



Section 1 - Description

Job Title: Administrative Assistant
0.8 FTE
Permanent

Grade: Grade 2 - £17,472 pro rata (£21,840FTE)

Location: Glasgow

The College has introduced hybrid working which enables employees to work from both their home and in the College. As part of this arrangement, employees will be required to spend at least 50% of their working time in the College, with the days being subject to the needs of the business.

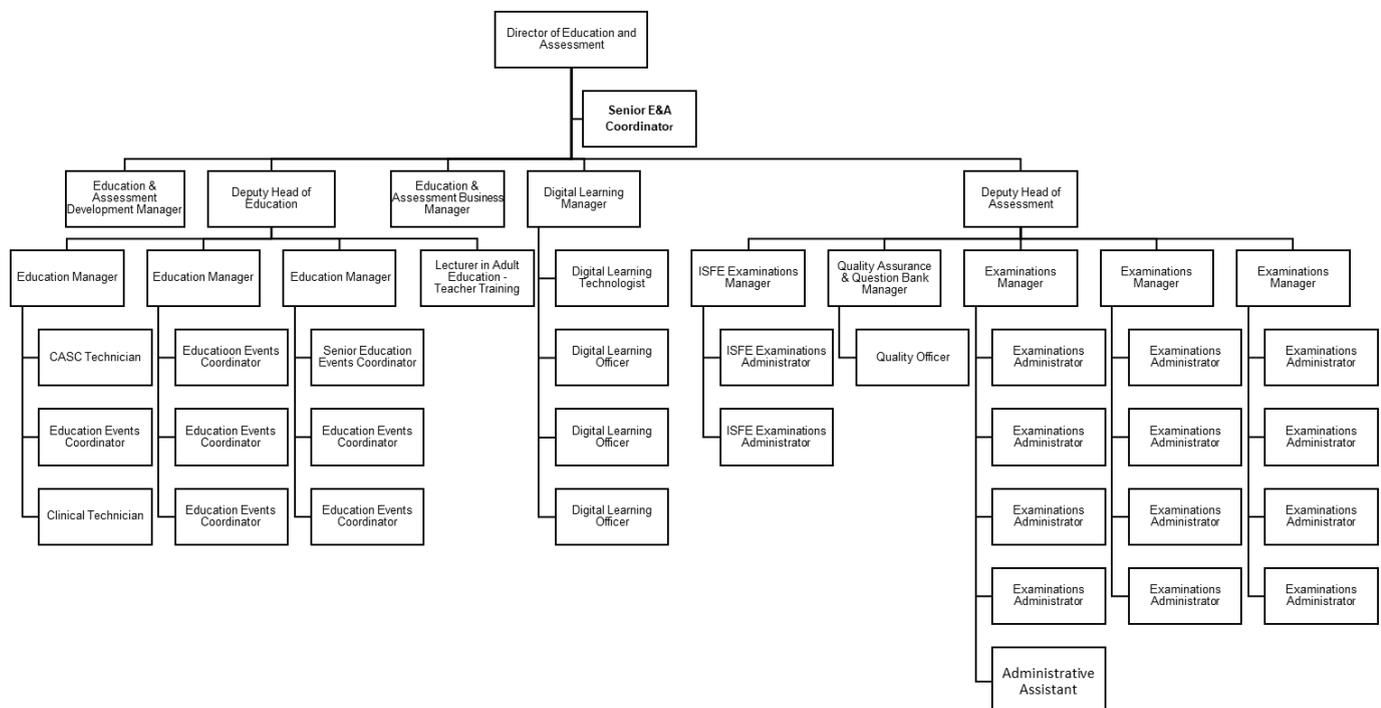
Reports to: Examinations Manager

Date: April 2024

Section 2 - Job Purpose

Reporting through the Examinations Manager to the Deputy Head of Assessment and Director of Education and Assessment, the Administrative Assistant provides support to the Examination Administrators for postgraduate medical, surgical and dental examinations. The post-holder will be allocated to the medical examinations team, but will also work across the wider unit as necessary. A clear grasp of the full range of examination requirements needs to be developed. The role involves planning and working both independently and as a team member, and requires strong organisational skills, a proactive attitude and attention to detail.

