



St George's School of Health and Medical Sciences

City St George's, University of London

Education Operations – Medical Programmes Team

MBBS Online Learning Administrator

Ref: 700-25-R

JOB DESCRIPTION

Post Title	MBBS Online Learning Administrator
Grade	CSG 4
Contract type	Fixed term – until 31 July 2031
Responsible to	MBBS Online Learning Coordinator
Accountable to	Head of Medical Programmes Administration
Responsible for	N/A
Liaises with	Clinical Science and Clinical Medicine Teams, Education Support Team, wider MBBS Programme Team, academics and clinicians, MBBS students, Learning Technology Services, other departments within the school and the institution

Overall purpose of job

The overall purpose of this job is to provide excellent, accurate and proactive administrative support to the online learning area of the MBBS programme. The post holder will be required to assist the Online Learning Coordinator according to agreed priorities, and to provide support to students, academics and clinicians to ensure smooth delivery of online learning functions across all years of the MBBS course.



1. Main Duties and Responsibilities

Working with the Online Learning Coordinator, the post holder will:

Support Clinicians to deliver teaching and address student queries

- Provide technical support for the effective delivery of teaching, including troubleshooting on the day and helping to ensure that all relevant teaching activities are recorded and uploaded in a timely fashion.
- Work to resolve any technical issues with the delivery and publishing of teaching.
- Assist in the provision of training and support in the delivery of online learning. Devise training schedules for lecturers and facilitators to ensure all years of the MBBS course are appropriately supported.
- Act as a dynamic member of a multifunctional team addressing relevant queries from students. Assess frequency and importance and escalate to line-manager as appropriate.
- Assist in the organisation and publishing of timetable information to students and teachers via the timetable delivery app.

Manage e-learning materials

- Upload learning materials to the Virtual Learning Environment (Canvas) in a timely fashion as directed by the Online Learning Coordinator, Clinical Science and Clinical Medicine Managers.
- Assist in the yearly rollover of areas and materials for the forthcoming academic year and archive/manage of out-of-date materials, in liaison with the Learning Technology Services team and the wider MBBS programme team.
- Regularly send learning materials content to owners for review.
- Provide administrative support for the implementation of any new technologies designed to enhance online learning.

Quality Assurance

- Check the accuracy of links that are published to Canvas.
- Assist in the maintenance and updating of information to ensure this is accurate and provided to students in a timely manner.

Student Communication

- Manage the provision/delivery of Canvas announcements to students as directed by line-manager, other MBBS managers and MBBS leadership.
- Ensure that communications are issued in accordance with the MBBS comms strategy (promoting relevance and timeliness, avoiding recipient overloading).
- Support the production and editing of the MBBS newsletter.

E-portfolio submissions administration

- Regularly download the e-portfolio (PebblePad) assessment and undeliverable data for placement-specific and floating assessments for all years in accordance with placement block schedules.
- Liaise with relevant colleagues as required to ensure prompt action and follow-ups.



General

- Use own judgement and initiative to resolve issues, escalating these to line manager as appropriate.
- Perform any other tasks as instructed by the line manager in accordance with the post holder's grading and overall remit.
- Adhere to GDPR principles in all tasks involving students' and staff's personal data processing and undertake regular information governance training as mandated by the University.
- Assist with MBBS Team, school and University events, as and when required, e.g., student socials, Exams support, Smartcard induction, MMIs.
- As a member of a dynamic and multi-functional team, adhere to agreed operating principles, respond quickly and proactively to demand, regularly review the procedures and policies in the post holder's specific area of work and identify changes needed to improve the service.
- Take direction from the Director of Education Operations and senior academic staff in the programme as appropriate and in accordance with locally agreed priorities.

It is expected that staff working with St George's School of Health and Medical Sciences, will be involved in our mentoring and tutoring activities, as appropriate, as well as supporting admissions, student recruitment and access and widening participation activities (MMI interviews, Open Days, school visits, clearing etc) where applicable. All academic staff are expected to act as a personal tutor.

You are also expected to undertake other activities appropriate to your grade as directed by your manager. This job description reflects the present requirements of the post. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder from time to time. City St George's, University of London aims to provide opportunities for all its employees to develop the skills required to be successful in their role and to further develop their careers.

St George's School of Health & Medical Sciences, University of London, is committed to the San Francisco Declaration on Research Assessment (DORA) principles

2. Special Factors

City St George's, University of London currently operates a hybrid working policy. The post holder will be able to discuss specific arrangements with their line manager. The role does require regular onsite presence, as well as willingness and flexibility to attend campus in accordance with specific business needs (for example, to support onsite teaching activities).

Display flexibility and initiative, taking on relevant tasks as required to ensure members of the MBBS team can appropriately support relevant partnership work, as required by the institution. This will be discussed, agreed and monitored under the direction of the Head of Medical Programmes Administration and the Head of the Centre for Clinical Education. This work is anticipated to be completed within regular working hours; timelines, expectations, deliverables will be negotiated and agreed in advance with the post holder.



