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JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Divisional Administration Support Secretary |
| **Reports to** | Divisional Secretarial Team Lead |
| **Band** | Band 3 |
| **Department/Directorate** | Operational Management |

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| **JOB PURPOSE** |
| The Divisional Administration Support Secretary will provide secretarial and administrative support to the Group Managers and Service Managers in the Division of Medicine and Division of Surgery.  This post will give an excellent overview of how the hospital works and the services within the Divisions. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Diary management, including organising meetings and distribution of meeting papers * Take accurate telephone messages for the team and pass on queries/information as soon as possible * Work to deadlines, be able to prioritise conflicting deadlines and be adaptable to last minute changes * Create spreadsheets and presentations for the team as needed * Participate in recruitment, i.e. preparing Authority to Recruit forms, adverts, job descriptions and using Career Gateway on behalf of the team/specialities as required * Take notes (either by attending meeting or from a recording) at a variety of meetings and ensure papers are distributed at least 1 week before meeting * Order equipment/services for specialities as requested by the management team * Provide cross-cover during annual leave/sick leave within the Divisional secretarial team as needed, in particular providing cross-cover for the Divisional Secretarial Team Lead * Co-ordinate rota for Group and Service Managers to attend daily patient flow meetings * Be able to work on their own initiative |
| **KEY WORKING RELATIONSHIPS** |
| Areas of Responsibility:  Secretarial/administration  The post holder is required to deal effectively with staff of all levels throughout the Trust on a day to day basis. In addition, the postholder 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** | | * Divisional management team | * External MRI provider | | * Divisional nursing team | * ICB | | * Divisional Secretarial Admin Lead |  | | * Director of Operations Support Manager |  | | * Divisional secretarial team |  | | * Medicine consultant team |  | | * Speciality Leads |  | | * Clinical Nurse Specialists |  | |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| The post holder’s day-to-day work will be set by the Divisional management team and the postholder will then prioritise own workload. The Divisional Secretarial Team Lead will be on hand to advise and support when needed. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| The post holder will need to communicate with a wide range of staff on a day-to-day basis, including the Divisional management teams, consultants, nurses, secretaries and administrators and external organisations/companies. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| The post holder will need to make a judgement on facts or situations, some of which require analysis, such as resolving conflicting diary appointments, priorities for the management team. They will need to communicate general issues and those of concern to the management team and use their own initiative to escalate or resolve straight forward issues in the absence of a manager. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| The post holder will need to work using their own initiative and manage their time effectively to meet deadlines. They will need to be able to organise their day-to-day activities and tasks. |
| **PATIENT/CLIENT CARE** |
| The post holder will have minimal contact with patients and any contact will be as directed by the Divisional management team. |
| **POLICY/SERVICE DEVELOPMENT** |
| The post holder will adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| The post holder will monitor stock levels of stationery, receive deliveries and report maintenance faults. The post holder will ensure the efficient and effective use of all resources used within the course of their own duties, maintaining an awareness of the financial impact of inappropriate use. |
| **HUMAN RESOURCES** |
| The post holder will maintain and update training relevant to post. To assist with on-the-job training for new members of staff and work experience students as requested by the Divisional Secretarial Team Lead and take an active part in the development review of own work, suggesting areas for learning and development in the coming year. |
| **INFORMATION RESOURCES** |
| The post holder will be responsible for typing meeting notes, either by attending meetings in person or via a Teams recording. The post holder will also be responsible for maintaining and updating spreadsheets for the Divisional management team. The post holder will need to have a working knowledge of most Microsoft applications, i.e. Word, Excel, Powerpoint and Trust systems, i.e. Learn +, Health Roster, Career Gateway, Unit 4 procurement etc. |
| **RESEARCH AND DEVELOPMENT** |
| There is no research or audit element within this role. |
| **PHYSICAL SKILLS** |
| The post holder will need advanced keyboard skills to operate Trust computer systems. |
| **PHYSICAL EFFORT** |
| Frequent requirement to sit at a desk with display screen equipment, may need to visit departments in other parts of the hospital as requested by the management team, may need to lift light loads on occasion, i.e. boxes of stationery. |
| **MENTAL EFFORT** |
| The work pattern will be predictable and there will be an occasional requirement for concentration. The post holder will be expected to provide cover for other members of the secretarial team during busy periods, i.e. to cover annual or sick leave. |
| **EMOTIONAL EFFORT** |
| There may be an occasional need to manage a difficult situation either face-to-face or via the telephone which may need to be referred to a member of the Divisional management team. |
| **WORKING CONDITIONS** |
| Use of 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.  Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.  T*his is* |

PERSON SPECIFICATION

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| **Job Title** | Divisional Administration Support Secretary |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Good standard of education  NVQ 3 in Business Administration or equivalent experience  Relevant keyboard qualification, i.e. RSA III | E  E  E |  |
| **KNOWLEDGE/SKILLS**  Effective interpersonal, organisation and communication skills  Advanced IT/keyboard skills  Ability to manage own workload and use initiative | E  E  E |  |
| **EXPERIENCE**  Proven clerical/administrative experience including diary management and minute-taking  Previous NHS/Social Services administration experience | E  D |  |
| **PERSONAL ATTRIBUTES**  Reliability and flexibility, able to contribute to changing demands of the service  Willing to undertake training relevant to the post  Able to work as a team member  Ability to demonstrate a diplomatic, caring attitude whilst maintaining confidentiality | E  E  E  E |  |
| **OTHER REQUIREMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required. | E  D |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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 |  |  |  |  |
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| **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 |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | X |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | Y | X |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y/N |  |  |  |  |
| Mental Effort | Y/N |  |  |  |  |
| Emotional Effort | Y/N |  |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | N |  |  |  |  |