR).

Study Leave

The coordination of study leave applications for all doctors working in the Trust. This includes:
- The processing of application forms, recording them on an Excel spreadsheet and generating approval letters.
- Communicating with doctors regarding their study leave applications both verbally and via email.
- The co-ordination and monitoring of individual study leave budgets.
- Monitoring the study leave shared mailbox regularly and dealing with email enquiries sent to this mailbox.

Postgraduate Educational Events and Courses

- Working with the Postgraduate Education Fellows to organise and facilitate educational courses for doctors working at the Trust. This includes booking rooms and speakers, managing bookings and payments and any catering / equipment requirements.

- Assisting with the coordination of the monthly doctors inductions.
- Providing additional administrative support as and when required.
- Monitoring the courses shared mailbox regularly and dealing with email enquiries sent to this mailbox.

Clinical Attachments

Coordinate the administration of the clinical attachment programme in the absence of the Postgraduate Administrator. This will involve:
- Liaising with the applicant, ensuring all required security and health checks have been completed and finalising attachment arrangements with the relevant consultant.
- Monitoring the clinical attachment shared mailbox regularly and dealing with email enquiries sent to this mailbox.

Team Responsibilities

It is expected that all team members work to support each other in their roles to ensure that the Education Centre runs in an efficient, friendly manner, delivering a quality service to all its users. This includes undertaking general duties and ways of behaving which include but is not restricted to:
- Taking room bookings and managing the electronic room calendars.
- Taking rotational responsibility for the confirmation of room bookings within the centre, printing of the daily room calendars and distribution of the post delivered to the centre.
- Ensuring rooms and facilities are kept in good order and meet the needs of the centre's users.
- Ensuring all stock and equipment is managed and maintained according to the Centre's standards and Trust policy.
- Working collaboratively with the other team members to ensure a seamless provision across our Undergraduate and Postgraduate services, especially when other team members are absent or when additional support is required due to workload.
- To assist in all aspects of the Centre's running, making decisions and acting on own initiative as appropriate.
- Assisting with the setting up of meeting rooms within the Centre for teaching sessions or events. This includes moving furniture and the setting up of AV and other equipment such as training models. Catering and refreshments may also need to be ordered for some events. To ensure that the Education Centre meeting rooms and offices are secure and alarmed at the close of business if the last person leaving.
- To attend Learning & Development Team meetings as well as Divisional events and Trust Staff Briefings.
- Reporting any equipment or facility faults to the appropriate internal or external help desk.
- Always demonstrating respect and dignity for service users and work colleagues.
- Developing and maintaining a 'customer focused' behaviour and service.

Person specification

Job title   **Medical Education Assistant**

Band   Band 3

Division   Corporate

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview.

E = essential

D = desirable

Trust values

Putting patients first	**E**
Responsive to patients and staff	**E**
Open and honest	**E**
Unfailingly kind	**E**
Determined to develop	**E**

Education and qualifications

General education in GCSEs or equivalent, including Maths & English	**E**
2 A Levels or equivalent	**D**

Experience

Previous experience in a role that carries responsibility	**D**
Previous experience of general administration (diary keeping, maintaining up to date records both manually & computerised).	**E**
Experience of working in a customer focused environment.	**E**

Skills and knowledge

Knowledge of medical education	**D**
Excellent planning and organisational ability.	**E**
Excellent IT (MS Word, MS Excel, MS Outlook, MS PowerPoint and web publishing skills), communication and interpersonal skills.	**E**
Attention to detail.	**E**
Ability to handle sensitive, confidential issues with tact and discretion.	**E**
Ability to manage time and change effectively and prioritise own work.	**E**
Excellent verbal and written English communications skills.	**E**

Personal qualities

Approachable disposition	**E**
Ability to act independently and within a team.	**E**
Self-motivated and enthusiastic	**E**

Notes

NHS

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NHS Foundation Trust

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