

# JOB DESCRIPTION

JOB DETAILS	
Job Title	Policy Administrator
Reports to	Assistant Director of Governance
Band	(Subject to formal matching)
Department/Directorate	Governance, Corporate Affairs

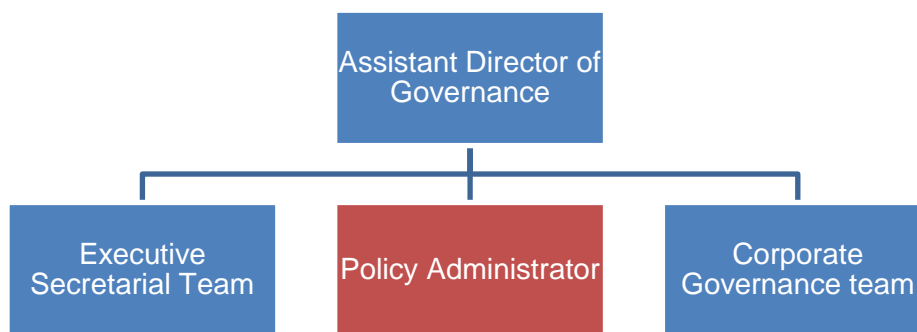
JOB PURPOSE
<ul style="list-style-type: none"> <li>To maintain up-to-date records of the status of Trust policies and procedural documents, including recording document progress from consultation with authors, or from reliable sources such as minutes of relevant ratifying committee meetings and sub-groups.</li> <li>To provide advice, guidance and training for staff on the consultation and approval processes, style rules for policies and guidelines. This includes IT advice with regard to hyperlinking and formatting, referencing and version control.</li> <li>To work with policy authors and admin/secretarial/governance colleagues to provide a professional, efficient, accurate and timely administrative service to ensure continuous improvement in the quality and approach to the management of procedural documents and guidelines.</li> </ul>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> <li>To provide administrative support to the Director of Governance/Assistant Director of Governance in the administration of Trust policies/ procedural documents.</li> <li>This involves maintaining accurate records of the position of trust procedural documents, the uploading and removal of Trust-wide documents (i.e. those approved by ratifying committees/groups) to the Trust's intranet, routine and accurate archiving of previous document versions, and the on-going maintenance of the Trust's central policies/ procedural documents archive.</li> <li>Ensuring documents are produced to an excellent standard and in line with the current Procedural Documents Policy by undertaking the initial quality assurance check on documents.</li> <li>Communicating effectively by telephone, email and in person with staff of all levels, providing feedback to authors or seeking clarification on content where necessary.</li> <li>Use of persuasive skills and tact to support policy authors in adhering to Trust templates and ratification routes for Trust policies.</li> <li>Providing advice and deliver guidance where required on the consultation and approval processes.</li> <li>Providing an accurate typing and formatting service where required</li> <li>To produce data and /or progress summaries relating to Trust policies/ procedural documents etc., as and when required by the Assistant Director of Governance.</li> </ul>

KEY WORKING RELATIONSHIPS				
<p>Areas of Responsibility: Policy Administration, Governance Department, Corporate Affairs</p> <p>No. of Staff reporting to this role: None</p> <p>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. This will include verbal, written and electronic media.</p> <p>Of particular importance are working relationships with:</p> <table border="1" data-bbox="220 1982 1412 2085"> <thead> <tr> <th>Internal to the Trust</th> <th>External to the Trust</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> <li>Director of Governance/Assistant Director of Governance</li> </ul> </td> <td> <ul style="list-style-type: none"> <li>None</li> </ul> </td> </tr> </tbody> </table>	Internal to the Trust	External to the Trust	<ul style="list-style-type: none"> <li>Director of Governance/Assistant Director of Governance</li> </ul>	<ul style="list-style-type: none"> <li>None</li> </ul>
Internal to the Trust	External to the Trust			
<ul style="list-style-type: none"> <li>Director of Governance/Assistant Director of Governance</li> </ul>	<ul style="list-style-type: none"> <li>None</li> </ul>			

- Wider Corporate Governance Team
- Inclusion, Equality and Diversity Leads/representatives
- Ratifying Committee/group Chairs and administrators
- Policy/procedural document authors including clinical staff
- Care Group and Divisional Governance Managers
- Secretarial, administrative and clerical staff

## ORGANISATIONAL CHART



## FREEDOM TO ACT

- The post holder is expected to manage their own workload on a day to day basis and work on their own initiative following Trust procedures. Results will be assessed at agreed intervals with the Assistant Director of Governance.
- The post holder is required to use their own initiative in dealing with queries, and following-up actions, deciding when it is necessary to refer to the Assistant Director of Governance
- The post holder is required to contribute feedback from their own perspective during quality assurance checks of procedural documents.

