

THE UNIVERSITY OF PAPUA NEW GUINEA



SCHOOL OF MEDICINE & HEALTH SCIENCES
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Medical Education Unit - Job description

Administration Officers

Specific Duties

1. Communication (Oral, written and electronic)

- Communicate effectively and professionally in both formal and informal situations with colleagues at all levels within the University, with students (and where applicable their parents/guardians /close relations), with Year chairs, Domain chairs, auditors, external bodies or contractors as appropriate for the position.
- Represent the University in a positive way working within the University's and School of Medicine overall Policies and demonstrating initiative where appropriate.
- Organise and provide secretariat support for MBBS Year Committees and producing accurate minutes and preparing action points.

2. Team work and Motivation

- Line manages the administrative staff within the Unit. Clarify requirements, ensuring that tasks are clearly defined and that work is organised and delegated fairly and according to individual abilities.
- Effectively participate in and deliver a contribution to the School administration team and when directed with associated teams within the University.
- Be supportive and encouraging of others in the team, helping to build co-operation by applying a flexible approach to delivering team results.
- Contribute to building staff morale as an active participant of any team within the University that one is part of
- Cover for colleagues' work during absence
- Act as a responsible and active team member, meeting agreed deadlines, and developing productive working relationships with other members of staff, demonstrating by example that the views of other team members are respected.
- Demonstrate strong self motivation and enthusiasm for the post, with the capability to work for lengthy periods without supervision whilst undertaking a range of disparate duties within conflicting time frames.
- Help the team focus their efforts on the task in hand and motivate individual team members as appropriate.

3. Liaison and Networking

- Carry out standard day to day liaison using existing procedures in order to ensure the dissemination of information in the right format to the right people at the right time.
- Participate in, and engage and develop internal networks in order to ensure the

dissemination of information in the right format to the right people at the right time, and to build relationships and contacts to facilitate future exchange of information.

- Work closely and effectively together with the other administrators to provide excellent administrative services across the institution.
- Liaise closely with senior School staff in order to provide administrative support of the highest quality to the School.
- Attend committees and working groups of the School and University as required and feedback information to all relevant parties as required.

4. Service Delivery

- Create, maintain and process documentation, records and data, in accordance with agreed procedures and standards. Maintain appropriate standards of confidentiality and ensure that all documentation is securely and appropriately filed and stored. Collation of Assessment result collation needs to be efficient, and meeting set deadlines.
- Provide a consistent, quality standard of service delivery to staff, students and others as appropriate.
- Undertake duties in a thorough, accurate and timely manner with appropriate attention to detail.
- Create a positive image of the University by being responsive and prompt in responding to requests and referring to a more senior or more appropriate person if necessary.
- Ensure that others have the support they need to provide quality service and fulfil their role.

5. Decision Making

- Take independent decisions to a level that could have minor overall impact.
- Participate in some collaborative decisions, working with others to reach an optimal conclusion that could have moderate overall impact. This might involve resolving issues and making recommendations affecting School administration matters, in consultation with the Head of the Unit.
- Provide advice or input in order to contribute to the decision making of others to a level that could have moderate overall impact.

6. Planning, Organising and Managing Resources

- Engage in suggesting opportunities for improving effectiveness and efficiency by working collaboratively and sharing resources.
- Monitor performance and progress of task completion in accordance with pre-determined parameters, for example on-time(Meeting deadlines).
- Engage in strategic planning for the School administration team to meet School and corporate planning cycles and also contribute to wider strategic planning processes in the University.

7. Initiative and problem solving

- Demonstrate proactivity in undertaking tasks rather than expecting work to be allocated.
- Use initiative and creativity to resolve problems where the optimal solution may not be immediately apparent but has to be assessed by a process of reasoning, weighing up the pros and cons of different approaches, identifying and assessing practical options and breaking the problem down into component parts.
- Occasionally there may be an expectation resolve problems where there is a mass of information or diverse, partial and conflicting data, with a range of potential options available and in this context there will be a requirement to apply creativity to devise varied solutions, approaching the problem from different perspectives.

8. Analysis and Research

- Analyse assessment data or information using Assessment software and gathering the information from academics, working accurately to complete the task precisely as specified. Produce reports on time and as directed by the Head of the Unit.

<p>9. Sensory and Physical Demands</p> <ul style="list-style-type: none"> • Carry out tasks that require learning certain methods or routines and which may involve moderate physical effort. • Provide support for work colleagues and students as appropriate.
<p>10. Work environment</p> <ul style="list-style-type: none"> • Ensure that work area is kept neat and tidy in order to comply with personal health and safety requirements at own station and when working at other locations within the School. • Demonstrate flexibility in the workplace to meet the requirements of specific deadlines and work schedules.
<p>11. Pastoral Care and Welfare</p> <ul style="list-style-type: none"> • There could be occasions when it will be essential to show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress and the post holder will be required to initiate appropriate action by involving relevant people. • Be supportive to work colleagues and students. • Be proactive in identifying any areas of pastoral concern within the School and its Divisions or Disciplines and relay these to the appropriate individual and support service.
<p>12. Team Development</p> <ul style="list-style-type: none"> • Occasionally, as required, support or guide new starters working in the same role or unit on standard information or procedures. • Induct new staff. • Occasionally, as directed, train or guide others on specific tasks, issues or activities, giving advice, guidance and feedback on the basis of own knowledge or experience. • Be supportive of line management efforts to develop departmental team. Ensure that team members attend appropriate training events. • Plan, organise and undertake appraisals and prepare development plans for staff within the department.
<p>13. Teaching and Learning Support</p> <ul style="list-style-type: none"> • Provide standard information and explain relevant procedures to new staff, students or others. • Provide standard information or deliver supportive training to students or others outside of the work team on Assessment documentation and reporting (Year Committee result meeting).
<p>14. Knowledge and experience</p> <ul style="list-style-type: none"> • Be aware of administrative principles and practices, and have an appreciation of the systems and procedures which directly impact on own work. Continuously update knowledge of the University's regulatory framework and programmes of study. • Be committed to continuing professional development and evaluation of practice. • Maintain an up-to-date awareness of changing external assessment requirements and new developments in assessments, recognising the potential implications for the School and University and actively responding to changes in context. • Undertake relevant staff development as organised by the School of Medicine and Health Sciences, University of Papua New Guinea.

Prepared by:

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