Section 3 - Organisation Chart



Section 4 – Job Dimensions

- No budgetary or people management responsibility
- Administrative support for 3-6 examination diets per annum, including both online and face-to-face examinations
- Communication with up to 500 candidates per annum
- Communication with up to 100 examiners per annum

Section 5 - Main Responsibilities and Role

- Provide administrative support to the team as agreed with the Examinations Manager, undertaking administrative and clerical tasks, including:
 - Input and check candidate and examiner data within the online examination system
 - Use Microsoft Office applications to create and/or maintain examination-specific information, such as candidate and examiner allocation arrangements, actor/surrogate allocations and centre-related activities
 - Use the College and MRCP(UK) management information systems to create and maintain candidate and examiner records, inputting and updating details, and producing standard communications under the guidance of Examinations Administrators
 - Assist in monitoring generic e-mail accounts, sending standard responses as directed by Exam Administrators, to ensure a high level of customer service to candidates, examiners, administrative colleagues and other stakeholders
 - Process MRCP(UK) forms of faith on the management information system, update status trackers and communicate with candidates via email regarding the status of their form
 - Print and dispatch diploma certificates to successful candidates, tracking certificates dispatched
 - Manage the flow of invoices and purchase orders, utilising the College's finance systems, as directed by the Examinations Manager
 - Prepare examination materials under guidance of Examinations Administrators, in accordance with the examination schedule, including but not limited to the following:
 - Candidate result spreadsheets
 - Candidate programmes and badges
 - Examiner packs, programmes and badges
 - Patient information
 - Examination scenarios
 - Arrange provision of resources for examinations, including equipment, ensuring stock levels are maintained and all equipment is packed and shipped to centres, in accordance with the examination schedule
 - Arrange provision of stationery for the unit, with guidance from the Education and Assessment Senior Coordinator, ensuring stock levels are maintained in accordance with the examination schedule
 - Collate, scan and dispatch marksheets to partner organisations as required and in accordance with agreed timelines
- Ensure that any communications are handled in compliance with current legislation (e.g. GDPR)
- Attend examination centres as required, providing administrative support to colleagues in the running of the exam on the day.
- Provide administrative support for other examinations or activities in the Education and Assessment team as directed by the Examinations Manager.

Section 6 – Planning and Organising

Planning for an examination is highly proactive, involving excellent planning and organisational skills.

- The ability to plan your assigned workload and work both independently and as a team member is essential
- The majority of the planning and organising responsibilities for an exam will lie with the Examinations Administrator. The Administrative Support Assistant must be able to plan their work accordingly to support the work of the Administrator team in delivering the exams in line with the appropriate timelines
- During the exam organisation process, the Administrative Assistant must be able to anticipate issues and utilise their initiative and problem-solving abilities to work with the Administrators and/or their Manager to find appropriate solutions

Section 7 – Decision-Making

The Administrative Assistant will prioritise their own workload, with support and guidance from their Manager.

- The Administrative Assistant must work proactively, making decisions in line with agreed procedures
- The Administrative Assistant must be aware of various lines of reporting (e.g. through Managerial and Governance structures) ensuring that their line Manager and relevant parties are involved in decision making as appropriate

Section 8 – Knowledge, Experience and Skill Set Required

Knowledge:

Essential:

- At least 5 National 5 certificates (or equivalent), level C and above, including Maths and English
- A good knowledge of Microsoft Word and a working knowledge of spreadsheets, databases and PowerPoint is essential, as is a familiarity with modern office and IT systems

Desirable:

- Knowledge of relevant legislation (e.g. GDPR)

Experience:

- Relevant administrative support or clerical experience of 1-2 years' duration is desirable

Skill Set:

- Strong planning and organisational skills
- Ability to work to strict timescales in order to meet deadlines
- Attention to detail!
- Ability to multi-task
- Efficient flexibility
- Proficiently proactive and reactive
- Strong team-worker

- Excellent communication skills
- Good interpersonal skills
- Customer focussed and strong ability to deal with individuals on all levels in a friendly, welcoming and helpful manner

Section 9 – Job Context and Special Features

- The post holder must be willing to attend examination venues external to the College.
- Additional hours need to be worked in accordance with the demands of the Unit's business activities. Examinations may require early morning attendance at centres and/or later finishes.