## COMMUNICATION/RELATIONSHIP SKILLS

- The post holder is required to offer advice, guidance and training to a variety of clinical and non-clinical staff, following Trust procedures.
- To communicate effectively by telephone, email and in person with staff, to provide advice and guidance regarding consultation and approval processes, style rules formatting, linking, referencing and version control for policies and procedural documents.
- Notify authors of policies, guidelines and procedural documents within specified timeframes that they are due for review to prevent a breach of the expiry date.
- To offer advice and guidance to staff on Trust document rules, using their own initiative in dealing with queries and following up actions.
- Use of persuasive skills and tact to support policy authors in adhering to Trust templates and ratification routes for Trust policies.
- The post holder will work to tight timescales, which are often beyond their own control and will require negotiation with more senior colleagues.

- Provide the necessary information and guidance to managers and staff who have little or no knowledge of the policy processes, and explain the processes and rationale behind the need for accurate procedural documents.

### **ANALYTICAL/JUDGEMENTAL SKILLS**

- To undertake an initial quality assurance check of policies and procedural documentation submitted for publication, judge whether it meets the policy template, and make recommendations for actions to ensure the document complies with standards required
- To offer advice and guidance on the appropriate approval route for procedural documentation
- To provide the Assistant Director of Governance with data/ information / statistics / progress reports as required.
- Working under own initiative, the post holder will manually log each policy, ensuring that review and expiry dates are pending alerting the policy author as required. They will guide the author through the ratification process, and check documentation submitted to ensure all elements are completed correctly, relevant governance approvals have been obtained. They will be completing the first quality checking review and feeding back to the author if there are any immediate areas for review.
- Identify and provide advice where there is more than a straight forward choice of options during the quality checking process.

### **PLANNING/ORGANISATIONAL SKILLS**

- To maintain up-to-date records of the status of Trust policies and procedural documents, including recording document progress from consultation with authors, or from reliable sources such as minutes of relevant ratifying committee meetings and sub-groups.
- The post holder will be planning and organising a range of complex activities where there are interdependencies and conflicts (e.g. policy approval routes, integration challenges, workload challenges, lack of understanding around the approval processes). Due to the tight timescales that are often beyond their own control and subject to the outcomes of negotiation with senior managers and clinicians, these can often necessitate the adjustment of plans at short notice.
- To plan, organise and prioritise the policy administration workload in liaison with the Assistant Director of Governance.
- To administer and maintain the Trust policies / procedural documents master list, and the policies / procedural documents on the Trust Intranet, ensuring that procedural documents have been appropriately ratified and quality assured before uploading to the Intranet.
- To administer and maintain the Trust's central policies / procedural documents archive area and archive previous document versions, ensuring that documents are appropriately removed from the Intranet.
- Ability to learn in house systems to upload, download and archive from Intranet.

### **PATIENT/CLIENT CARE**

No direct contact with patients.

### **POLICY/SERVICE DEVELOPMENT**

- To plan the revision and updating of Trust templates and documentation and to suggest improvements, where appropriate.
- To recommend and carry out any changes to policy, template, dissemination of information that might be required.
- Contribute to special projects, as delegated by the Director of Governance or Assistant Director of Governance.
- Make changes in own practice and offer suggestions for improving the service that the Corporate Governance Department provides to the Trust.

- Suggest changes/ areas for potential improvement in the policy and procedural document arena.

#### **FINANCIAL/PHYSICAL RESOURCES**

- To participate with the Governance Team to work effectively and efficiently within the allocated budget
- To ensure the preservation of NHS property and resources

#### **HUMAN RESOURCES**

- No line management responsibilities
- To give advice and guidance to staff from various Divisions on the consultation and approval processes, style rules for policies and guidelines. This includes IT guidance with regard to hyperlinking and formatting, referencing and version control

#### **INFORMATION RESOURCES**

- To administer Trust procedural documents on the staff intranet, ensuring that appropriate uploading and archiving arrangements are followed. The post holder is responsible for the maintenance of the policy archives, ensuring that the Trust is able to respond to legal and regulatory requests.
- To use Microsoft Office, Teams and in house systems to administer procedural documents.
- Provide regular qualitative and quantitative reports to the Assistant Director of Governance. This information is used to provide assurance reports onwards to the Audit Committee (a committee of the Board).

