

JOB DESCRIPTION

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

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| **JOB PURPOSE** |
| The post holder will fulfil all tasks associated with the smooth running of the administration department, liaising with other departments as necessary. As well as dealing with requests to diary management, typing letters and reports, note taking, preparation of agendas and associated papers, the post holder may be required to order stationery using the procurement system Unit 4. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| The post holder will support the Care Group Associate Director of Patient Care, Clinical Matron and Care Group ward managers in the Medicine Care Group on a daily basis in non-clinical administration, including   * Completing relevant personnel process documentation, including sickness letters, Change of Circumstance forms, Termination forms. * Assist with the recruitment process, including preparing Approval to Recruit forms, creating adverts on Career Gateway, setting up face to face and/or virtual interviews, printing interview paperwork, meeting and greeting candidates and returning all interview paperwork to Recruitment. * Answering the phone and taking accurate messages for the team. * Data collection as requested * Arranging meetings using MS Teams or organising venues and preparing meeting paperwork. * To provide minute/note taking at meetings, ensuring typed notes are circulated to attendees within the timeframes stipulated within Trust policies/standard operating procedures. * To organise and co-ordinate meetings including sourcing of suitable venue, time, equipment. * Liaise closely with the Ward Support Secretary for the Surgery Care Group, providing cross cover as needed during annual leave/sickness. * Occasional ordering of stationery using the procurement system Unit 4   It will be necessary to work to deadlines, be able to prioritise conflicting deadlines and be adaptable to last minute changes. The post holder will need to be able to work on their own initiative. |
| **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.  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Care Group Associate Director of Patient Care * Clinical Matrons * Ward Managers * Care Group Management team * Divisional Secretary Team Lead * Ward Support Secretary – Surgery * Finance * Recruitment |  | |
| **ORGANISATIONAL CHART** |
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| **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/s  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 will be expected to behave in accordance with the Trust’s values of Compassion, Integrity, Inclusion and Empowerment. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Make judgements on facts or situations, some of which require analysis, such as resolving conflicting diary appointments. 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  Regularly arrange meetings. |
| **PATIENT/CLIENT CARE** |
| The post holder is required to put the patient, as the first priority, at the centre of all activities. |
| **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. raising a stationery requisition via the procurement system Unit 4 or raising Change of Circumstance / Leaver forms etc. |
| **HUMAN RESOURCES** |
| Maintain and update own training relevant to post.  Participate in recruitment processes including being involved in interviews. Participate in appraisals.  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 data, i.e. ward Establishment Sheets and Ex-staff Spreadsheet. |
| **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. |
| **MENTAL EFFORT** |
| The work pattern will be predictable and there will be a regular requirement for concentration for data entry.  The post holder will be expected to provide cover for the Ward Support Secretary – Surgery during sickness absence and annual leave. |
| **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 portion of working day.  The post holder will be working in an open-plan office space. |
| **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. |

PERSON SPECIFICATION

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| **Job Title** | Ward Support Secretary - Medicine |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Good standard of education  NVQ 3 Team Leadership or Business Administration or Customer Care or equivalent experience.  Relevant keyboard qualification i.e. RSA III | 🗸  🗸  🗸 |  |
| **KNOWLEDGE/SKILLS**  Effective interpersonal organisational and communication skills.  Advanced IT/Keyboard skills.  Ability to manage own workload and to supervise the workload of others.  Ability to delegate tasks. | 🗸  🗸  🗸  🗸 |  |
| **EXPERIENCE**  Proven clerical/administrative experience with customer care environment.  Previous NHS experience | 🗸 | 🗸 |
| **PERSONAL ATTRIBUTES**  Reliability and flexibility, able to contribute to changing demands of the service.  Willing to undertake training relevant to the post.  Ability to work within a team.  Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality. | 🗸  🗸  🗸  🗸 |  |
| **OTHER REQUIREMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. | 🗸 |  |

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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 | Y/N |  |  |  |  |
| Contact with patients | Y/N |  |  |  |  |
| Exposure Prone Procedures | Y/N |  |  |  |  |
| Blood/body fluids | Y/N |  |  |  |  |
| Laboratory specimens | Y/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) | Y/N |  |  |  |  |
| Respiratory sensitisers (e.g. isocyanates) | Y/N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | Y/N |  |  |  |  |
| Animals | Y/N |  |  |  |  |
| Cytotoxic drugs | Y/N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | Y/N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | Y/N |  |  |  |  |
| Dusty environment (>4mg/m3) | Y/N |  |  |  |  |
| Noise (over 80dBA) | Y/N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | Y/N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use (> 1 hour daily) | Y/N |  |  |  | Y |
| Heavy manual handling (>10kg) | Y/N |  |  |  |  |
| Driving | Y/N |  |  |  |  |
| Food handling | Y/N |  |  |  |  |
| Night working | Y/N |  |  |  |  |
| Electrical work | Y/N |  |  |  |  |
| Physical Effort | Y/N |  |  |  |  |
| Mental Effort | Y/N |  |  |  |  |
| Emotional Effort | Y/N |  |  |  |  |
| Working in isolation | Y/N |  |  |  |  |
| Challenging behaviour | Y/N |  |  |  |  |