

JOB DESCRIPTION

JOB DETAILS	
Job Title	Administrator
Reports to	HRC Chief Operating Officer
Band	Band 3
Department/Directorate	HealthTech Research Centre (HRC)

JOB PURPOSE
<p>On 1st April 2024, the Royal Devon University Healthcare NHS Foundation Trust and the University of Exeter have opened a new centre for healthcare technology in the South West, thanks to national funding.</p> <p>The new HealthTech Research Centre (HRC) is one of 14 centres across the UK. It has been made possible by £3m of funding from the National Institute of Health and Care Research (NIHR).</p> <p>The new NIHR HRCs will work with businesses to support the development of medical devices, diagnostics and digital technologies. These technologies will enable people to better monitor their health, diagnose ill health sooner and improve management of conditions including cancer, dementia, cardiovascular and respiratory disease.</p> <p>Technological innovations have the potential to revolutionise healthcare services for everyone. Cutting-edge healthcare technologies are often collectively referred to as HealthTech.</p> <p>Geographically, the South-West represents a great testing environment for HealthTech with a combination of towns, coastal and rural environments. A thriving centre for the development and evaluation of HealthTech will benefit patients directly, by faster development and implementation of new innovations and services.</p> <p>The Administrator will play a pivotal role in ensuring the smooth and efficient operation of the HRC by providing comprehensive administrative support to the Senior Leadership Team, including the Directors, Chief Operating Officer, Chief of Staff, and Senior Project Manager.</p> <p>The post-holder will manage the day-to-day administrative tasks that are essential for the functioning of the HRC, supporting the development and delivery of HRC projects, meeting key performance indicators (KPIs), and facilitating internal and external reporting.</p> <p>The postholder will ensure that all administrative processes adhere to the highest standards.</p> <p>Key responsibilities include managing diaries, organising meetings, preparing agendas, and providing accurate and timely documentation.</p> <p>By ensuring that administrative tasks are executed efficiently, the post-holder will contribute directly to the HRC's goal of fostering innovation in medical devices, diagnostics, and digital health technologies, ultimately benefiting patient care and health outcomes in the South-West region and beyond.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

The Administrator will be based in the HRC department and will provide administrative support to the HRC.

The post holder will fulfil all administration tasks and work as part of a team and may be delegated responsibility for supervision of staff in lower bands and be involved in recruitment and selection of admin staff. 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.

The post-holder will provide comprehensive administrative support to the HRC, and in particular to the Senior Leadership Team (Directors, Chief Operating Officer, Chief of Staff and Senior Project Manager) to assist in the HRC service development, delivery of the HRC's projects, KPIs, objectives and internal and external reporting.

Duties will include a full range of administrative tasks including:

- Management of HRC senior leadership diaries and theme diaries.
- Organisation and co-ordination of meetings including sourcing of suitable venues, times, and equipment.
- Supporting the HRC by participating in and co-ordinating specified pieces of project work across the Trust.
- Providing appropriate administrative project support to the HRC for their projects as required
- To provide meeting support including preparing agendas, proposing actions, minute / note taking of the HRC Management Board, External Advisory Board, Theme Working Group and Business Operations Group, ensuring typed notes are circulated to attendees within the timeframes stipulated within Trust policies / standard operating procedures.
- To ensure that all documentation is produced to an excellent standard.
- To maintain records and filing systems in line with Trust policies.
- To operate an effective bring forward system, ensuring the necessary range of papers are available to management team.
- To undertake photocopying and distribution of papers as required.
- To set up and maintain accurate and effective electronic filing systems such as Teams Channel/Sharepoint and Kanbanci-tool.

KEY WORKING RELATIONSHIPS

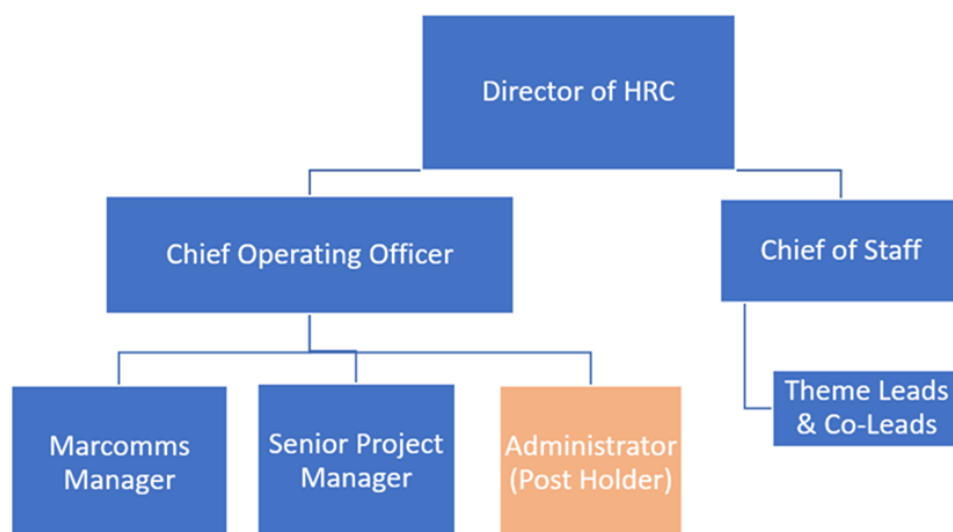
Areas of Responsibility: HRC Administration

