

JOB DESCRIPTION

Job Title: Senior Administration Manager

Band: 6

Responsible To: Group Manager, Medicine

Accountable To: Group Manager, Medicine

Section/Department/Directorate: Medicine Division

Job Purpose:

The post holder will provide business support to a directorate and will manage specific projects within a site or section of the organisation. The post holder will have responsibility for developing, implementing and monitoring business plans and will monitor progress to support performance improvement.

The post holders duties may also include financial and personnel administration, overseeing maintenance of building(s) and dealing with clients/visitors.

The post holder will focus on specific areas of work that support the Operational Management of the Medicine Division. In particular the post holder will oversee the recruitment process for many of the hard to fill roles within the Division. It could involve discussing job plan options with potential candidates and following up on any interest shown in the Trust, liaising with the Operational, Clinical and HR teams.

The post holder may manage a number of projects on behalf of the Group Manager and members of the Medicine operational Team.

Context:

The senior administration manager will be based in the Divisional Management Offices on Trinity Suite, in NDDH and will provide business support to the Medicine Division.

The post holder will fulfil all administration tasks and work as part of a team and will have day to day line management responsibility of 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.

Speciality Specific Information:

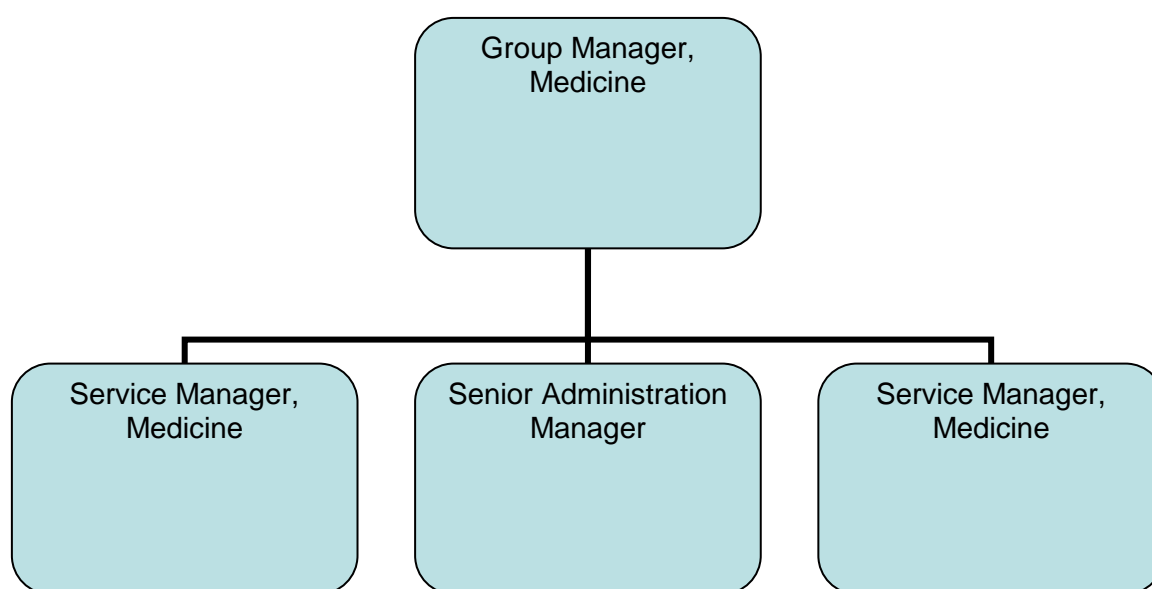
- To create and maintain good communications and working relationships with potential candidates for any hard to fill role within Medicine
- To manage specific standalone processes autonomously taking full responsibility for planning, co-ordinating and delivering the process to meet the essential business requirements of the department
- Managed defined projects within Medicine independently or elements of a project on behalf of the Medicine Operational team.

- Provide statistical analysis using the reporting systems and develop reporting tools e.g. E-Roster.
- Liaise professionally with external authorities either directly or on behalf of senior members of the operational management team.
- Observe and adhere to the strictest confidentiality regarding information to which you have access and to comply with the Data Protection Act.
- Report and collate performance report against agreed KPIs for the Medicine service including for divisional performance reporting.
- Any other duties as required, which are appropriate to the grade
- Line manage the Rota Manager and support the medicine rota team

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.

Organisational Chart:



Key Result Areas/Principal Duties and Responsibilities:

Communication and Relationship Skills

The post holder will be required to adhere to the organisations standards of customer care. The post holder will persuade project boards and staff of the importance of the business plan/project, negotiate with other agencies to achieve project delivery and ensure agreed targets are met. Communicate through the organisation of working groups, focus groups, marketing campaigns and other methods as appropriate.

