

## The Pears Cumbria School of Medicine

A partnership between

IMPERIAL



| <b>SECTION A: THE ROLE</b>  |   |
|---|---|
| <b>Job Title:</b>   | PCSM Student Experience and Liaison Officer                         |
| <b>Institute/Service:</b>   | The Pears Cumbria School of Medicine                                |
| <b>Job Grade:</b>   | Grade 06  |
| <b>Job Family:</b>  | Services  |
| <b>Job Location:</b>  | Carlisle Fusehill Street  |
| <b>Responsible To:</b>  | PCSM Head of Operations with dotted line to Head of Student Support |
| <b>Role Purpose:</b>  |   |
| <p>The Student Experience and Liaison Officer is a busy and varied role within the PCSM office, with responsibility for the delivery and planning of the School's student success activity. The post holder will be the contact point for UoC and Imperial Student Services colleagues and will ensure PCSM students are signposted to both institutions as required and that disability and other support process outcomes are recorded and implemented within the MBBS programme.</p> <p>The role holder will work within the School's Social Justice Framework and will ensure that the School's student policies and processes are based on inclusive practise, ensuring equity of the student experience so that all students can flourish in the School.</p> <p>The role will include responsibility for keeping meticulous student records, with utmost regard for confidentiality and other data protection requirements. The post holder will actively seek and recommend ways to improve the service to staff and students, maximising the use of systems and processes, and keeping skills up to date.</p> <p>Working closely with the Head of Operations and key academic leads, the Student Experience and Liaison Officer will ensure that students are well supported, providing high quality, timely information and responding to queries in a professional and approachable manner.</p> |   |

## SECTION B: PRINCIPAL DUTIES/KEY OBJECTIVES

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| 1. | <p>Key Responsibilities</p> <ul style="list-style-type: none"><li>• Support to the Head of Professional Development Tutoring to deliver and maintain the Professional Development Tutoring system, including scheduling training, assigning students and maintaining records.</li><li>• Service the Student Success Group and Social Justice Framework Group, ensuring action points are clearly recorded and followed up and that an integrated view of the student experience is embedded in the school.</li><li>• Ensure that student success and support activities are managed in accordance with the relevant institutional policies acting as a liaison point for Imperial and UoC Student Service Colleagues and advising and signposting students to the correct process, alongside the UoC StEP team.</li><li>• Develop strong links with the relevant student support services, including the student mental health and wellbeing, disability, financial support, library, and careers, learning about support pathways in order to be able to signpost students and support the provision of information to PDTs.</li><li>• Maintain the School record of Disability Support Plans and health passports to ensure currency of information and share this with programme, teaching and placement provider staff in accordance with data sharing processes.</li><li>• Work with the Learning Technologist to ensure that Medlearn (PCSM's student portal) has up to date, relevant and student focussed information on the school programme policies and processes and how to access support or raise concerns. Where necessary supporting the work of the school to review and modify policies.</li></ul> |
| 2. | <p>Communication &amp; Engagement:</p> <ul style="list-style-type: none"><li>• Respond to enquiries of varying complexity from academic staff and students in a timely, professional and friendly manner, seeking information from others when necessary to effectively answer queries, and making judgements about when to pass queries to others for reply.</li><li>• Deliver seamless and excellent customer service across all physical and digital engagements with staff and students.</li><li>• Liaise with key contacts in the two universities to ensure successful outcomes for customers.</li></ul>   |
| 3. | <p>PCSM Office:</p> <ul style="list-style-type: none"><li>• Arrange and service programme meetings as required, representing the School in University-level meetings, when requested.</li><li>• Contribute to the day-to-day work of the PCSM office, working collaboratively across teams and providing assistance as required.</li></ul>   |
| 5. | <p>Organisation:</p> <ul style="list-style-type: none"><li>• Plan and prioritise own work activities, and set those of others as required, looking ahead to meet objectives and adjusting priorities as necessary to accommodate changes in circumstances.</li></ul>   |
| 6. | <p>Data analysis:</p> <ul style="list-style-type: none"><li>• Perform manipulation, analyses and interpretation of data, prepare reports to highlight issues for further investigation and/or to support decision making.</li></ul>  |

**Additional Information:**

You may on occasions and in line with operational needs:

- Be required to work different hours including at weekends/evenings;
- Be required to travel to other campuses and sites as necessary.