#### **RESEARCH AND DEVELOPMENT**

- Participating in staff and Trust surveys, as appropriate

#### **PHYSICAL SKILLS**

- Advanced IT and Keyboard skills, expert knowledge of Microsoft Word in order to provide guidance on formatting issues etc, standard working knowledge of other Microsoft Office modules, MS Teams. Published documents are accessible both internally and externally, so the accuracy and attention to detail in the presentation (formatting, use of language) is essential.
- 

#### **PHYSICAL EFFORT**

This role is office based and will require a frequent requirement for sitting at a desk for significant periods of the day.

#### **MENTAL EFFORT**

Frequent requirement for concentration and attention to detail when reviewing procedural documents, formatting, editing, data inputting, uploading and archiving documents.

The post holder will experience daily interruptions to their work which may cause them to change their plans. Workloads can change quickly and without notice at the request of the senior leadership team.

#### **EMOTIONAL EFFORT**

Exposure to emotional circumstances is rare.

#### **WORKING CONDITIONS**

Requirement to use Visual Display Unit 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 (DSE) if appropriate to role.

## 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

<b>Job Title</b>	Policy Administrator
------------------	----------------------

<b>REQUIREMENTS</b>	<b>Essential</b>	<b>Desirable</b>
<p><b><u>QUALIFICATION</u></b>                      Minimum GCSE A-C/4-9 or equivalent in English and Mathematics                      RSA III Typing/ or equivalent experience                      NVQ 3 in administration or equivalent experience</p>	✓ ✓ ✓	
<p><b><u>KNOWLEDGE/SKILLS:</u></b>                      Excellent standard of written and verbal communication skills in all forms (face-to-face, telephone, email, letter)                      Comprehensive IT skills including databases, word-processing and email, including Microsoft Office                      Advanced Microsoft Word skills, able to edit and format documents and resolve formatting issues                      Good interpersonal skills with staff at all levels                      Very close attention to detail and proof-reading skills                      Governance, Corporate Records Management experience                      Medical terminology</p>	✓ ✓ ✓ ✓ ✓	✓ ✓
<p><b><u>EXPERIENCE:</u></b>                      Previous administrative experience                      Previous secretarial experience                      NHS/clinical environment experience                      Knowledge of Trust procedures                      Contribution to service development</p>	✓ ✓	✓ ✓ ✓
<p><b><u>PERSONAL REQUIREMENTS:</u></b>                      Proven experience of adaptability in the workplace                      Professional interpersonal/communication skills                      Ability to self-motivate and encourage and motivate others                      Excellent organisational skills                      Able to prioritise own workload and meet deadlines                      Ability to work independently, within minimal supervision                      A flexible and positive approach to work                      Ability to work as part of a team                      Able to follow and interpret Trust policies                      Remain calm and professional under pressure                      Adhere to data protection and confidentiality requirements</p>	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	
<p><b><u>OTHER REQUIREMENTS:</u></b>                      Commitment to continual development to include relevant new systems, policies and procedures                      Adheres to confidentiality &amp; data protection requirements                      The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.</p>	✓ ✓ ✓	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	No				
Contact with patients	No				
Exposure Prone Procedures	No				
Blood/body fluids	No				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	No				
Respiratory sensitisers (e.g isocyanates)	No				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	No				
Animals	No				
Cytotoxic drugs	No				
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	No				
Laser (Class 3R, 3B, 4)	No				
Dusty environment (>4mg/m3)	No				
Noise (over 80dBA)	No				
Hand held vibration tools (=>2.5 m/s2)	No				
<b>Other General Hazards/ Risks</b>					
VDU use ( > 1 hour daily)	Yes				X
Heavy manual handling (>10kg)	No				
Driving	No				
Food handling	No				
Night working	No				
Electrical work	No				
Physical Effort	Yes		X		
Mental Effort	Yes				X
Emotional Effort	No				
Working in isolation	Yes		X		
Challenging behaviour	No				