

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Administration Team Leader |
| **Reports to** | Operational Support Manager |
| **Band** | 4 |
| **Department/Directorate** | Administration / Estates and Facilities Management |

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| **JOB PURPOSE** |
| To provide a high quality, efficient and customer focused service to Trust staff, patients and visitors.  To present a positive impression of the team and services; taking a shared and constructive approach to changing circumstances and remaining calm under pressure.  To act independently on matters affecting the day to day running of the service, using initiative to make decisions.  Leading all administrative staff, supporting staff development, providing guidance and direction, ensuring staff are up to date with mandatory training with the support of the Operational Support Manager.  To develop administration services across the Division to provide a cost effective and efficient service, using software packages to streamline processes and procedures. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * To provide team leader and administrative support as an integral part of the role, ensuring a high quality and timely service is offered to all internal and external customers. * To provide and develop a range of specialist software skills relevant to team and plan for the standard of these to be maintained. |
| **KEY WORKING RELATIONSHIPS** |
| Areas  of  Responsibility:  EFM Helpdesk and Administration services across EFM.  No. of Staff reporting to this role: (If applicable)   8  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 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** | | * EFM Operational Support Manager | * Contractors to the Trust | | * Admin Team Leaders | * External NHS Organisations | | * Admin / Secretarial Team |  | | * Department Managers |  | | * Service Managers |  | | * Governance Manager |  | | * Commercial Business Manager |  | | * Management Accountant |  | | * HR, Digital and Procurement |  | | * Other Trust employees |  | | * Senior Management Team |  | |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| * To be guided of defined policies, protocols and procedures to assist with daily decision making. Line Manager available for advice when required. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * To assist with the day to day running of the EFM Division, and Estates and Facilities Administration Assistants, advising on queries arising from staff, patients and visitors initiating corrective actions if necessary. * To handle day to day correspondence within the department, initiating appropriate responses in order to provide staff, patients and visitors with required information in a friendly and professional manner. * To communicate with Trust staff, patients, visitors and external organisations in a courteous, professional and timely manner at all times, with tact and empathy. * To respond to telephone enquiries in an appropriate and timely manner. * To ensure that staff and external agencies receive appropriate and timely communication. * Liaise with external agencies. * To keep the EFM Intranet sites up to date. * To maintain an efficient, friendly and helpful working environment.   Develop, manage and work within an effective Helpdesk environment, supporting the EFM Division. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * To carry out routine analysis of information as directed by manager, carrying out research to support analysis of information. * To keep up to date records of reconciliation sheets using Excel and inform line manager of any anomalies. * To carry out analysis of information relating to calls and requests through the departments to drive route cause analysis problem solving techniques. * To act as subject matter expert for software used by own team – examples include, but are not limited to Building Management Systems, bespoke access control and contractor control software systems. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * To plan own workload and organise and plan duties for the Departments under the area of line management responsibility, ensuring that workload is distributed fairly. * To organise and coordinate meetings as required, preparing relevant documents for presentation as needed. * To plan monthly and other regular meetings, ensuring that actions are completed. * To work as an effective and responsible team member, prioritising and organising work in a manner that maintains and promotes quality. To ensure that there is adequate cover for the Departments at all times. * To ensure that the day to day operations of the departments are completed in an accurate, appropriate and timely manner. * To create and develop, with the Operational Support Manager, an effective administration function supporting the EFM Division. |
| **PATIENT/CLIENT CARE** |
| * Incidental patient contact. * To manage complaints received, referring to the Divisional and Departmental Managers if they cannot be satisfactorily resolved at a local level. |
| **POLICY/SERVICE DEVELOPMENT** |