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none">• HRC team• Business Operations Group• Theme Working Group	<ul style="list-style-type: none">• External Advisory Board

ORGANISATIONAL CHART



FREEDOM TO ACT

To work within Trust policies and procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager. Work is managed rather than supervised and the post holder will organise own workload on a day to day basis.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will be required to adhere to the organisations standards of customer care when welcoming visitors and communicating with a range of clients on a range of matters. For example receiving enquiries, via telephone or face to face, taking messages and ensuring that these are passed on to the appropriate person.

To deal with staff, clients and partner agency staff in a confidential and sensitive manner, this could be face to face or over the phone. The post holder may also be required to diffuse potential aggression from members of the public.

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/JUDGEMENTAL SKILLS

Make judgements on facts or situations, some of which require analysis, such as resolving conflicting diary appointments, scheduling of clinics. Communicate general issues and those of concern to a senior member of staff and use initiative to escalate or resolve straight forward issues in the absence of the manager.

PLANNING/ORGANISATIONAL SKILLS

The ability to work using own initiative and manage time effectively to meet deadlines. Organise own day to day activities and tasks and that of staff in lower banded jobs.

Plan and arrange staff cover as and when required.

Regularly arrange meetings.

The post holder will coordinate waiting lists and clinics.

PATIENT/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 have regular contact with patients/clients by phone or face to face and will provide non-medical information and advice to patients' and carers.

POLICY/SERVICE DEVELOPMENT

To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service provided to clients by attending and participating in meetings as necessary.

FINANCIAL/PHYSICAL RESOURCES

To monitor stock levels of stationery, receive deliveries and report maintenance faults.
To ensure the efficient and effective use of all resources used within the course of one's own duties, maintaining an awareness of the financial impact of inappropriate use.

The post holder may be required to conduct some financial and personnel tasks i.e. processing of invoices, payroll, petty cash/banking administration or handle patient's property.

HUMAN RESOURCES

Maintain and update own training relevant to post.

Participate in recruitment processes including being involved in interviews. Participate in appraisals and support the development of staff in lower bands.

Provide on the job training for new staff and work experience students, taking an active part in the development review of own work, suggesting areas for learning and development in the coming year.

INFORMATION RESOURCES

Daily use of IT programmes relevant to the department to process and store information and type up minutes of meetings. Responsible for maintaining staff and/or patient data.

RESEARCH AND DEVELOPMENT

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

PHYSICAL SKILLS

Use advanced keyboard skills to operate Trust computer systems

PHYSICAL EFFORT

Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.

The post holder may be required to exert light physical effort (loads of not more than 5kg.) on a frequent or occasional basis for several short periods or several long periods during the shift.

MENTAL EFFORT

The work pattern will be predictable and there will be an occasional requirement for concentration for data entry.

The post holder will be expected to provide cover for other administration and clerical staff during busy periods, including cover due to sickness absence and annual leave. This may require the post holder to involve travelling and working in other areas within the Trust.

EMOTIONAL EFFORT

Occasionally manage difficult situations, which may arise with abusive clients and telephone callers, of which may need to be referred to a senior member of staff.

There will be occasional indirect exposure to distressing or emotional circumstances, for example, typing letters of a distressing nature.

WORKING CONDITIONS

Use display screen equipment for substantial proportion of working day.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- 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.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively

promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Administrator
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Good Standard of Education	E	
NVQ 3 Team Leadership or Business Administration or Customer care or equivalent experience	E	
Relevant keyboard qualification i.e. RSA III	E	
KNOWLEDGE/SKILLS		
Effective interpersonal, organisational and communication skills	E	
Advanced IT/Keyboard skills	E	
Ability to manage own workload and to supervise the workload of others	E	
Ability to delegate tasks	E	
EXPERIENCE		
Proven clerical/administrative experience within customer care environment	E	
Experience of supervising lower banded staff		D
Previous NHS/Social Services experience		D
Cash management		D
PERSONAL ATTRIBUTES		
Reliability and Flexibility, able to contribute to changing demands of the service.	E	
Willing to undertake training relevant to the post.	E	
Ability to work within a team and delegate tasks to and supervise lower bands.	E	
Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	E	
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
Ability to travel to other locations as required	E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		X		
Mental Effort	Y		X		
Emotional Effort	Y		X		
Working in isolation	N				
Challenging behaviour	N				