Job description

Job title: Assessment Delivery Team Coordinator
Level: Manchester Level 4
Directorate: Registration and Revalidation
Section: Enquiries and Testing
Location: Manchester
Reporting to: Assessment Delivery Manager

Job purpose

The Clinical Assessment Centre in Manchester is used for the Objective Structured Clinical Examinations (OSCEs); the Professional and Linguistic Assessments Board (PLAB) and Fitness to Practise assessments as well as Examiner/Assessor training and external hire of assessment services.

The Clinical Assessment Centre Co-ordinator will supervise and contribute to the activities and events hosted within the Clinical Assessment Centre.

Main responsibilities

1. To deliver excellent customer service by maintaining high levels of productivity, quality, managing workload (allocating work and prioritising as necessary) and supporting the team by undertaking core team tasks.

2. To oversee the set up and take down of OSCE stations, providing technical advice and support to ensure that the objectives of each examination and event are achieved.

3. To have primary responsibility for monitoring, recording and reporting changes in equipment requirements for PLAB and ToC OSCE stations.

4. To be responsible for research, sourcing and purchasing of equipment required for OSCEs.
5 To have primary responsibility for maintaining an appropriate storage system for all equipment including consumables whilst also ensuring that health and safety is maintained.

6 To be responsible for maintaining compliance with Health and Safety procedures and report any risks or issues to the Assessment Delivery Manager.

7 To coach and mentor colleagues as requested by the Assessment Delivery Manager and to provide feedback on individuals performance thus promoting the development of colleagues.

8 To deliver training and cascade relevant information as required.

9 To monitor and conduct quality checks to ensure work is completed to the required standards of quality and quantity and within published service level agreements.

10 To deputise for the Assessment Delivery Manager, managing team absence, holidays, shift swaps and the team rota as necessary.

11 To report on team performance, completing standard reports and reporting anomalies in a timely fashion to the Assessment Delivery Manager.

12 To be involved in the recruitment process for new team members as required.

13 To liaise with teams in the Registration Directorate, other GMC teams and external organisations to ensure a high level of service is maintained.

14 To identify areas for improvement and provide suggestions for corrective action. To undertake and participate in improvement projects as appropriate.

15 To ensure work is fully compliant with GMC policy and procedure with particular reference to the Data Protection Act 1998 and Equality Act 2010.

16 Any other reasonable duties as may be assigned from time to time. These may include duties in other Registration Directorate teams and/or attending events in London or elsewhere in the UK.

January 2020
Key skills

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Key skill 1 - technical knowledge and skills

a. Highly desirable though not essential to have previous experience of working in a clinical/skills assessment centre. The post holder may have experience in working in a healthcare setting.

b. Highly desirable to have an excellent understanding of the type of equipment required for clinical OSCEs and experience in setting up for clinical OSCEs.

c. An ability to manage equipment stock and have previous experience of research, purchase and sourcing. This ability and experience will be transferable to manage medical equipment purchased/loaned for assessment purposes.

d. Effective use of IT systems. MS Word, MS Excel and Outlook are widely used, as is the GMC's bespoke systems. Also desirable are knowledge of monitoring systems and visual display electrical equipment used during OSCEs.

e. Previous experience of managing escalated issues and queries.

f. Experience of managing quality and quantity of work to meet key performance indicators and service level agreements.

g. To have an understanding of the complex and challenging environment within which the GMC operates.

h. To understand the importance of the Data Protection Act and Equality Act and the relevance to their work.
Key skill 2 - communications skills

i Experience of communicating technical information (OSCEs and other events) to wide range of audiences including those who may not understand technical nuances.

j To be able to present arguments and thoughts persuasively to others including the team, assessors/examiners, external contractors/suppliers and with colleagues across the GMC.

k Experience in producing written reports, business cases, processes and procedures, in clear, concise and accurate plain English.

l To be able to present arguments in a fluid and persuasive manner and to participate effectively in meetings.

m To be able to communicate a wide range of technical and non-technical information and guidance clearly.

n To be able to tailor the delivery to a variety of audiences both internally and externally.

Key skill 3 - interpersonal skills

o The ability and confidence to communicate effectively and empathically with a range of individuals e.g. doctors, examiners, senior staff and role players.

p The post holder will be able to demonstrate excellent customer service skills and the ability to respond positively and creatively to the needs of others whilst adhering to process and procedures.

q The ability to work constructively as a member of a team supporting others as appropriate and also able to work on their own initiative.

r To build and maintain personal networks, whilst maintaining the GMC’s professional approach. And an ability to engender this in other team members.

s To demonstrate excellent customer service in all interactions with internal and external stakeholders.

t To ensure our services and contact with customers are delivered in line with the standards and expectations of the GMC’s customer service strategy.
**Key skill 4 - organisation skills**

- Exceptional organisational skills are required for this role as the post holder is responsible for overseeing the setting up of and taking down of OSCE stations, providing technical advice and supervision.

- Well-developed attention to detail to ensure that events and assessments are free from error and operate at the highest level.

- Able to work on own initiative with minimal supervision, taking ownership of own work supervising the work of others and escalating any issues in a timely fashion.

- To manage the day to day work of the Clinical Assessment Centre team and prioritise work to ensure that departmental objectives/ targets are met, involving the Assessment Delivery Manager when appropriate.

**Key skill 5 - innovation and problem solving skills**

- To use innovation to review processes and make recommendations for improvements to individual and team processes and departmental procedures; and to implement any action appropriately.

- Willingness to participate fully in discussions about organisational change, to be alert to potential problems and to contribute to suggested solutions. To demonstrate a positive attitude to change and ideally, experience of implementing change.

- To gather, review and analyse complex information and statistics to make effective operational and procedural based decisions.

- To take a proactive and reactive approach to problem-solving to ensure the successful delivery of events and all work of the Clinical Assessment Centre.

**Key skill 6 - people management skills**

- The ability to support/supervise individuals and provide constructive feedback on a regular basis. This will involve identifying training needs and opportunities; and being able to design and deliver on the job training in conjunction with colleagues and the Assessment Delivery Manager.

- To motivate and coach other members of the Clinical Assessment Centre team to improve and maintain performance, within a fast-moving, busy environment.
To actively participate in team activities and to support other team members celebrating their achievements and recognising their contributions.

January 2020
Terms and conditions

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The following terms and conditions apply to this post.

Salary band £25548 to £32031 per annum.

Annual leave 25 days a year, increasing by one day for each year of service up to a maximum of 30 days. You are required to use up to two of these days should the GMC decide to close its offices over Christmas.

Pension Our workplace pension is the GMC Group Personal Pension Plan, which is operated by Aviva. This is defined contribution scheme where members receive a 15% employer contribution. There is no requirement for you to make an employee contribution, however you may wish to consider which rate you would like to make, which will be deducted from your monthly salary under our salary exchange arrangement. You can choose to join the pension scheme as soon as you start work at the GMC. But if you don't opt in straight away, you will be automatically enrolled if you are eligible and most people working at the GMC will be eligible. If you are automatically enrolled, but you don't want to stay in our pension scheme, you do have the right to opt out.

Other benefits Private medical insurance with AXA PPP. Employee assistance programme with AXA ICAS.
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<tr>
<th><strong>Hours of work</strong></th>
<th>Current contracted hours are based on 35 hours per week, between 07.45 and 18.00 Monday to Saturday.</th>
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<tbody>
<tr>
<td><strong>Location</strong></td>
<td>3 Hardman Street, Manchester. Some travel to other locations will be required.</td>
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