

“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision, we expect all our staff to uphold our Trust Values”

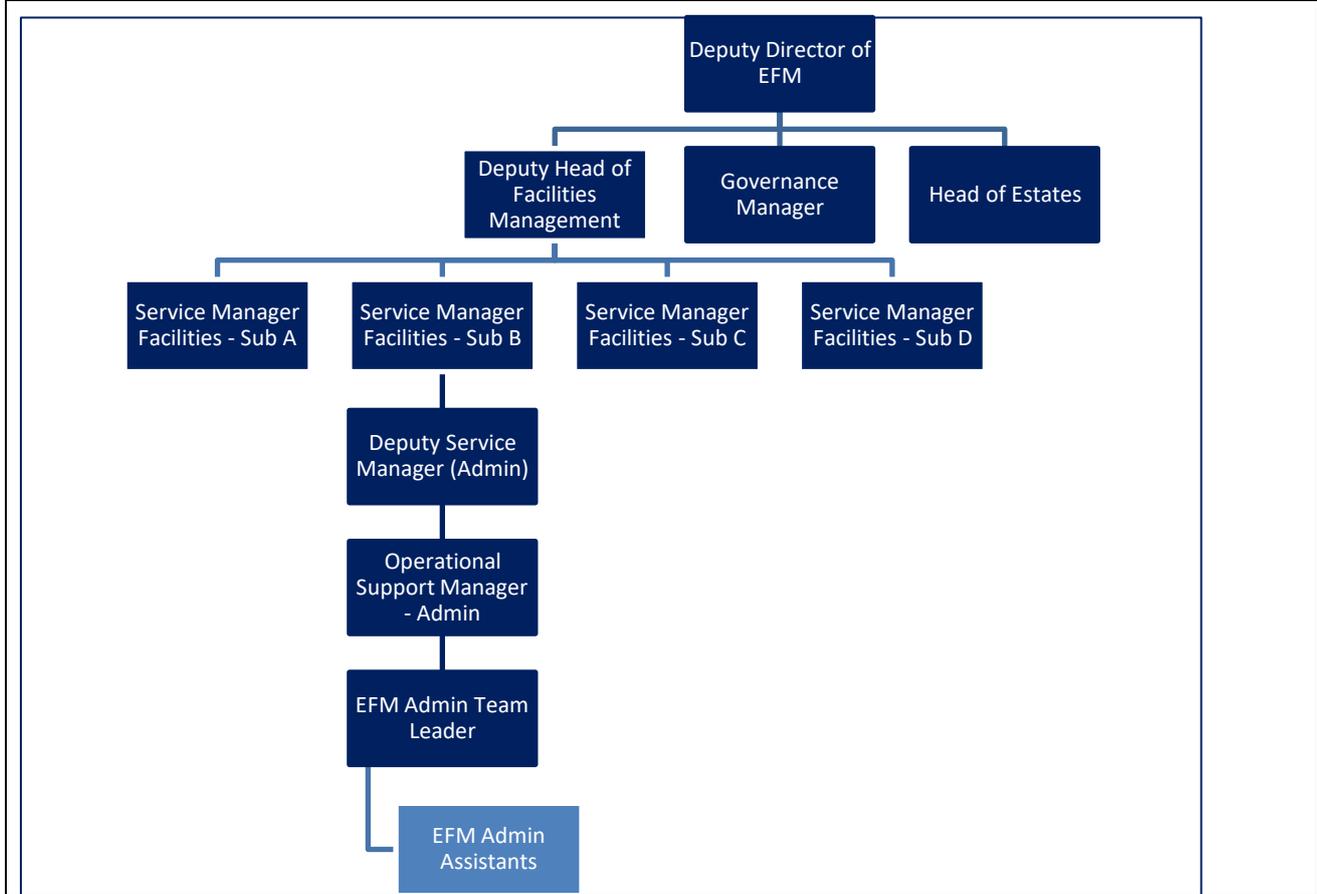
JOB DETAILS	
Job Title	Administration Assistant
Reports to	Administration Team Leader / Line Manager
Band	3
Department/Directorate	Estates & Facilities Management (EFM)

JOB PURPOSE
<p>To provide a high quality, professional administration service for the Estates and Facilities Management Directorate, working with the Service Managers and Department Managers to ensure that streamlined, efficient and accurate administration processes and procedures are adhered to.</p> <p>EFM Admin provides services to the entire EFM organisation over all its sites including the Centre for Women’s Health reception desk, the Estates offices and the Sowton warehouse. Colleagues may be required to work at any Trust area. The team provides cover from 8am to 8pm weekdays and shift work will be required.</p>

KEY WORKING RELATIONSHIPS
<ul style="list-style-type: none"> • Deputy Director of Estates and Facilities Management • Deputy Head of Facilities Management • Head of Estates • Service Managers, Facilities • Deputy Service Managers, Facilities • Deputy Head of Estates • Governance Manager • Commercial Business Manager • Facilities Department Managers • Divisional Management Accountant • EFM Administration and Secretarial Staff • Finance Staff • HR Department • Estates Department • IT Department • External NHS Organisations • External organisations/providers • Administration and Clerical Staff within area of work • Secretarial support teams

