

NCSEM East Midlands Duty Manager

Full-time (37 hours per week); Open-ended contract

Job Ref: REQ250162

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Internationally recognised for its contribution to the study of sport, exercise and health, the School has wide-ranging expertise, encompassing such diverse areas as biomechanics, medicine, molecular and cellular biology, nutrition, pedagogy, psychology, physiology, sociology, economics and sport management.

The School has an active and ambitious plan to grow capacity and influence through developments as part of the National Centre for Sport and Exercise Medicine, Loughborough in London, StemLab and within Para Sport.

The School is extremely proud to have held an [Athena Swan Silver Award](#) since 2013, recognising the commitment and work of the School in addressing gender inequalities in Science, and to improving career progression for female academics.

The School is committed to ensuring that female students and staff are able to achieve their full potential, and provides a flexible and open working culture to enable staff to maintain a work-life balance.

We support our Athena SWAN initiatives by investing in:

- Bespoke leadership programmes to encourage and build confidence in women to take leadership roles.
- Working lunches, where needed, to enable meetings to be held between 10.00am and 4.00pm (as per our Silver Action Plan).
- Monthly coffee mornings which provide opportunities for networking and developing a sense of community within the School.

Job Description

Job Family & Grade: Administrative Services Grade 5

Job Purpose: To facilitate the operational aspects of activity occurring in the NCSEM-EM and the School of Sport, Exercise and Health Sciences ensuring that requirements are met, and any issues are dealt with and/or escalated as appropriate. Activities taking place will include clinical services (NHS and private services), research, education and innovation.

Job Duties:

Main Tasks & Responsibilities

- Act as the day-to-day interface between Loughborough University and the NCSEM-EM users providing services or undertaking research / education activity in the building.
- Facilitate the usage of the NCSEM-EM by all users for diverse needs, ensuring that rooms and meeting rooms etc are configured correctly and dealing with issues as they arise.
- To manage the MRI and the Ultrasound bookings, ensuring the facilities are used to their maximum capabilities.
- To supervise and motivate the reception staff on a daily basis to ensure delivery of a high-quality user experience within the centre and to ensure that cover is provided.
- Ensure that the facility is fit for purpose by ensuring all clinics rooms, diagnostic area, shared spaces with relevant equipment are maintained. Monitor cleaning as outlined in service level agreement and adherence to health and safety regulations and procedures. Escalate and deal with issues as they arise.

- To manage the LU regular audits, including infection prevention, health and safety audit, and to support the Manager with the external audits.
- To ensure the effective implementation of relevant standard Operating Procedures (SOPs) and liaise with the Technical Resources Manager to ensure these are reviewed and amended where necessary.
- To manage the administration of the School's SOPs and risk assessments, ensuring that they are kept up-to-date and reviewed on a two-year cycle.
- To be responsible for the patient and participant parking, dealing with any issues promptly.

Customer Care

- Manage and monitor the use of clinics, diagnostics and shared meeting rooms equitably between NCSEM-EM partners and resolve conflicting diary/appointments and schedules within the centre.
- Ensure a high standard of customer service is provided to NCSEM-EM partners, patients and visitors at all times.
- Act as the central co-ordinator to ensure activities within the centre can take place in accordance with the standard operating procedure.
- Handle complaints and ensure that relevant complaints are passed swiftly to the appropriate NCSEM-EM partner organisation in accordance with the standard operating procedure, escalating to the Manager where necessary.

Communication

- Communicate effectively at different levels of the organisation in both verbal and written form and liaising with external organisations as required.
- Exercise judgement when dealing with complex enquires and conflict and supporting the team with the resolution of any issues which may arise.
- Adhere to information governance policies and procedures with regard to data protection and confidentiality at all times.

Resource Management

- To ensure that facilities and equipment are properly maintained and that regular safety checks and inspections are carried out.
- Manage and order relevant stock levels of essential consumables in accordance with the Standard Operating Procedure.

Information Management

- Use a range of IT systems (MS Office, Hospital / University IT systems) to support the requirements of the role.
- To manage and monitor invoices and incomes received in line with University and School procedures.
- Liaise with clinical services to ensure medical notes are safe and secure within the Centre.
- Manage the roll-out of processes associated with private patient use of the facility invoices as required.

