

JOB DESCRIPTION

Job Title:	Clinical Skills Operations Manager	Grade:	SG7
Department:	Faculty of Education, Health & Human Sciences	Date of Job Evaluation:	April 2023
Role reports to:	Head of Faculty Technical Learning and Support		
Direct Reports	Senior Clinical Skills/Simulation Support Officer Senior Science Support Officer Clinical Skills/Simulation Support Officer Technical Support Assistant		
Indirect Reports:	Senior Systems Officer Human Sciences Senior Technicians (Psychology)		
Other Key contacts:	School of Health Sciences, Faculty Finance, Faculty Marketing and Recruitment, Estates and Facilities Management staff, Contractors, Industry Partners, Health & Safety Manager, Human Sciences Senior Technician (Sports Science), Students.		
This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.			

PURPOSE OF ROLE:

To manage the operational and logistical needs of the Greenwich Learning and Simulation Centre (GLASC) and play an important role in shaping the future development of clinical skills and simulated practice facilities across all campuses (Avery Hill/Medway/Greenwich). The post holder will collaborate with academic staff and manage the GLASC technical team ensuring that the simulated practice and clinical skills training is delivered to the highest professional standard.

Oversee the management of the faculty specialist teaching facilities and equipment, ensuring they are appropriately maintained and resourced and meet relevant regulatory and health and safety compliance. To maximise the use of GLASC, ensuring all timetabling needs are appropriately managed and be responsible for increasing the users of GLASC through the promotion of services of internal and external associations that may create new business or funding opportunities, including partnering with industry partners, developing long-term relationships, ensuring best practise is maintained and promoted at all times.

KEY ACCOUNTABILITIES:**Team Specific:**

- To manage the GLASC technical team, coordinating and managing workload as appropriate, setting objectives and responsible for team and staff development and appraisal.
- To provide expert knowledge and training to staff and students on the use of patient simulators and specialist teaching tools.
- Continually works to refine and develops processes to create an environment that supports teaching and learning to aid smooth daily operations, promoting best practise within the team.
- To lead innovative approaches in the delivery of simulated based activities, implementing new delivery methods to the team.
- Work closely with academic teams to design and deliver simulation-based activities for core business needs and research.

Generic:

- Work with programme leads, skills and simulation leads and the technical team to ensure classes and exams are appropriately scheduled within the specialised teaching facilities.
- Responsible for ensuring appropriate training models and consumables are provided as per training requirement and for the maintenance of specialist equipment within the GLASC facilities to a high standard.
- To lead the GLASC technical team, ensuring career opportunities are developed and realised.
- Develops and implements workflow processes for all simulation programmes.
- Conducts budget forecasting and tracking of expenditures for continuous business planning for maintenance and purchasing.
- Maintains current knowledge of cutting-edge simulation methodologies and technologies and shares these practices.
- Oversee the Standardised Patient Programme ensuring all requirements are met for all simulated based activities, working alongside academic leads to develop these programmes.
- Provide tours and showcasing the GLASC facilities to internal and external stakeholders
- Reporting to the GLASC Technical director on all technology and purchasing of equipment, and capital purchasing, used in the simulation programmes.
- Supervise the GLASC technical team and as necessary participate in setting up and clearing away of equipment for sessions, ensuring a professional presentation and function of spaces is maintained at all times.
- Provide a high level of technical support to sessions, overseeing technical design and implementation.
- Train staff as required on the usage and maintenance of specialist equipment.
- Ensure systems in place for the overall for the care and maintenance of equipment within the facilities, ensuring they are well maintained and operational and comply with health and safety policies.
- Oversee the maintenance of all audio-visual equipment within the facilities and be main point of contact with contractors for resolution of problems and ongoing contracts.

- Oversee the GLASC asset register to enable maintenance, reporting and forward planning for replacement and renewal of equipment, and to procure new equipment when required, utilising best practice and following university guidance.
- Work with academic staff to develop and utilise skills and simulation related teaching materials.
- Implement new teaching technologies, such as VR/AR/XR and other online learning platforms, supporting and understanding correct use and pedagogies across all disciplines, providing an innovative and creative approach to delivery and research.
- Adhering to Health and Safety procedures, ensuring all documentation is kept up to date, working with the Health & Safety Manager and academic teams, providing support with risk assessments and other associated documentation.