Person Specification

Criteria	Description	Essential/ Desirable	How it is to be tested
Qualifications	Educated to A level standard or equivalent	E	AF
Experience	Experience of supporting online learning and technologies and Virtual Learning Environments	E	INT, SS1
	Substantial work experience as an administrator in a busy environment	E	AF, INT
	Experience of working in a university or NHS environment	D	INT
Knowledge/ Skills	Excellent communication and interpersonal skills with the ability to give and receive information effectively using a variety of methods and to communicate with a wide range of university staff, students and NHS partners	E	INT, SS2
	Excellent use of Microsoft Office tools, specifically Excel, Word and MS Teams.	E	ST, INT, SS3
	Experience of and ability to work to tight deadlines and use judgement and initiative to prioritise workload	E	INT, SS4
	Experience of dealing with confidential data records and the principles of GDPR	E	AF, INT
Personal Attributes	Ability to work as both as a member of a team whilst also demonstrating independent working and initiative	E	INT
	A willingness to be flexible towards duties and adaptable to change	E	INT, SS5
	Previous experience of working with a virtual learning environment	E	INT
	Previous experience of working with Canvas	D	INT
	Excellent accuracy and attention to detail	E	INT
	Committed to embedding practices which embrace diversity and promote equality of opportunity	E	INT



Key:

PQ=Prerequisite Qualification, AF=Application Form, CV=Curriculum Vitae,
SS=Selection/Supporting Statements, ST=Selection Test/Presentation, INT=Interview

Note: Elements marked SS (Supporting Statements) in the Person Specification will be highlighted in Step 6 (Supporting Statements) on the online application form. Applicants' answers to Step 6 are an essential part of the selection process. Applicants should write individual supporting statements to demonstrate how their qualifications, experience, skills and training fit each of the elements highlighted in this section.

Applicants should address other elements of the Person Specification in Step 7 (Additional Information). Shortlisting will be based on applicants' responses to Step 6 **and** Step 7. Therefore applicants should complete both sections as fully as possible on the online application form.

3. Date

February 2025



About City St George's, University of London

City St George's, University of London is the University of business, practice and the professions.

City St George's attracts around 27,000 students from more than 150 countries.

Our academic range is broadly-based with world-leading strengths in business; law; health and medical sciences; mathematics; computer science; engineering; social sciences; and the arts including journalism, dance and music.

In August 2024, City, University of London merged with St George's, University of London creating a powerful multi-faculty institution. The combined university is now one of the largest suppliers of the health workforce in the capital, as well as one of the largest higher education destinations for London students.

City St George's campuses are spread across London in Clerkenwell, Moorgate and Tooting, where we share a clinical environment with a major London teaching hospital.

Our students are at the heart of everything that we do, and we are committed to supporting them to go out and get good jobs.

Our research is impactful, engaged and at the frontier of practice. In the last [REF \(2021\)](#) 86 per cent of City research was rated as world leading 4* (40%) and internationally excellent 3* (46%). St George's was ranked joint 8th in the country for research impact with 100% of impact cases judged as 'world-leading' or 'internationally excellent'. As City St George's we will seize the opportunity to carry out interdisciplinary research which will have positive impact on the world around us.

Over 175,000 former students in over 170 countries are members of the City St George's Alumni Network.

City St George's is led by Professor Sir Anthony Finkelstein.



St George's School of Health and Medical Sciences currently offers a range of employee benefits:

Salary: £29,659 pa, (pro-rated for part-time staff). The salary range for **CSG 4** is £29,659 – £33,232 and appointment is usually made at the minimum point.

Hours: 35 hours per week which can be done flexibly in various ways or part time/job share can also be considered. Staff are expected to work the hours necessary to meet the requirements of the role and this will be dependent on the service area.

Annual leave: 30 days per annum. Plus eight UK public holidays and four days when City St George's, University of London is closed (usually between Christmas and New Year). Part time staff receive a pro rata entitlement.

Pension: Membership of competitive pension schemes with generous employer contribution and a range of extra benefits.

[Superannuation Arrangements of the University of London \(SAUL\)](#)

[London Pension Fund Authority \(LPFA\)](#)

[Universities Superannuation Scheme \(USS\)](#)

[National Health Services Pension Scheme \(NHSPS\) \(existing members only\)](#)

Flexible working Flexible working, including part-time or reduced hours of work, opportunities to work from home for many posts, compressed hours and local flexibility in agreeing start and finish times of work.

Travel City St George's, University of London offers an interest free season ticket loan and participates in the [Cycle to Work Scheme](#).

Gift Aid If you would like to make a tax-free donation to a charity of your choice, this can be arranged through our Payroll.

Sports and Leisure Facilities Rob Lowe Sports Centre, situated on the St George's Healthcare NHS Trust site offers exercise facilities that can be utilised by City St George's, University of London staff.

Within walking distance from St George's is Tooting Leisure Centre. Facilities include a swimming pool, gym and various exercise classes. The Centre offers staff an all-inclusive corporate membership. For more information please contact [Tooting Leisure Centre](#).



Shops and facilities There are a number of shops and facilities situated on site including ATMs, student bar and shop, Pret a Manger, M&S Simply Food store, library and multi-faith room.

Informal enquiries

Informal enquiries may be made via email to: Corinne Cohen, Education Support Manager, ccohen@sgul.ac.uk

Making an application

All applicants are encouraged to apply online at <http://jobs.sgul.ac.uk> as our system is user friendly and the online application form is simple to complete. Please note that CVs only will not be accepted.

For any accessibility issues please contact hrhelp@sgul.ac.uk

Closing date: **27 February 2025**

Interview date TBC. As shortlisted candidates will be notified by email, it is imperative that you provide an email address that is accessed frequently.

Please quote reference **700-25-R**

We are delighted that you are interested in working at St George's School of Health and Medical Sciences. You will be notified of the outcome of your application by email. We aim to respond to all candidates within 5 weeks of the closing date of the vacancy.

