

JOB DESCRIPTION

JOB DETAILS	
Job Title	Therapies Business Support Manager (Administration Manager)
Reports to	Operations Manager – Therapies
Band	Band 5
Department/Directorate	Clinical Specialist Services - Therapies

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 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 such as thorough waiting list interrogation and validation.

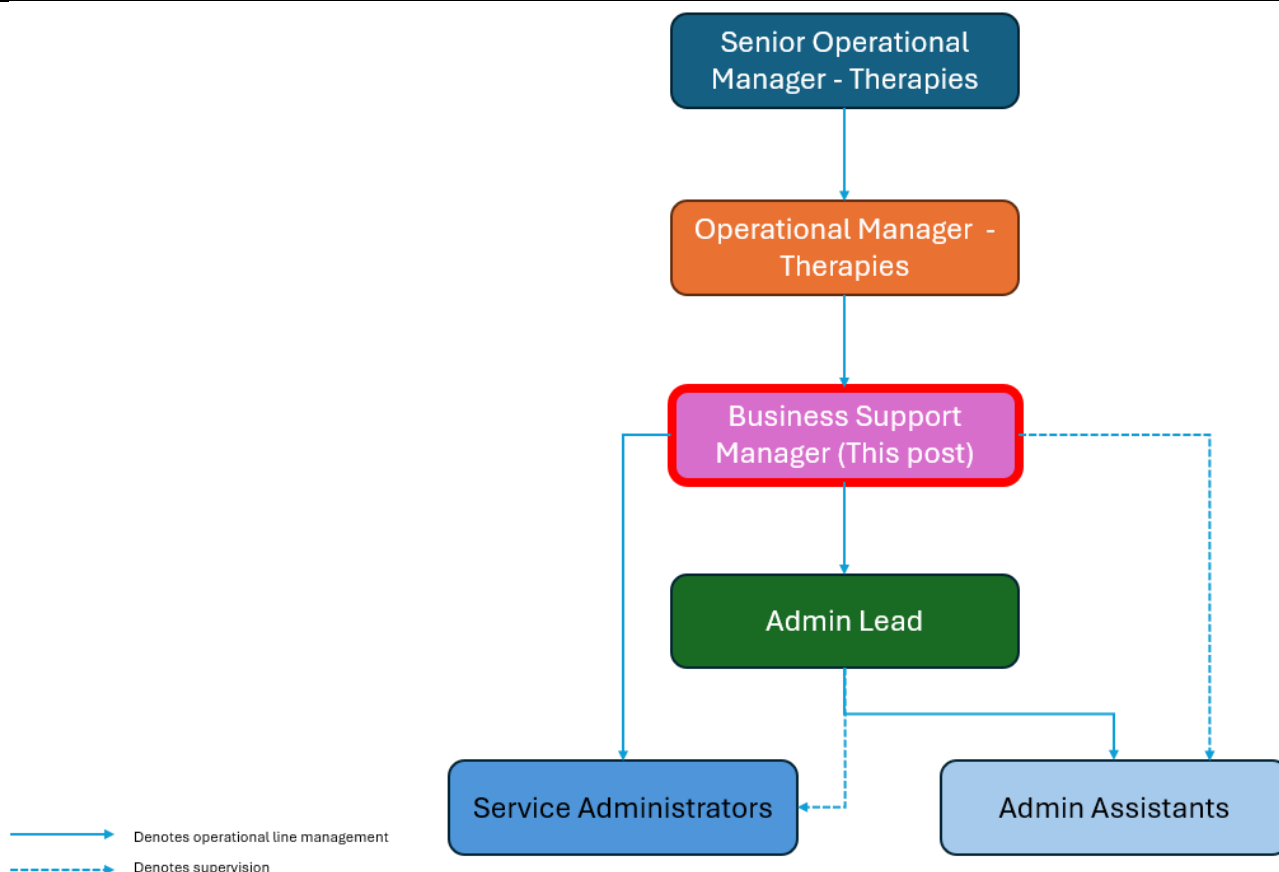
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
The Administration Manager will be based in the Clinical Specialist Services Care Group and will provide business support to Therapies Operational Management team. The post holder will fulfil all administration tasks and work as part of a team and will have day to day management 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 RELATIONSHIPS
Areas of Responsibility: (type of work undertaken) No. of Staff reporting to this role: 14 Operational Business Support to the following services: • Eastern Physiotherapy Service • Eastern Occupational Therapy Service • Eastern Dietetic Service • Eastern Speech & Language Service <i>(Other clinical services may be assigned)</i> Business and Project Support to the Operational Management Team. 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
• Chief Operating Officer • Trust Directors of Operations • Trust Medical Directors • Trust Directors of Nursing • Care Group Directors • Care Group Associate Directors • Care Group Medical Directors • Care Group Associate Directors of Nursing & AHPS • Care Group General Managers • Heads of Services • Service Leads (Clinical & Non Clinical) • Operations Managers • Administrative Service Managers • Administrative Line Managers • Non Clinical Teams	• CQC • Commissioners/ICS • Primary Care Teams • Other Trusts in local economy • NHS England • Patients & Relatives • Local Authority • District Authorities • Public & Patient Involvement • Social Care Providers • National Representative Bodies • Public & Patient Engagement Groups • Voluntary Organisations

ORGANISATIONAL CHART



FREEDOM TO ACT

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.

COMMUNICATION/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/JUDGEMENTAL 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/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.

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 may provide non clinical advice to patients, clients.

POLICY/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.

FINANCIAL/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.

HUMAN RESOURCES

Support new employee integration into the team. The post holder has responsibility for the day to day management 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.

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.

RESEARCH AND DEVELOPMENT

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

PHYSICAL SKILLS

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

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.

WORKING CONDITIONS

Uses display screen equipment for substantial proportion of the 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.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

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	Business Support Manager (Administration Manager)
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Significant specialist knowledge and experience of Administrative / Secretarial procedures and processes - acquired through training to degree or equivalent level	E	
Advanced keyboard skills, RSA 3 or equivalent	E	
KNOWLEDGE/SKILLS		
Excellent communication skills both written and verbal, with a wide range of people	E	
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	E	
Work with a high degree of accuracy and be able to demonstrate attention to detail	E	
Tactful, diplomatic, empathic	E	
EXPERIENCE		
Project Management experience	E	
Formal minute taking experience with complex agendas	E	
Significant experience of MS office applications (including Outlook, Word, Excel and Powerpoint)	E	
Experience of managing a team of people	E	
PERSONAL ATTRIBUTES		
Approachable, responsive, resourceful, enthusiastic and flexible approach	E	
Self-motivated and proactive	E	
OTHER REQUIREMENTS		
Willingness to undertake a wide variety of duties	E	
Ability to travel to other sites for training, meetings etc	E	
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust	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)	Y	X			
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	Y		X		