

JOB DESCRIPTION

JOB DETAILS	
Job Title	SWGMSA Programme Administrator
Reports to	SWGMSA Programme Manager
Band	Band 4
Department/Directorate	South West Genomics Medicine Service, Specialist Services

JOB PURPOSE

This post will provide business and administrative support to deliver a high quality, comprehensive administrative services for the South West Genomics Medicine Service (SW GMS), which will include supporting effective change across the Trust and wider system, in line with programme governance, completing administrative tasks as outlined in the Programme Management Office (PMO) roles and responsibilities and defined by PMO operating processes and procedures to high standards.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Co-ordinating multi-disciplinary meetings, diary management and supporting the maintenance of information systems.
- Dealing with diary and calendar management, office and buildings management, creating reports and documentation, asset management, processing of invoices
- Provide comprehensive board meeting administration support, including supporting management in preparing agendas ensuring papers are compiled and sent in a timely fashion, providing high quality professional support to the meeting, both in facilitation and minute taking, in line with the PMO operation processes for meeting support.
- The post holder will also be responsible to support in elements of the project delivery as directed by management.
- Have responsibility for personnel administration, dealing with clients, visitors and programme staff as directed by the Programme Management team.
- Managing the resource within the PMO to provide effective cover of the programme office as well as meetings and other activities as required.
- Setting the standards for the provision of administrative and clerical support as outlined in the PMO roles and responsibilities and defined by PMO operating processes and procedures.
- Providing administrative/PA support to management as required
- Supporting office and reception duties for the PMO, including ensuring office is staffed for core hours and staff and visitors can access the building. General reception duties including, answering calls, screening and taking messages and updating contact lists. Ensure the PMO is tidy, well ordered and stocked (ordering equipment, supplies and stationary as required) and that the building is tidy, and ensure there are up to date signage and displays throughout building.
- Supporting buildings management, ensuring the provision of building support for PMO, including dealing with alarm / security issues, supporting building checks and maintenance as required, ensuring meeting rooms (where relevant) and offices are checked and maintained. Working with Sodexo to ensure building is kept clean and clear of refuse. Support PAT testing, equipment and desk moves as required.
- Act as a point of contact for all general enquiries, whether received face to face, via phone or email. Monitor the group email accounts, making sure that enquiries and requests are co-ordinated, prioritised and actioned in a timely manner.
- Ensure all documentation is created in line with programme documentation standards and good governance, including creating and maintaining shared folder structures is in line with guidance, saving documents with appropriate naming conventions, and updating and archiving documents

accurately. Filing documents and information accurately, both paper and electronic. Working with management to ensure consistency across projects and escalating governance issues appropriately.

- Provide support for recruitment of new staff and the leaver processes, including interview support and raising new starter requests for access and IT set up. Welcoming new staff and supporting programme induction. Sourcing / purchasing equipment for new and existing staff. Supporting the completion of leavers' checklist, ensuring equipment and ID badges are returned and access revoked.
- Managing and co-ordinating programme events and workshops, including booking offsite venues, invitations and communications to attendees, printing materials, providing ad-hoc support on the day, meet and greet, capturing information (e.g. questions asked during session) and writing up following the event.
- Responsible for responding to requests for information, including but not limited to investigations, freedom of information requests and audits, by pulling together relevant information and documentation, from electronic and paper files in a timely and structured manner.
- Undertake training as a first aider and fire warden (where appropriate) and carry out duties in relation to these roles, as guided by training, to support staff in the Estates and Facilities Department. Take responsibility for ensuring this provision is adequate and maintained as relevant for all staff based within the PMO.
- Work closely with the Programme Management team to enable the continual improvement of processes and procedures within the PMO. Support the implementation of improvements to ensure the PMO is working efficiently and adding value in the services it provides. Adhere to new standards and ensure they are consistently upheld and communicated to all programme staff.
- Co-ordinate the administration support for specific key project activities, especially around implementations (e.g: system go-lives/upgrades) and programme activities that impact the wider organisation (e.g. testing). This support is ad-hoc and variable.
- Being a positive advocate by promoting the work and goals of the SW GMS Programme, having a professional attitude at all times.

