



Job Title: Project LIGHT Coordinator

Grade: 5

Salary: £26,038 to £30,505 per annum pro-rata

Department: Leicester Medical School

Hours/Contract: Part-time (0.3FTE, 10.5 hours per week), Permanent

Job Family: Management and Administration

Reference: 10921

Role Purpose

Leicester Initiative Good Health Team (Project LIGHT) was established in 2010. It is a staff-student partnership project. It is core curriculum for medical students and extra curriculum for students of other schools. The Core curriculum contains placements learning in a range of statutory and non-statutory services. Trained students (those who have completed the LIGHT teaching module) can join LIGHT Charity offering volunteering (health promotion and advice) to homeless people with two City charities. Volunteering is managed through a data base of active volunteers.

This unique coordinator role offers support to students and academics. The post-holder operates within a myriad of connections between the academic leads in the respective schools, the placements partners, the student learners (in curriculum content), student volunteers and host charities. The post-holder must be an effective communicator and a mentor to students. The work to support student volunteers requires maintenance of a database, accurate on-going records and constant contact with students

The post-holder has two main areas of responsibility

- i) **Administrative:** A schedule of dates is agreed with the charities throughout the year. There is a constant negotiation to match volunteers with the set dates (currently Thursday evenings and Sunday afternoons – 4 session per month). The post-holder maintains record on activity.
- ii) **Mentoring and relationship building:** The post-holder has to build and maintain effective working relationships with Leicester City charities who host and support our students. In addition, the work involves constant contact and support for students who go out to volunteer both in scheduling times and in supporting the process.

Main Duties and Responsibilities

Administrative:

- Dealing with and resolving all queries of varying complexity from staff, students and other areas within the University as well as external partners. Using own judgement and only referring matters to line manager when necessary and adopting a flexible approach to work to provide support as required. Take responsibility for responding quickly and proactively to demand, and identifying and driving the changes needed for improvements to the service within the context of the team.
- Provide administrative assistance to the academic leads for the Project LIGHT module, including database and student record maintenance, file management, diary management and appointment booking, room bookings, queries, record keeping and minute taking.





- Be responsible for resolving queries of varying complexity from students, academic staff and other areas within the University as well as external partners. Using own judgement and referring matters line manager and academic module leads or appropriate colleagues when necessary
- Organisation of the core year 3 and elective year 5 modules plus the evening teaching schedule and sessions for project LIGHT extra- curricular responsibilities.
- Design and lead the administration to improve the student experience; including those external to the service where required
- Maintaining social media presence through regular updates and additional content.

Mentoring and relationship building:

- Communication with charities and statutory agencies who receive student volunteers for planning and problem solving and improving the outreach, escalating to academic leads or line manager as appropriate
- Accessible contact or students, with student support and responding to concerns and advice about approaches to volunteering

Internal and External Relationships

Internal

- Project leads in the medical school
- Administrators
- Other relevant academic and clinicians who teach
- Liaise with other part of the Medical school and the School of Healthcare re Interprofessional Education (IPE)

External

- Dear Albert
- The Centre Project
- External agencies who teaching including; The Police; Red Cross; other relevant academics and clinicians

Planning and Organising

- You are expected to manage your own time and daily activities. Much of the work is determined by enquires received, and often work will need to be re- prioritised to deal with unplanned tasks/casework. Tight deadlines need to be kept, to ensure high service standards, so organization of workloads and effective time management are essential.
- You are expected to plan weeks ahead to meet a schedule of dates agreed with the charities throughout the year. There is a constant negotiation to match volunteers with the set dates. The post-holder maintains record on activity





- You will be required to work autonomously

Qualifications, Knowledge and Experience

Essential

- Educated to A-level standard or equivalent* or substantial work experience in an administrative setting.
- Familiarity with working with external stakeholders*
- Strong customer service ethic*
- IT literacy including spreadsheets, word, e-mail.
- Experience of administrative support work in a busy office*

Desirable

- Experience of working in an educational setting
- Management of databases
- An understanding of university systems

Skills, Abilities and Competencies

Essential

- Able to demonstrate accuracy and attention to detail
- Excellent oral and written communication and inter-personal skills
- Willingness to work flexibly as part of a team and to tight deadlines
- Ability to use own initiative and to organise and prioritise own workload
- Able to work with minimal supervision

Desirable

- Understand of personal risk and safety

****Criteria to be used in shortlisting candidates for interview***

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

This post is exempt from the Rehabilitation of Offenders Act 1974 because the appointee will have substantial access to young people and/or vulnerable adults. Therefore, an appointment to this post will be subject to checking through the Disclosure and Barring Service (DBS). The successful applicant for this post will, therefore, be required to give consent for the University to check and obtain appropriate clearance with the DBS for the existence and content of any criminal record in the form of a Standard DBS Check.

Information received from the DBS and the police will be kept in strict confidence and will be destroyed once the University is satisfied in this regard.





Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equity support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equity, diversity and inclusion.

