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| JOB DESCRIPTION |  |
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| Job Title: | Administration Manager |
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| Band: | 5 |
|  |  |
| Responsible To: | Cluster Manager |
| Accountable To: | Cluster Manager |

# Section/Department/Directorate: Medicine

Job Purpose:

To provide a comprehensive business support function to ensure the efficient and effective operation of a small directorate or a section of a large directorate, this will include co-ordinating multi disciplinary meetings, maintaining information systems and will include the day to day administrative management of a small team of staff including work allocation.

The post holder will project manage a number of initiatives on behalf of the line manager.

Specifically, the post holder will:

* Provide the Renal Department with support for the Renal Trust Fund in terms of budgetary control with oversight from the Cluster Manager.
* To work with the wider Renal team supporting them with information on procurement and supplier contracts
* Ensure that administrative staff are managed appropriately and within the parameters set by the Cluster Manager.
* Ensure that the work of administrative staff is closely aligned to the needs of the Trust’s strategic agenda.
* To promote a culture of continuous improvement and share this knowledge across the trust to improve efficiencies, increase patient care and drive down costs.
* Ensure implementation and continual compliance with relevant Standard operating Procedures (SOPs).

Context:

The Administration Manager will be based in the renal service and will provide business support to the administrative and clerical staff.

The post holder will fulfil all administration tasks and work as part of a team and will have day to day responsibility for staff in lower bands. To meet the needs of the service, the post holder may be required to work in other administrative areas as appropriate as directed by the line manager and may, on occasion, be required to deputise for the line manager.

# Key working relationship

* Administrative Services Managers (ASM)
* Administrative Staff
* Cluster Manager (CM)
* Renal Consultants
* Senior Nurse
* Renal multi-disciplinary team
* Management accountants and Procurement department
* IM&T
* Estates
* External Suppliers

The Post holder will be responsible to the Cluster Manager and will be responsible for the administrative staff within a discreet area of the trust.

Key Working Relationships:

The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Organisational Chart:

Line Manager

**Cluster Manager**

Post Holder

**Administrative Line Manager**

Line Management Responsibility

**Band 3&4 A&C Staff**

Key Result Areas/Principal Duties and Responsibilities:

# Communication and Relationship Skills

The post holder will be required to maintain and build upon internal/external relationships, to communicate effectively with key stakeholders. This includes taking responsibility for handling complex, sensitive queries and information, in a tactful, diplomatic and empathic manner and adhering to the organisations standards of customer care.

The post holder will co-ordinate and manage the administration function of conferences and complex meetings which could involve securing local and national key speakers, negotiating with venues in order to provide a cost-effective event.

The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.

# Analytical and Judgement Skills

The post holder will manage and prioritise all incoming and outgoing communications, initiating responses where appropriate, demonstrating at all times a high level of discretion and confidentiality while ensuring responses to deadlines and targets are met.

In the absence of the line manager, the post holder will also be required to make rapid and accurate assessments of urgent/delicate situations that can be addressed by appropriate colleagues within the Trust in order to meet deadlines, provide solutions and minimise disruptions.

# Planning and Organisational Skills

The post holder will be expected to plan and organise a number of programmes of work and will be required to organise and plan the workload, diary and commitments of the line manager. This includes the scheduling of formal and complex multi-disciplinary meetings, ensuring that the flow of work is prioritised in order to deliver targets and objectives. The post holder must be able to manage rapidly changing priorities and multi task, delegating work where appropriate.

# Physical Skills

Utilisation of advanced keyboard skills for operation of a wide range of computer software and manipulation of data for reporting purposes.

# Responsibility for Patient and Client Care

The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will provide non-clinical advice to patients, clients.

# Responsibility for Policy and Service Development

Identify process improvements and develop projects and assignments to respond to organisational and/or policy changes and initiatives more effectively. Implement policy for own work area.

# Responsibility for Financial and Physical Resources

Responsible for ensuring that all staff have the necessary equipment and resources required to undertake their duties. Responsible for non-pay budget ordering and maintaining equipment such as laptops, printers for the directorate and effectively reporting any problems that may arise. The post holder will be an authorised signatory for timesheets, meeting expenses.

# Responsibility for Human Resources

Support new employee integration into the team. The post holder has responsibility for the day to day supervision of the admin team including allocation of work and service continuity. The post holder will undertake staff appraisals and provide specialist training to the team as required to ensure workforce development and succession planning opportunities are maximised.

The post holder will take an active part in the development review of own work suggesting areas for learning and development in the coming year.