The post holder will be required to makes formal presentations to large groups regarding the project/ area of business, acting as the central point of contact.

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 and Judgement 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. Analysing facts or situations to make decisions regarding the area of business/project.

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 and Organisational Skills

Manages a broad range of complex activities and/or project/business plans to ensure delivery, which will sometimes require the adjustments of plans to meet targets.

Physical Skills

Standard keyboard skills required

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. Contact with patients is incidental

Responsibility for Policy and Service Development

Develops policies and procedures in relation to the directorate/project and oversees their practical implementation. This includes implementing or proposing changes which may impact beyond own area of activity.

Responsibility for Financial and Physical Resources

Responsible for monitoring a delegated budget i.e. authorised signatory for travel/project expenses

Responsibility for Human Resources

Demonstrates activities to new starters, including providing training on the area of work to others.

The post holder will be responsible for the day to day management of a team of staff, duties may include recruitment, monitoring sickness absence etc.

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

Manages, maintains and develops directorate information systems, uses a range of IT programmes to regularly create reports and business/project plans.

Responsibility for Research and Development

Regularly undertakes complex surveys to support a number of projects.

Decision Making

The post holder will act as the specialist for their own business area, and will lead on specific project(s). The post holder will be guided by broad occupational policies.

Physical Effort

There is a frequent requirement for sitting or standing in a restricted position for a substantial proportion of the working time. There may be a requirement for light physical effort eg using projector/equipment in project meetings/presentations.

Mental Effort

There is an occasional requirement for prolonged concentration for checking documents, writing reports and protocols, analysing statistics, and may have frequent interruptions on project issues.

Emotional Effort

Exposure to distressing or emotional circumstance is rare, however the post holder may have difficulty with staff/public/patients in delivering the project objectives.

Working Conditions

Office conditions may use a VDU more or less continuously on most days. May be required to frequently drive around Trust sites.

GENERAL

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom 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.

The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

SAFEGUARDING

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

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.

STAFF HEALTH AND WELLBEING

You must take responsibility for your workplace health and wellbeing:

- Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible)
- 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.

If you are a line manager, in addition to the above, it is expected you will:

- Champion health and wellbeing.
- Encourage and support staff engagement in delivery of the service.
- Encourage staff to comment on development and delivery of the service.
- Ensure during 1:1's / supervision with employees you always check how they are.

HEALTH AND SAFETY AT WORK

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

INFECTION CONTROL - ROLE OF ALL STAFF

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

- Attending mandatory and role specific infection prevention education and training.
- Challenging poor infection prevention and control practices.
- Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

CONFIDENTIALITY

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Manager's Signature:

Date:

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PERSON SPECIFICATION

POST : Senior Administration Manager

| REQUIREMENTS | E/D* | HOW TESTED? Application Form/Interview w/ Reference/Test | INTERVIEW COMMENTS | SCORE (1 Low – 10 High) |
|---|--|---|--------------------|----------------------------|
| <u>QUALIFICATIONS / SPECIAL TRAINING :</u> Relevant degree or equivalent experience Prince 2 Project Management Qualification or equivalent experience to post graduate level | E E | | | |
| <u>KNOWLEDGE/SKILLS:</u> Experience of organising and arranging events, workshops, conferences or meetings. Experience of taking responsibility for a discrete area of work. Personally competent to a high standard in office software (e.g. MS Word, MS Excel, MS PowerPoint, and MS Access), e-mail, internet browser, and scheduling. Good analytical and clear report writing skills Ability to understand and create databases, design, manage develop and maintain Budget management Excellent written and verbal communication and presentation skills | E E E E E E | | | |

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|---|-------------------------|--|--|--|
| Effective interpersonal and influencing skills | E | | | |
| <u>EXPERIENCE:</u> Experience in an project management, ideally within the NHS, to post graduate diploma level | E | | | |
| <u>PERSONAL REQUIREMENTS:</u> Excellent interpersonal skills with the ability to communicate well with others, both written and verbal. Self motivator Innovative | E E E | | | |
| <u>OTHER REQUIREMENTS:</u> The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust Ability to travel throughout Devon and the wider South West Region. | E E | | | |

* Essential/Desirable

| HAZARDS : | | | | | |
|--|--|--------------------------------|---|---|---|
| Laboratory Specimens Proteinacious Dusts | | Clinical contact with patients | | Performing Exposure Prone Invasive Procedures | |
| Blood/Body Fluids | | Dusty Environment | | VDU Use | x |
| Radiation | | Challenging Behaviour | x | Manual Handling | x |
| Solvents | | Driving | | Noise | |
| Respiratory Sensitisers | | Food Handling | | Working in Isolation | |
| Cytotoxic drugs | | Night working | | | |