

Job Profile

Person Specification

Job Details

Job Title:	Curriculum Operations Manager Years 1 & 2	
School/Dept/Institute & Centre:	Student Office (Malta)	
Reports to:	Curriculum Operations and Quality Manager	
Salary: Grade 6	€29,720	Full-Time – 35 hours per week
Appointment period:	Indefinite	
Current Location:	Gozo, Malta	

Job Context

Applications are invited for the post of Curriculum Operations Manager Years 1 & 2. We expect the post holder to manage the MBBS Curriculum for student years 1 and 2, under the direction of the Curriculum Operations & Quality Manager.

Job Purpose

The post holder will manage the Years 1 & 2 programmes inclusive of assessments, timetabling, Medicine in Society and Student Selected Components. They will work closely with both the Heads of Years 1 and 2, and the Curriculum Operations & Quality Manager to ensure professional and high-quality student services. The post holder will be based in a student-facing office open from 9am to 5pm each day, having primary responsibility for activities in Years 1 & 2 and will be the first point of contact for students. The post holder will report to the Curriculum Operations and Quality Manager.

The post holder is expected to provide excellent service and develop a supportive professional relationship with students in all years of the course as well as provide welcoming and efficient service to the staff of the School and more broadly local Clinicians.

As part of the Curriculum Operations Team (Malta), the post holder will be expected to work closely with their counterparts in London-based departments and Student Office Teams such as CBME, Student Selected Components, Assessment Unit, Student Support and Records.

In this student-facing role, the post-holder will have reputational and operational impact, while working across a broad range of School administrative functions and planning and providing cross-cover for other members of the Gozo team. It is expected that the work of the postholder will make a positive contribution to the student experience.

Main Duties & Responsibilities

Office management and Communications

1. Provide excellent customer service and be the first point of contact; face to face, by Teams and by shared email inbox for visitors, students and staff. Ensure that the content and tone of all communications are appropriate to the situation.
2. Identify and provide solutions where improvements can be made to office processes, feeding back to the Curriculum Operations & Quality Manager.

Main Duties & Responsibilities

3. In accordance with style guidelines, produce student letters and drafts of communications for academic staff, managing mailouts on their behalf, when needed.
4. Support the work of the wider Curriculum Operations Team, including contributing to the provision of cover for varying functions, as directed by the Curriculum Operations & Quality Manager.
5. Attend and contribute to meetings locally and via Teams with London-based staff; representing Malta staff where required.
6. Prepare agendas, take minutes and disseminate these on direction within set timeframes.

Curriculum Operations and Student Experience

7. Assist the Curriculum Operations & Quality Manager, along with the Head of Years 1 and 2 in planning and implementation of the Phase 1 MBBS curriculum.
8. Co-ordinate and administrate student placements for MedSoc2 and Online teaching of MedSoc, GP1 and GP2.
9. Provide support to students on the programme, acting as the first point of contact for all queries and providing information on behalf of the programme directors, module leaders and tutors.
10. Communicate, collate, and record student assessment results (where required).
11. Support the Curriculum Operations & Quality Manager in the financial administration of clinical teaching; monitoring orders and payments in relation to teaching activities for Years 1 and 2.
12. Provide robust data to the Curriculum Operations & Quality Manager and Deputy Dean for Education, in respect of teaching activities.
13. Ensure that all QM+ data/information is correct and in line with London; and that all relevant database information is accurate.

Assessment

14. Support the Assessment and SSC Manager with all aspects of assessments.
15. Work collaboratively with colleagues and the London Assessment Unit to ensure high-quality assessment delivery for Years 1 & 2.

General

16. To provide effective line management for the Curriculum Operations Administrator (Years 1 & 2), including the provision of regular support and supervision, the conduct of annual performance development reviews, the timely identification of training and development needs and other HR procedures as required.
17. To work with the Curriculum Operations & Quality Manager in contributing to the successful recruitment, induction, and training of new staff.
18. The post holder will be expected to actively follow and promote QMUL policies, including Equality, Diversity & Inclusion and GDPR. Maintain an awareness and observation of fire and health and safety regulations.

The above list of responsibilities is not exhaustive, and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager.

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

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This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

Requirements	Essential / Desirable
Qualifications	
Educated to degree level in a relevant field or equivalent experience	E
Knowledge, Skills and Experience	
Substantial experience of working in administration in an HE environment (preferably healthcare-related)	E
A successful track record in working with colleagues at all levels, including senior staff and external stakeholders	E
Experience of supervising or managing a team	E
Experience of working with databases (Ideally SITs)	D
Experience in operational service provision and quality-based developmental work	D
Website maintenance and content management skills	D
Good spreadsheet and database manipulation skills	E
Awareness and understanding of current issues and developments in HE and teaching and learning, particularly in healthcare-related disciplines	D
Experience and understanding of working in a multi-disciplinary team	E
Skills/Abilities	
Excellent written and verbal communication skills, and ability to communicate effectively with staff and external contacts at all levels	E
Ability to prioritise a varied workload for self and staff, and manage and meet deadlines	E
Accuracy and attention to detail, and ability to promote this in others	E
Able to work on own initiative and as part of a team	E
A good understanding of student records and GDPR	E
Capable of maintaining a high degree of confidentiality	E
Capacity to work effectively to tight deadlines in a pressured working environment	E
Excellent IT skills, including spreadsheets, email, word processing (Microsoft Office) and databases	E

Essential/Desirable:

E = Essential: Requirements without which the job could not be done.

D = Desirable: Requirements that would enable the candidate to perform the job well.