| * To implement work policies/SOPs within own work area and undertake work to develop policies as required. * To propose new policies/SOP’s, as required for own work area. * Working with the Operational Support Manager to develop the administration function, and ensuring SOPs and procedures are correctly followed within the team. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * To assist in the management of delegated budgets. * To monitor the use of supplies and ensure this is done efficiently and cost effectively in line with the needs of the service. * To have a personal duty of care in relation to equipment and resources used within the department. * To compile monthly reports for payroll. * To implement the authorisation of refunds if required as part of the day to day role. * To place procurement orders as required. * To raise invoice requests. |
| **HUMAN RESOURCES** |
| * To provide day to day management of the administration services for the EFM Division, and Estates and Facilities Administration Assistants, mentoring, supporting and performance monitoring, including allocating and checking work, authorising annual leave and resolving simple staffing issues. * To carry out return to work interviews and absence management monitoring with the support of the Line Manager, as required. * To carry out PDR’s for team members overseen by this post with the support of the Line Manager, as required. * Engendering a learning organisation; sharing expertise across the trust and ensuring team members complete required and essential (mandatory) learning as required. * To ensure adequate cover is in place during periods of leave. * To support recruitment campaigns by undertaking or assisting the Line Manager in shortlisting of candidates. * To act as a role model for continual learning. |
| **INFORMATION RESOURCES** |
| * Responsible for computer systems and software operation as a local subject matter expert for areas that fall under the responsibility of the role. * Process financial and administration information. |
| **RESEARCH AND DEVELOPMENT** |
| * Participate in surveys as required, e.g. staff surveys |
| **PHYSICAL SKILLS** |
| * Standard keyboard skills required. * To regularly use a range of IT packages to fulfil job requirements. * To have a broad knowledge of the Trust’s Division Wide IT Systems including access control. * To maintain department equipment as required. |
| **PHYSICAL EFFORT** |
| * A combination of sitting and standing, occasion physical effort required, i.e. moving stock. |
| **MENTAL EFFORT** |
| * Occasional requirement for concentration when compiling data and information. Work pattern is predicable. |
| **EMOTIONAL EFFORT** |
| * Occasional exposure to upsetting situations, when dealing with complaints and correspondence from staff, patients and visitors. |
| **WORKING CONDITIONS** |
| * Office conditions. * Use of VDU equipment more or less continuously on most days. |
| **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. |
| **APPLICABLE TO MANAGERS ONLY** |
| Leading the team effectively and supporting their wellbeing by:   * Championing health and wellbeing. * Encouraging and support staff engagement in delivery of the service. * Encouraging staff to comment on development and delivery of the service. * Ensuring during 1:1’s / supervision with employees you always check how they are. |
| **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** | EFM Admin Team Leader |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  5 x GCSE Grade A-C or equivalent including English and Mathematics.  EDCL or Advanced computer skills qualification or evidence of proficiency in the use of Microsoft programmes and bespoke IT systems.  NVQ Level 3 in business administration or equivalent qualification /experience.  NVQ Level 4 in business administration or equivalent qualification / experience. | E  E  E | D |
| **KNOWLEDGE/SKILLS**  Able to work quickly, methodically and accurately with attention to detail.  Ability to work on own initiative.  Excellent planning and organisational skills.  Ability to remain calm and professional in a busy environment.  Excellent interpersonal and communication skills.  Ability to promote good working liaisons between staff and external providers.  Proven ability to motivate staff and encourage team work.  Excellent telephone manner.  Able to demonstrate knowledge and ability to use Microsoft Programmes and specialised IT systems. | E  E  E  E  E  E  E  E |  |
| **EXPERIENCE**  Previous experience in a customer service focused role  Previous administrative experience  Experience of Line Management  Experience of working with bespoke computer systems  Experience of change management and implementation of new systems and processes. | E  E  E  E  E |  |
| **PERSONAL ATTRIBUTES**  Ability to work as part of a team.  Proven experience of adaptability in the workplace.  Adhere to data protection and confidentiality requirements.  Enthusiastic, highly motivated and committed to developing a service.  Able to communicate in a courteous, professional and timely manner at all times. | E  E  E  E  E |  |
| **OTHER REQUIREMENTS**  Able to remain flexible to the day to day needs of the service.  Ability to work under pressure.  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 |  |

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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 |  |  |  | ✓ |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | Y | ✓ |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y | ✓ |  |  |  |
| Mental Effort | Y |  | ✓ |  |  |
| Emotional Effort | Y | ✓ |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y | ✓ |  |  |  |