In addition to the duties listed here, you will be required to perform other duties which are assigned from time to time. However, such other duties will be reasonable in relation to the grade.

It is the University's intention that this role description is seen as a guide to the major areas and duties for which the post holder is accountable. However, the business will change and the post holder's obligations will vary and develop. The description should be seen as a guide and not as a permanent, definitive and exhaustive statement.

**Our Values:**

At the University of Cumbria, our values shape the way we work, our culture and environment.

*We are PERSONAL*

Individuals are at the heart of what we do, and our culture of belonging recognises and supports every person. As an institution, we have mutual respect for those we work with and for and we care about understanding each other's challenges and helping one another to thrive.

*We are PROGRESSIVE*

As a university we have a determination to deliver our mission, which keeps us open to opportunities in front of us. We encourage thoughtful and inspirational ideas, and we tackle problems proactively, with optimism, creativity and courage.

*We are ENGAGED*

As stewards of knowledge and place, it is our privilege to champion the region and advocate for the value of education. The University of Cumbria is welcoming to different perspectives, expertise and experiences and we are committed to building and nurturing strong links with our communities.

**Providing an Inclusive Environment:**

The University of Cumbria is committed to providing an inclusive environment, where staff, students and visitors are encouraged to be their true self, in order to enhance the individual and collective experience. As a university community, we share the social responsibility of enabling this inclusive environment by valuing, respecting and celebrating differences, to ensure that we generate a sense of understanding and belonging.

The university recognises that our differences are our strength, seeking and valuing different perspectives and ideas, in an environment that is without prejudice and bias.

We are committed to embracing our responsibility as a facilitator of change and continue to develop our equality agenda in line with and, where appropriate, beyond the Equality Act 2010. We do not tolerate discrimination, bullying or harassment in any form on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

**Health & Safety Statement**

All employees at the University of Cumbria are required to ensure that all duties and responsibilities are discharged in accordance with the University's Health and Safety at Work policy. They should take reasonable care for their own health and safety and that of others who may be affected by what they do or do not do. Employees should correctly use work items provided by the University, including personal protective equipment in accordance with training or instructions.

| <b>Criteria for Grade 6</b><br><b>Role Title: PCSM Programme Officer</b>   | <b>Essential/<br/>Desirable</b> | <b>To be identified by:</b>        |
|--|---------------------------------|------------------------------------|
| <b>Qualifications</b><br>Educated to RQF Level 3 (A Level, Scottish Higher or equivalent) or equivalent experience.<br><br>Educated to RQF Level 6 (degree level or equivalent) or equivalent experience.  | Essential                       | Application Form                   |
|  | Desirable                       | Application Form                   |
| <b>Experience</b><br>Previous experience in a relevant role dealing with administrative and information management systems and understanding of the relevant terminology.<br><br>Experience of working in higher education in a student/customer facing role and awareness of wider University, HE issues and external changes such as innovations, changes in legislation/regulation which impact on the job. Developing expertise and theoretical knowledge.   | Essential                       | Supporting Statement/<br>Interview |
|  | Desirable                       | Application Form/Interview         |
| <b>Knowledge, skills and abilities</b><br>Able to apply a detailed understanding of student liaison/experience and its underlying principles, supported by evidence of experience and/or relevant educational background.<br><br>Knowledge to act as a main point of contact/ point of referral for the MBBS student procedures, systems, processes, etc.<br><br>Ability to effectively engage key internal and external stakeholders.<br><br>Skills to research collate and edit material for inclusion in reports/other documents.<br><br>Analytical/problem solving capability to perform analysis of information and identify issues to support decision making.<br><br>Skills to assess and organise resources, and plan and progress work activities, projects, and implement improvements within own area of work, using initiative and judgement with limited recourse to line management.<br><br>Knowledge of relevant IT packages, information systems and procedures, ability to adapt/transfer skills to use new technology, development and maintenance of websites, eg Office 365.<br><br>Professional approach to work and work colleagues. | Essential                       | Supporting Statement/<br>Interview |
|  | Essential                       | Supporting Statement/<br>Interview |
|  | Essential                       | Supporting Statement/<br>Interview |
|  | Essential                       | Application Form/Interview         |
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|  | Essential                       | Interview                          |