**JOB DESCRIPTION**

**1. JOB DETAILS**

**Job Title: Senior / Personal Administrator**

**Band: 4**

**Reports to: Cluster Support Manager**

**Department / Directorate: Community Services**

**2. JOB PURPOSE**

The post holder will provide a professional and effective administrative service to members of the Senior Management Team for the Community Division enabling them to focus on their key objectives. You will be responsible for following up and monitoring action plans, diary and meeting management and supporting managers to prioritise their workload to meet targets.

**3. DIMENSIONS/ KEY WORKING RELATIONS**

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

The role will require close liaison with the Divisional Director, Divisional Business Manager and Assistant Director Health & Social Care – Community Services, senior managers and their administrative support and staff at all levels across the Trust.

1. **ORGANISATIONAL CHART:**
2. **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:**

The primary focus for this role will be to support senior managers to deliver on their key priorities for the Community Services Division. This will include working with senior managers to provide the administrative support to enable the delivery of national initiatives and local projects to improve the care we provide to patients and how we support staff.

This will include:

* Following up and monitoring action plans
* Monitoring and supporting the submission of reports
* Diary and meeting management
* Taking notes and ensuring accurate record keeping including minutes and actions
* Supporting managers to monitor and prioritise work against specific deadlines.

**Administrative functions**

* Ensuring that all documentation is produced to an excellent standard
* To ensure effective and efficient diary management, and to enable management time to prepare and attend meetings
* To manage Managers’ and team diaries, ensuring all absences/meetings are accurately recorded
* To organise and co-ordinate meetings including sourcing of suitable venue, time and equipment
* 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 ensure records and filing systems are maintained in line with Trust policies
* To ensure effective bring forward systems, ensuring necessary range of papers are available to management team
* Audio typing and personal dictation.
* To ensure all requests or requirements are actioned appropriately in the manager’s absence.
* To ensure photocopying and distribution of papers are completed and issued as required
* To set up and maintain accurate and effective filing systems both paper based and electronic filing systems
* Maintain health records and patient files in line with Trust Health Records Policy
* To carry out routine analysis of information as directed by manager, carrying out research to support analysis of information
* Use multiple computer systems as required within the department
* Respond to complaints where appropriate, escalating to Line Manager if unable to resolve

**Service delivery/improvement**

* Contribute to the NHS service improvement/modernisation agenda e.g. service redesign
* Work as part of the team in developing processes within the department to meet the demands of a growing service
* Participate in team and directorate meetings as required
* Contribute to audits regarding departmental procedures
* Have a flexible approach to working hours to meet the demands of the service
* Adhere to the Trust Access Policy and Health Records Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies

**Communication and Relationship Skills**

* To appropriately deal with all day to day correspondence within the department
* Make and receive telephone calls both external and internal according to Trust standards
* Take messages, ensuring they are actioned and/or received by the correct recipient
* Communicate effectively including discussion and written communication
* Proactively manage email communication in line with the RD&E’s Email Best Practice guidance
* Provide excellent customer care, in a calm and professional manner – some situations may be challenging
* Organise and/or support meetings through effective communication

**Governance**

* To comply with HR policies particularly in relation to mandatory (essential) training and Personal Development Reviews.
* Undertake training as required to maintain competency/comply with trust policies
* Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal
* Adhere to the Trust Access Policy, Key Performance Indicators, government targets and standard operational policies and procedures

**Analytical and Judgement Skills**

* Makes judgements on complex facts requiring interpretation and comparing options which may involve exercising judgement when dealing with clients or other departments/partner agencies. This will include resolving minor problems with regard to personnel, payroll and building maintenance, and highlighting any problems and conducting risk assessments as appropriate.

**Planning and Organisational Skills**

* The post holder will organise their own day to day activities and tasks and allocate work to staff as appropriate, arranging staff cover as and when necessary.

**Physical Skills**

* The post holder will have advanced keyboard skills to operate a range of computer software producing a wide range of documentation, presentations and reports.

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

**Responsibility for Policy and Service Development**

* The post holder will follow Trust policies and participate in policy and service development. The post holder will propose changes and implement administration policies and working practices for own area.

**Resource Management**

* Provide cover in periods of absence as directed by department manager, this may involve moving to other areas
* Monitor use of supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the service
* To maintain stock control, re-ordering supplies where necessary

**Responsibility for Human Resources**

* Maintain and update own training relevant to post. Take an active part in the development review of own work suggesting areas for learning and development in the coming year.
* Demonstrates duties to new starters, and allocate and check work of other administrative staff. 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.

**Responsibility for Information Resources**

* Daily use of IT programmes relevant to the work area to produce documents, presentations and reports; be responsible for the effective inputting, storing and maintenance of information.

**Responsibility for Research and Development**

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

**Decision Making**

* 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.

**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 on an occasional basis for several short periods during their working day eg putting away and organising stationery, moving projector and other presentation equipment etc.

 **Mental Effort**

* The work pattern is unpredictable, with frequent interruption. 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 travel and work 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. Rare exposure to distressing circumstances.

**Working Conditions**

* Use display screen equipment for substantial proportion of working day; works in an office environment.

**Other Responsibilities:**

To take part in regular performance appraisal

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

To contribute to and work within a safe working environment

The post holder is 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.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.

**THE TRUST – Vision and Values**

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity

Fairness,

Inclusion & Collaboration

Respect & Dignity

We recruit competent staff that 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.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

**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.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

**PERSON SPECIFICATION**

**POST: Senior / Personal Administrator**

**BAND: 4**

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| **REQUIREMENTS** | **At** **Recruitment** | **At PDR** |
| **QUALIFICATIONS / TRAINING**Good standard of education.NVQ 3 Team Leadership or Business Administration or Customer Care or equivalent experience.Relevant keyboard qualification, eg RSA III, ECDL or equivalent experience. | **E****E****E** | **E****E****E** |
| **KNOWLEDGE / SKILLS**Effective interpersonal, organisational and communication skills.Advanced IT/keyboard skills.Ability to prioritise workload to meet deadlines. Ability to work with a high degree of accuracy and attention to detail.Effective organisational skills. | **E****E****E****E****E** | **E****E****E****E****E** |
| **EXPERIENCE**Previous experience as a PA/Secretary.Previous experience within a health or social care setting.Proven clerical/administrative experience within customer care environment.Experience of supervising lower banded staff. | **E****D****D****D** | **E****E****E****E** |
| **PERSONAL ATTRIBUTES**Ability to work as a team member.Reliability and flexibility with an ability to contribute to and meet the changing demands of the Service.Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.Willingness to undertake training relevant to the post. | **E****E****E****E** | **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****E** | **E****E** |

**\* Essential/Desirable**

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| HAZARDS:- Updated 31st May 2013 |
| Laboratory Specimens  |  | Clinical contact with Patients |  | Dealing with violence & aggression of patients/relatives |  |
| Blood / Body Fluids |  | Dusty Environment |  | VDU Use (occasional) | X |
| Radiation / Lasers |  | Challenging Behaviour |  | Manual Handling | X |
| Solvents |  | Driving | X | Noise / Vibration |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in isolation |  |
| Cytotoxic Drugs |  | Electrical work |  | Night Working |  |