

Job Description

Role Title:	Clinical Administration Manager
School / Dept:	School of Health and Society
Reference:	MPF4192
Grade:	Grade 6
Full or Part time:	Full time
Hours:	1.0 FTE
Reports to:	Head of Clinical and Technical Services

Overview

The School of Health and Society is the largest school in the University of Salford and is home to four Directorates across a broad range of health and social science disciplines. We are one of the largest providers of nursing, midwifery and allied health professional education programmes in the UK, delivering a broad portfolio of professionally regulated provision.

The Clinical Administration Manager is a member of the School's Professional Services team and provides operational management and administrative support for the School's clinical facilities and related teaching and education..

Reporting to the Head of Clinical and Technical Services, the role supports the effective day-to-day administration of clinical services, ensuring that teaching clinics, teaching facilities and associated processes operate safely, efficiently and in line with University, healthcare and statutory requirements.

The Clinical Administration Manager is expected to work closely and collaboratively with other Professional Services teams across the School and University to share best practice and develop systems and processes to support continuous business improvement.

Role Purpose

To co-ordinate and deliver effective clinical administrative support across the School's clinical teaching facilities, supporting the Head of Clinical and Technical Services in delivering effective coordination of administrative processes, systems, records, and activities are to ensure safe, compliant and efficient operation of teaching and service clinics, and the maintenance of accurate records, systems and management information.

The post-holder will demonstrate strong leadership of administrative teams, in order to provide day-to-day line management and direction to the clinical administration team, who support clinic scheduling and key activities relating to clinical teaching delivery.

The post-holder will be expected to work collaboratively and demonstrate outstanding supervisory, customer service, time management and organisational skills with a high level of self-motivation, creativity, and initiative.

Principal Duties & Responsibilities

Administrative coordination and operational support

Provide day-to-day coordination and administrative support for the School's clinical facilities and teaching activities, acting as a key operational point of contact for clinical administration matters.

Support the scheduling and administration of clinics, sessions and related activity, ensuring appropriate records, documentation and systems are effectively maintained.

Administration team leadership

Line manage and develop the clinical administration team setting priorities, monitoring performance and supporting professional development to ensure an effective and resilient service.

Records, system and data management

Manage and maintain accurate, up-to-date clinical records, trackers and documentation to support safe operation, GDPR compliance and audit readiness.

Support data collection, validation and reporting relating to clinical activity, performance and compliance, producing accurate management information as required to support operational decision making.

Compliance, Governance & Audit Coordination

Coordinate the implementation and administration of clinic governance, health and safety and compliance processes in line with University policy and relevant healthcare and statutory requirements.

Coordinate the preparation for internal and external audits, inspections and reviews relating to clinical facilities and activity, including evidence collation and action tracking.

Process Improvement & Standardisation

Contribute to the development, maintenance and continuous improvement of standard operating procedures, guidance, templates and administrative processes supporting clinical services.

Support a culture of customer-focused service delivery, continuous improvement and professionalism across clinical services administration.

Stakeholder Coordination

Work collaboratively with clinical, technical and academic colleagues to support effective communication, coordination and service delivery.

Liaise with central professional services teams (e.g. Estates, Health & Safety, HR, Finance) as required to support the effective administration of clinical facilities.

Work collaboratively with the wider School Professional Services and central University teams to ensure alignment with institutional policies, regulatory frameworks and reporting requirements.

Generic Duties

- Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.

- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and university policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person specification follows on next page

Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D)

Qualifications

1. A good standard of general education, to include English and Mathematics to GCSE (or equivalent) level at grade 5 and above (grade C and above). **(E)**
2. Undergraduate Degree or equivalent relevant professional experience. **(E)**
3. Evidence of ongoing professional development through study, workplace or external activity. **(D)**

Background and Experience

4. Significant experience of coordinating administrative or operational activity within a clinical, healthcare, higher education or similarly regulated environment. **(E)**
5. Strong people management skills with the ability to lead, engage and motivate a team to ensure delivery of team objectives. **(E)**
6. Strong stakeholder engagement skills, with experience of working effectively with academic and professional staff at all levels. **(E)**
7. Experience of supporting audits, inspections, accreditations or external reviews. **(D)**
8. Excellent communication skills with the ability to present oral and written information clearly. **(E)**
9. Experience of managing complex administrative processes involving multiple stakeholders and competing priorities. **(E)**
10. Experience of maintaining accurate, audit-ready records, systems or documentation in support of compliance or governance requirements. **(E)**
11. Experience of working with clinical, technical or professional staff to support service delivery. **(E)**
12. Experience of handling confidential information and an up-to-date knowledge of General Data Protection Regulations. **(E)**
13. Experience of producing accurate reports or management information to support operational decision-making. **(E)**
14. Experience of supporting service improvement or process enhancement activity. **(E)**

Knowledge

15. Understanding of clinical or healthcare administrative processes and governance requirements. **(E)**
16. Knowledge of health and safety, confidentiality, data protection and information governance requirements within a clinical or educational setting. **(E)**
17. Awareness of data protection, information governance and records management requirements. **(E)**
18. Understanding of the higher education environment and the operation of health-related teaching or service facilities. **(E)**

19. Knowledge of process management and the use of administrative systems to support service delivery. **(E)**

Skills and Competencies

20. Strong organisational skills with the ability to plan, prioritise and manage a varied workload in a busy operational environment. **(E)**

21. Ability to exercise initiative and judgement within established procedures, escalating issues appropriately. **(E)**

22. Excellent written and verbal communication skills, with the ability to engage confidently with clinical, academic and professional stakeholders. **(E)**

23. Confidence in using digital systems and Microsoft 365 applications. **(E)**

24. Ability to analyse information, maintain accurate records and produce clear operational reports. **(E)**

25. Ability to work independently using initiative, while contributing effectively as part of a wider professional services team. **(E)**