



**Job Title:** Administrative Assistant

**Grade:** 4

**Salary:** £23,050 to £25,138 per annum, (pro rata if part time)

**Department:** Leicester Medical School

**Hours/Contract:** Part time, 0.6 FTE (21 hours per week) until 31 May 2027

**Job Family:** Management and Administration

**Reference:** 10290

## Role Purpose

The [Stoneygate Centre for Empathic Healthcare](#) is a small and growing team of researchers and academics embedded in Leicester Medical School and externally funded by the Stoneygate Trust. The team are pioneering an evidence-based approach to medical education and training that positions empathy at the heart of healthcare.

In this role, you will provide administrative assistance for the successful preparation, delivery and evaluation of a range of research and curriculum projects, and external training events. In addition, you will support a new outreach project aiming to encourage pre-16 school pupils from diverse backgrounds to consider a career in medicine and healthcare.

## Resources Managed

The Stoneygate Centre team is involved with the curriculum for all five years of the Leicester Medical School degree and plans to expand activities to other programmes in the School of Healthcare. The team also develops and facilitates innovative external training for healthcare professionals in the NHS and other healthcare organisations and will continue to grow this activity over the next three years. The administrative assistant will work closely with the Centre Manager to support these activities, whilst managing their own time to ensure tasks are completed to appropriate deadlines.

## Main Duties and Responsibilities

### General administrative support

- Respond to general enquiries in a shared inbox related to upcoming meetings, training events and curriculum activities.
- Meeting arrangements such as diary management, room and catering bookings, and minute taking.
- Organise resources for face-to-face training events, including stock-taking of stationery and preparation of print materials.
- Finance administration, such as creating PO requests, processing expense claims, liaising with suppliers and maintaining clear budget records.
- Record-keeping, filing and archiving of Centre documents.
- Other tasks as required to support the team, such as conference booking and travel arrangements.

### Outreach activities:





- Coordinate an outreach activity aimed at encouraging school pupils (pre-16) to consider studying and pursuing a career in Medicine and Healthcare. With guidance from the Centre Manager and University Outreach team, you will be required to:
  - Liaise with local schools to promote and arrange visits.
  - Coordinate medical and healthcare student attendance at school visits, and arrange necessary training for this activity via the University Outreach team.
  - Arrange payment for students via Unitemps.
  - Collect and track data on this activity and report on engagement over time.

**General marketing support for the Centre, including:**

- Maintain the Centre mailing list and promote events to the mailing list.
- Promote Centre publications to cited authors.
- Review and maintenance of content on the Centre webpage and social media.

**Training and Development:**

- Attend internal training and development opportunities as applicable for the role.

## Internal and External Relationships

### Internal

- Colleagues in the Medical School and School of Healthcare.
- Occasional support for Medical School such as open days and examinations.
- University's finance teams for payment of staff expenses, and external services and purchases.
- Human Resources for general enquiries and the recruitment process.
- Marketing and print services for preparation and supply of event resources.
- Students and volunteers.

### External

- University Hospitals of Leicester NHS Trust and other NHS Trusts in relation to delivery of training and other shared events.
- Members of the International Network for Empathy in Healthcare.
- Stoneygate Centre collaborators and other key stakeholders.
- External suppliers of materials used at training events.
- Individual enquirers interested in the work of the Stoneygate Centre.

## Planning and Organising





- Expected to work collaboratively with the rest of the team under the supervision of the Centre Manager and with direction from the Centre Director.
- Responsible for managing own time to ensure tasks are completed to appropriate deadlines.
- Able to deal promptly with unscheduled work and prioritise accordingly.
- Events may be scheduled up to a year in advance, to fit around school calendars, the University calendar and the recruitment cycle. Planning ahead with an awareness of the peaks and troughs of activity is critical.

## Qualifications, Knowledge and Experience

### Essential

- Minimum of 5 GCSE's or equivalent qualifications, including Mathematics and English Language at grade C/4 or above\*
- Relevant administrative experience, preferably in the education sector\*
- Practical experience of using Microsoft Office applications including Outlook, Word and Excel\*
- A demonstrable belief in the benefits of Higher Education and the desire to enable students from a wide range of backgrounds to access a university education, together with an understanding of widening participation issues.

### Desirable

- Prior experience in a customer facing role\*
- Experience of working on or assisting in organising events\*
- General knowledge of Higher Education and research administration
- Experience of finance administration

## Skills, Abilities and Competencies

### Essential

- Excellent interpersonal skills, with the ability to communicate with confidence to a wide range of people from different backgrounds, including students, academic staff, and external stakeholders.
- Excellent written\* and verbal communication skills
- Commitment to providing high standards of customer service
- Ability to plan and organise own workload
- Proactive and adaptable to changing requirements and priorities

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

## Reason for Fixed Term Contract





The reason for the fixed term contract is stated in section 1.9 in the summary of contractual terms in your contract of employment.

### 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.

### 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.