Health and Safety

- Undertake health & safety risk assessments and reporting any identified hazards to the NCSEM Manager.
- Participate in audits and information gathering in order to inform NCSEM-EM partner organisations as defined in the standard operating procedure.
- Act upon any emergency alarms being raised within the building in accordance with standard operating procedure.
- Act as a fire marshal in the clinical area and undertake first aid training as required.

General Duties and Responsibilities

- Work flexibly to cover the opening hours of NCSEM-EM in accordance with the School and University procedures.

- To undertake shared rota'd shift work as required.
- Support the Manager with the monitoring of compliance with internal and external governance and best practice requirements in the centre.
- To assist Manager scheduling new clinical, educational and research developments within the centre.
- To abide by University and relevant NHS policies, codes and practices including health & safety, clinical governance, information governance and patient and public involvement.
- Demonstrate a commitment to continuing Personal/Professional Training and Development and participate in the staff appraisal process.
- To undertake any other duties commensurate with the grade and work flexibly as requested.

Points to Note:

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

The University is committed to enabling staff to maintain a healthy work-home balance, however, please note that the nature of roles and responsibilities for this post is not compatible with remote and/or working from home.

Because we are a small team, we have to ensure that the front desk is covered at all times. Therefore, annual leave requests will be considered and shared fairly amongst the team, as determined by the NCSEM Manager.

Infection Control:

The post-holder will be working in a clinical environment and as such has responsibilities with regard to infection control.

All employees have a responsibility to protect themselves, as well as making all reasonable effort to reduce risk of infection in their working environment and to other people whether they be patients, other staff or visitors.

All staff have a duty to make themselves familiar with and comply with Infection Control Policies and Procedures, carry out duties required by legislation such as the Health Act 2008 (and subsequent legislation), and to attend mandatory training relating to infection control.

Special Conditions:

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equity, Diversity and Inclusion policy and procedures at all times. Duties must be carried out in accordance with relevant Equity, Diversity and Inclusion legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Belonging and Inclusion and, where appropriate, Recruitment and Selection.

Organisational Responsibility:

Reports to the NCSEM Manager. This position is also responsible for the supervision of four Reception Staff.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

ESSENTIAL

Area	Criteria	Stage
Experience	Experience of working in a busy, customer focused environment.	1,3
	Experience of people management and prioritising tasks.	1,3
	Experience of overseeing an activity with technical/practical aspects	1,3
Skills and abilities	Excellent communication skills (both written and oral).	1,3
	Excellent interpersonal and negotiation skills.	3
	Familiar with Microsoft Office (Word and Excel).	1,3
	Resource management skills.	1,3
	Excellent organisational and time management skills including managing multi tasks and prioritisation of workload.	1,3
	Ability to work flexibly and to meet deadlines.	1,3
	Confident in monitoring and ensuring KPI's are met.	1,3
	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace.	1,3
Equality and Diversity		
Training	Demonstrate evidence of continuing professional development.	3
Qualifications	Educated to A level or equivalent relevant experience.	1
Other	Willingness to work irregular hours as necessary.	1,3
	Satisfactory Enhanced DBS check.	1,3

DESIRABLE

Area	Criteria	Stage
Experience	Experience of daily operational management of an educational facility.	1,3
Skills and abilities	Experience of the working in health care setting.	1,3
	Experience of facility or department management.	1,3
Other	Possess an understanding of health care and research	1,3
	Possess an understanding of education.	1,3

Conditions of Service

This full-time post (1.0 FTE, 37 hours per week) is offered on an open-ended contract within the *Administrative Services* job family, Grade 5 (£29,179 to £34,132 per annum); starting salary to be confirmed on offer of appointment

The appointment will be subject to the University's normal [Terms and Conditions of Employment](#) for staff employed on Grade 5 or under.

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of [family-friendly policies](#).

The University offers a wide range of [employee benefits](#)..

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: [Childcare Support](#))

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equity and celebrates diversity throughout the campus. The University holds a Bronze [Athena SWAN](#) award which recognises the importance of support for women at all stages of their academic career.