# Responsibility for Information Resources

Responsible for sourcing and gathering information to produce reports, briefings and board papers for meetings and key stakeholders; taking formal minutes and distributing them as appropriate, ensuring that any actions are followed.

Ensure that a high quality and timely word processing service is provided (utilising all Microsoft Office packages) when producing correspondence, reports, emails, presentations, project plans and spreadsheets.

Maintain effective office systems including operating an effective bring forward system and ensuring that files and records are stored and retrieved appropriately in accordance with Trust procedures.

Responsibility for Research and Development

Comply with Trust’s requirements and undertake surveys as necessary to own work.

# Decision Making

High level of independence and autonomy required to deliver specific area of work. The post holder will operate within Trust policies and procedures, using own initiative and seeking advice from Manager as required.

# Physical Effort

Office based post with a frequent requirement to sit in a restricted position at display screen equipment. Lifting files and confidential waste sacks occasionally.

# Mental Effort

There is a frequent requirement for concentration for activities such as typing complex documents. Unpredictable work pattern with frequent interruptions.

# Emotional Effort

Limited exposure to distressing or emotional circumstances. The post holder will respond to concerns and questions from a wide range of people, who may be anxious or distressed.

The post holder may have occasional exposure to distressing or emotional circumstances when dealing with staff issues, such as initial stages of performance management

Working Conditions

Uses display screen equipment for substantial proportion of the day.

# GENERAL

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.

The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

# SAFEGUARDING

To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

STAFF HEALTH AND WELLBEING

You must take responsibility for your workplace health and wellbeing:

* Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible)
* When required, gain support from Occupational Health, Human Resources or other sources.
* Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
* Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you.

If you are a line manager, in addition to the above, it is expected you will:

* Champion health and wellbeing.
* Encourage and support staff engagement in delivery of the service.
* Encourage staff to comment on development and delivery of the service.
* Ensure during 1:1’s / supervision with employees you always check how they are.

# HEALTH AND SAFETY AT WORK

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

# INFECTION CONTROL - ROLE OF ALL STAFF

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

* Attending mandatory and role specific infection prevention education and training.  Challenging poor infection prevention and control practices.
* Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

# CONFIDENTIALITY

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

# JOB DESCRIPTION AGREEMENT

Job holder’s Signature: .....................................................................................

Date: .....................................................................................

Manager’s Signature: .....................................................................................

Date: .....................................................................................

PERSON SPECIFICATION

# POST : Administration Manager

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| REQUIREMENTS | E/  D\* | HOW  TESTED?  Application Form/Interview /Reference/  Test | | INTERVIEW COMMENTS | SCORE  (1 Low – 10 High) |
| QUALIFICATIONS:    Significant specialist knowledge and experience of Administrative / Secretarial procedures and processes - acquired through training to  degree or equivalent level | E | Application/  Interview | |  |  |
| KNOWLEDGE/EXPERIENC  E    Project Management  experience    Formal minute taking experience with complex  agendas    Significant experience of MS office applications (including Outlook, Word, Excel and  PowerPoint)    Experience of managing a  team of people | E      E        E          E | Application    Application      Interview/Test          Application  Interview | / |  |  |
| SKILLS:    Excellent communication skills both written and verbal,  with a wide range of people    Excellent organisational skills ability to work collaboratively, methodically and flexibly to ensure exacting deadlines are achieved in a busy environment, whilst high  standards are maintained    Work with a high degree of accuracy and be able to demonstrate attention to detail | E        E              E | Application  test        Interview                Interview | / |  |  |
| Tactful, diplomatic, empathic    Advanced keyboard skills,  RSA 3 or equivalent | E | Interview / test | |  |  |
| PERSONAL QUALITIES:    Approachable, responsive, resourceful, enthusiastic and flexible approach    Self-motivated and proactive | E        E | Interview        Interview | |  |  |
| OTHER REQUIREMENTS:    Willingness to undertake a  wide variety of duties    Ability to travel to other sites  for training, meetings etc    The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust | E      E      E | Interview      Interview      Interview | |  |  |

\* Essential/Desirable

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| HAZARDS : |  | |  |  |  |  |
| Laboratory Specimens Proteinaceous Dusts |  | Clinical contact patients | with |  | Performing Exposure Prone Invasive Procedures |  |
| Blood/Body Fluids |  | Dusty Environment |  |  | VDU Use | x |
| Radiation |  | Challenging Behaviour |  | x | Manual Handling | x |
| Solvents |  | Driving |  |  | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  |  | Working in Isolation |  |
| Cytotoxic drugs |  | Night working |  |  |  |  |