Managing Self:

- The post-holder will maintain expertise through regular updating of knowledge and skills and keep abreast of development through networking with colleagues at other similar skills facilities and through professional networks.
- Actively seek new learning opportunities and collaborations with external bodies and industry partners.
- Explore income-generation opportunities for off-peak periods, using judgement to ensure core activities are protected.
- Self-motivated with the ability to work under pressure during peak periods.
- Team-focused, providing support to colleagues and activities as required.
- Develop and maintain positive relationships with a range of stakeholders.
- Responsible for maintaining own continuous development and ability to develop others.
- Respond to queries in a timely manner.
- Maintain confidentiality at all times.

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

Undertake any other duties requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that Greenwich Learning and Simulation Centre (GLASC) delivers the required level of service.

- Working outside of normal hours will be required during extended teaching events or as required.
- Inter-site travel will be necessary as will occasional attendance at events outside the University.

KEY PERFORMANCE INDICATORS:

- Delivery of a courteous and efficient service for staff and students.
- Cost effective and efficient use of resources in delivering to requirements.
- Ensuring safe environment for the delivery of teaching.
- Effective technical and administrative support, ensuring a positive staff and student experience.
- Timely production and delivery of work, meeting deadlines as required.
- Building effective relationships with key stakeholders.
- Contribution to the team ethos and effectiveness
- Enquiries responded to in a timely manner.

KEY RELATIONSHIPS (Internal & External):

- Programme Leads, Skills leads, Information and Library systems staff, Estates and Facilities Management, Contractors, Health and Safety Office, Administrative staff, Simulation Centre Managers at other UK facilities, Technical Learning Support team managers in the University and externally; professional organisations.

PERSON SPECIFICATION

Essential

Experience

- Experience of delivering support to specialist and audio-visual equipment.
- Experience of managing a clinical skills/simulation facility
- Experience of managing budgets and preparing business cases.
- Experience of planning and prioritising work in order to meet deadlines.
- Experience of working collaboratively across different functional areas.
- Experience of working in a busy and professional environment.

Skills

- Excellent working knowledge of Microsoft Office
- Excellent presenting skills
- High level of proficiency in both written and oral English
- Ability to deliver training to stakeholders with a range of knowledge and abilities.
- Proven ability in managing premises, facilities and assets.
- Building and maintaining relationships with key stakeholders in a professional manner (e.g. courteously, efficiently, assessing level of priority).
- Ability to anticipate potential problems / anomalies and deal with them before they become major issues.
- Excellent communication and interpersonal skills (in writing, over the phone and in person).

Qualifications

- Degree or equivalent experience working within a clinical/simulated healthcare environment.

Desirable

Experience

- Experience working within a clinical skill & simulation teaching facility.
- Experience of leading and developing a team
- Health & Safety procedures, risk assessment writing.

Skills

- N/A

Qualifications

- Specialist qualifications within the simulation field.

<p>Knowledge</p> <ul style="list-style-type: none"> • High level of specialist knowledge of audio-visual technology design and implementation, understanding integration and client delivery • Significant specialist knowledge of high-fidelity equipment utilised within clinical skills/simulation environment. • Knowledge of HE institutions and the current challenges in the sector. • High level of knowledge of patient simulation manikins from a wide range of vendors, including maintenance and troubleshooting of equipment. • Knowledge of VR/AR/XR/Immersive Spaces teaching tools and correct deployment within the Healthcare Sector • Experience in procedures around information governance and network security <p>Personal attributes</p> <ul style="list-style-type: none"> • We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful • Confident, Self-Motivated. • Results focused. 	<p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of streaming teaching tools. • Knowledge of photography and video editing <p>Personal attributes</p> <ul style="list-style-type: none"> • N/A
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