

**University of  
Northampton**

**Deputy Clinical Manager -  
CTC**  
**Job Description**



# **Job Title: Deputy Clinical Manager - CTC**

**Grade: 8**

**Responsible to: Clinical Manager - CTC**

## **Overall Purpose**

- Deputise and provide support for the clinical manager in all clinical and operational matters of the CTC.
- Lead on the delivery of an outstanding candidate experience through the efficient management of day-to-day CTC operations to meet NMC contractual requirements.
- Lead on the quality provision of the end-to-end candidate journey including the quality assurance of the OSCE delivery, results and written feedback.
- Co-ordinate the staff development and training for all members of the Clinical team.
- Effectively manage all processes related to quality assurance and improvements eg, risk management, appeals and complaints, incident reporting.

## **Principal Duties and Responsibilities**

- Play a lead role in monitoring, maintaining and enhancing the quality processes at the CTC ensuring the robust, safe and effective assessment, moderation and feedback processes for candidates seeking registration with the NMC.
- Work flexibly and undertake other responsibilities and tasks appropriate to level as reasonably requested.
- Work with the clinical manager and operations team to plan resources for the test centre including staffing levels to ensure it is in line with candidate bookings, requirements of the OSCE delivery and meets key performance indicators.
- Communicate effectively, to develop and maintain good relationships with colleagues, clinicians, employers, stakeholders and candidates undertaking the OSCE.
- Attend meetings, maintain regular contact both written and verbal, and collaborate with the NMC, the test developer partner and other test centres to facilitate the exam process and implementation of any new test materials.
- Participate in education and training workshops for stakeholders.
- Line management responsibilities for clinical staff, in collaboration with the clinical manager, including management of performance, sickness and absence, annual leave and study leave.
- Identify and support on the educational, professional and clinical development of clinical staff in the CTC.
- Provide leadership, support and mentoring for colleagues, particularly the Clinical Assessors.
- Provide accurate, high quality written reports on CTC operations and performance.
- Promote and build a cohesive positive team culture, facilitating team meetings and staff development; managing health safety and performance.
- Manage and provide a timely response to queries, complaints and appeals and educate the staff in matters to prevent escalation of candidate complaints.
- Be pro-active and take responsibility for own development and training to maintain and develop subject specific knowledge including significant and recent developments in clinical

practice.

- Participate in all aspects of recruitment.
- Take the lead on Health and Safety, ensuring CTC Staff adopt safe working practices in line with H&S regulation while fulfilling the remit of their posts as well as ensuring candidates experience a safe environment during their visits.

## **Core People Management Duties & Responsibilities**

- Line management responsibilities for the Clinical Assessors, in collaboration with the clinical manager, including management of sickness and absence, annual leave and study leave.
- Manage performance and behaviour (including the PDR and the Probation period) of the clinical assessors on an ongoing basis.
- Monitor and approve development opportunities to meet changing needs of the University and personal development.
- Communicate effectively at all levels, ensuring relevant information is cascaded to the team and allow for two way communication including team meetings and 1-2-1's.
- Foster wellbeing of team members ensuring maintenance of work life balance, adherence to Working Time Regulations and providing opportunities for staff to raise issues e.g. through regular 1-2-1 meetings.
- Plan resources to ensure adequate coverage to meet the needs of the service whilst recognising employee wellbeing.
- Undertake all aspects of recruitment in accordance with University policy and procedure, for both within the team and supporting other departments and faculties across the University.
- Undertake investigations and undertake role of hearing manager in cases of disciplinary and grievance for employees across the University in line with University Policy and procedures.

## **Generic Duties and Responsibilities**

- Undertake leadership roles within the Test Centre, including deputising in the absence of the CTC Clinical Manager including attendance at senior and strategic Faculty meetings and within the Clinical Working Group.
- Undertake other responsibilities and tasks as reasonably requested by the clinical manager.
- Deliver administrative duties effectively as part of the role's function.
- Develop experience and skills in OSCE assessment and the delivery of the education and training workshops for stakeholders and staff.
- Ensure a high-quality candidate experience aligning with the processes as detailed in the contract with the NMC.
- Responsibility and accountability for ensuring all employment legislative requirements are adhered to including equality and diversity and health and safety issues.
- Participate in Risk Assessments to ensure safe and effective practice both as the initial assessment and to problem solve any issues arising from the risk assessment undertaken by other Assessors.
- The job description may be altered at any time in the future in line with the level of the post to meet changing institutional requirements, but only in full consultation with the post holder.

# Person Specification

Please ensure that your application statement provides clear and specific examples to illustrate how you meet each essential criterion. Applicants that fail to do so will not be shortlisted.

Criteria	Essential / Desirable	Assessment Methods
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## Qualifications

1	First degree in relevant subject	Essential	Application
2	A current NMC registration relevant to the field of practice	Essential	Application
3	Post-Graduate qualification in a related subject	Desirable	Application
4	Teaching qualification (e.g PGCTHE) Nursing and Midwifery recordable teaching qualification	Desirable	Application

## Skills, Knowledge and Experience

5	Experienced and competent in nursing or midwifery clinical practice	Essential	Application Interview
6	Experience in leading multi-professional clinical teams	Essential	Interview Presentation
7	Able to contribute to the production of exam materials for assessment and contribute to further developments	Essential	Application Interview
8	Demonstrate an understanding of HR policies and procedures	Desirable	Application Interview
9	Ability to identify and undertake vital conversations appropriately	Essential	Application Interview
10	Ability to delegate appropriately	Essential	Application Interview

## Personal Qualities

### Communication

11	Carry out necessary administrative duties	Essential	Application
12	Supportive approach when managing team members in the performance of their roles and responsibilities	Essential	Interview
13	Skilled in using appropriate media including IT, SharePoint, MS Teams and other online platforms	Essential	Interview

14	Provide support and guidance to candidates and other assessors	Essential	Application
15	Integrity and professionalism, demonstrating a commitment to ethical standards, confidentiality, and the University's values of inclusivity, trust, sustainability and aspiration	Essential	Application Interview

### **Teamwork and Motivation**

16	Leadership with significant experience in team building and mentoring	Essential	Application Presentation
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### **Liaison and Networking**

17	Develop collaborative relationships. Also develop networks of useful contacts internally and externally	Desirable	Application
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### **Service Delivery**

18	Has contributed to the development and achievement of quality standards and taken part in initiatives to improve quality	Essential	Application Interview
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### **Organisation / Delivery / Decision Making**

19	Plan and prioritise own work	Essential	Application Interview
20	Ability and commitment to work flexibly	Essential	Application Interview
21	Collaborate with colleagues and stakeholders in the development of assessments	Essential	Application Interview
22	Ability to adapt to organisational change	Essential	Application Interview
23	Ability to adapt to technological advances in OSCE and teaching	Essential	Application Interview
24	Ability to contribute to higher management and appraisal of staff	Essential	Application Interview
25	Persuasion and negotiation skills	Essential	Application Interview

### **Digital Literacy**

26	Media Literacy – Critically read and produce academic and professional communications creatively in a range of media	Desirable	Application Interview
27	Communication and collaboration – Participate in digital networks for learning and research	Desirable	Application Interview

28	Career and identity management – Participate in digital networks for learning and research	Desirable	Application Interview
29	ICT literate – Adopt adapt and use digital devices, applications and services	Desirable	Application Interview
30	Digital scholarship – Participate in emerging academic, professional and research practices that depend on digital systems	Desirable	Application Interview
31	Experience in using Virtual Learning Environments	Desirable	Application Interview