JOB DESCRIPTION

ORGANISATIONAL CHART



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- **COMMUNICATION/RELATIONSHIP SKILLS**
- Working as part of the Estates and Facilities Helpdesk, liaising with internal and external customers and service users.
- CWH Reception Desk cover whilst actioning core PC based duties
- Use effective verbal/written communication at all times, incorporating tact, empathy, consideration, courtesy and confidentiality. Adapt style of communication to respond to others user communication difficulties.
- Communicate internally with a range of departments.
- Develop and maintain good working relationships by being, flexible, adaptable, polite, positive and empathetic, communicating effectively and informatively.
- As applicable, ensure the service experience is positive and service user confidentiality is maintained at all times. Treat users of the service, colleagues etc, with respect, dignity, courtesy and in accordance with the Trust's Values.
- Deliver excellent levels of service by regularly assessing, problem solving, evaluating and reporting to the EFM Admin Team Leader, in a timely and proactive manner when these standards have not been met, enabling appropriate action to be taken. Implement planned actions in response, communicating changes as appropriate.
- Use effective verbal/written communication at all times, incorporating tact, empathy, consideration, courtesy and confidentiality.
- Build and sustain effective communications to ensure good team working and collaborative working practices. Disseminate knowledge, and information to those who need to know.

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ANALYTICAL/JUDGEMENTAL SKILLS

- Provide a comprehensive, confidential, administrative service to support services, in an efficient and confidential manner.
- Prioritise own tasks, exercising a degree of independence, initiative and judgement.
- Assess situations, identify and resolve potential problems within own skill set. Refer and seek guidance on issues outside of postholder's level of competency or authority to the Administration Team Leader.

PLANNING/ORGANISATIONAL SKILLS

- Specifically, this post will work with colleagues and team leaders to ensure that they provide a professional, efficient, accurate and timely administration service.
- Undertake general administration duties appropriate to the role, e.g. dealing with post, reporting faults, collation and distribution of data and information.

PHYSICAL SKILLS

- Advanced keyboard skills required.
- To be competent in using and ensure the proper use of Trust Equipment, e.g. VDUs

POLICY/SERVICE DEVELOPMENT

- Provide services within well-established policies, procedures, protocols, guidelines, whilst acting within the required sphere of competences for the role at all times.
- To participate in departmental/team meetings and offer suggestions for quality improvement. Contribute to the achievement/improvement of service/quality standards.
- May be asked to comment on policies and procedures.

FINANCIAL/PHYSICAL RESOURCES

- Monitor and maintain department stationery supplies.
- Order and receipt supplies on the Trust's procurement system as required.

HUMAN RESOURCES

- To provide support/cover to other Administrators within the EFM Directorate.
- To demonstrate duties to new or less experienced staff.

INFORMATION RESOURCES

- Regular requirement to use computer software to create and maintain databases and spreadsheets, using formulas to create statistical reports and dashboards on Departmental and Directorate performance.
- Ensure that accurate recording and maintenance of computerised filing records and systems is maintained.
- Regularly update electronic systems as directed by the Admin Line Manager, e.g. ESR, payroll

RESEARCH AND DEVELOPMENT

- Complete surveys and audits as required, e.g. staff questionnaires.

FREEDOM TO ACT

- To be guided by Trust Policy and Standard Operating Procedures.
- To be able to deal with routine queries from a multitude of sources and matters relating to EFM Departments.
- Exercise initiative, analysis, and judgements/problem solving or directing on/escalating, as appropriate, using tact/empathy, reassurance and persuasive skills where agreement and co-operation is required.

WORKING CONDITIONS

- Requirement to use VDU equipment on most days.

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 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	Administration Assistant
BAND	3

Requirements	Essential	Desirable
<p>QUALIFICATION/ SPECIAL TRAINING 6 x GCSE's Grade 4 or above including English Language and Maths or equivalent qualification or experience. NVQ Level 3 in Administration or equivalent qualification / experience. ECDL or equivalent qualification / experience.</p>	E E	 D
<p>KNOWLEDGE/SKILLS Excellent organisational skills. Advanced IT skills, including Microsoft Word and Excel and Outlook. Excellent communication skills, including telephone, face to face and written with staff at all levels. Ability to handle enquiries from service users with tact, understanding and confidentiality.</p>	E E E E	
<p>EXPERIENCE Experience of effective administration processes. Experience of working in a customer service role. Experience of working with various software packages and database systems. Experience of working as part of a team. Proven experience of adapting to and implementing new systems and processes.</p>	E E E	 D D
<p>PERSONAL ATTRIBUTES Able to demonstrate reliability and initiative. Able to work as a team member. To act with integrity and trust. Enthusiastic, motivated and committed to delivering excellent service. Able to use own initiative. Self-motivated and enthusiastic. Adaptable and flexible.</p>	E E E E E E E	
<p>OTHER REQUIRMENTS Ability to work on different Trust sites. Ability to work in different Departments within Facilities. Accountable for own action and able to support effective teamwork. A flexible approach to work.</p>	E E E 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				✓
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		✓		
Mental Effort	Y				✓
Emotional Effort	N				
Working in isolation	N				
Challenging behaviour	N				