KEY WORKING RELATIONSHIPS

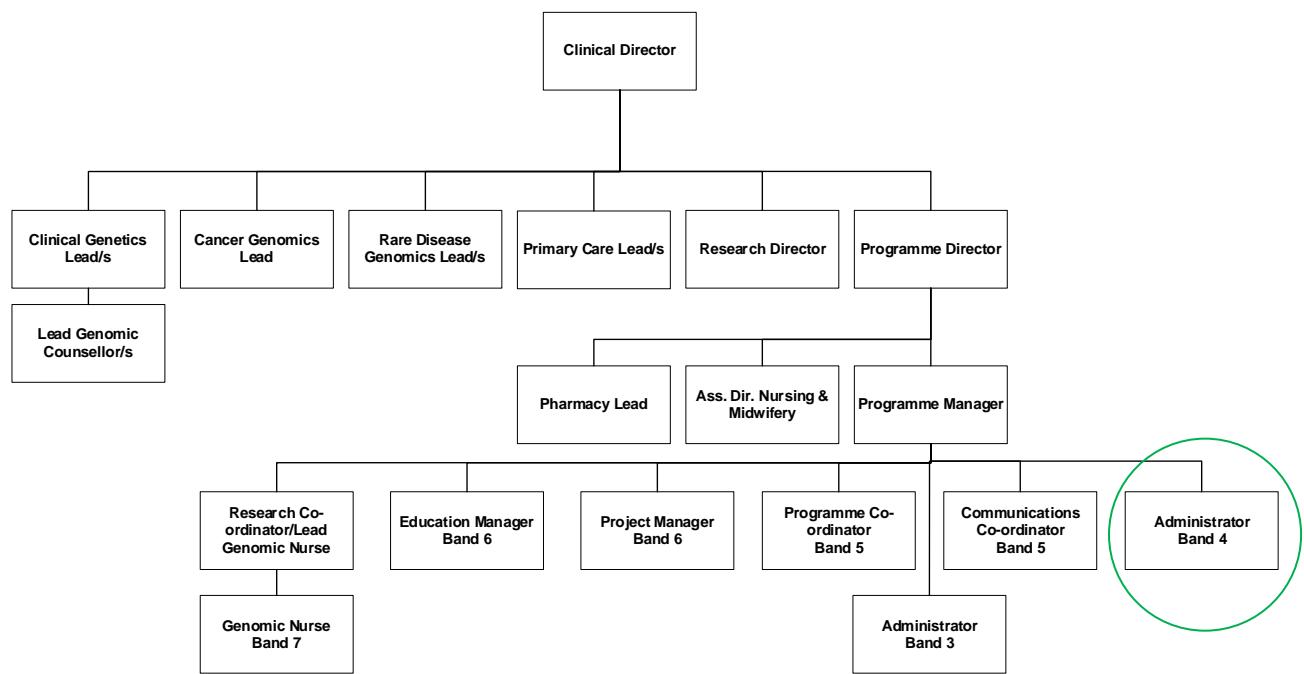
The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public on a day to day basis. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Exeter Genomics Laboratory (SWGLH) • Peninsula Clinical Genetics Service • Clinical Specialties utilising genomic services • Pathology services • Corporate facilities 	<ul style="list-style-type: none"> • NBT Genomic Laboratory (SWGLH) • Clinical and Diagnostic Networks • Representatives from Professional bodies • NHSE Genomics Unit • University of Exeter

The post holder may be required to work in other administrative areas as directed by the line manager and may, on occasion, be required to deputise for the line manager.

ORGANISATIONAL CHART



FREEDOM TO ACT TO ACT

The post holder will be responsible for their own workload, working within Trust policies and procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager.

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 empathetic 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 exchange confidential or contentious information with staff and clients within partner agency organisations where agreement and co-operation is required.

The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, integrity, inclusion and being empowered in their place of work.

ANALYTICAL/JUDGEMENTAL SKILLS

The post holder will prioritise a range of 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 complex programme of work and will be required to organise and plan the workload, diary and commitments of the managers GMS Management Team. This includes the scheduling of formal and complex multi-disciplinary and cross organisational 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.

Ensuring that the PMO is fully compliant to documentation management processes and support the use of templates and branded documentation through all their documentation, including agenda preparation and minute taking, as well as associated documentation for all meetings that form part of the governance structure.

Management of local meeting room requests (where appropriate), venue bookings, hot desks and equipment requirements, including maintaining laptop pool.

Supporting the creation and maintenance of the annual calendar of scheduled SW GMS Programme Boards and core meetings.

Supporting with the provision of administrative duties for all Quarterly Assurance, board, and core meetings, in line with programme governance and timings and standards set out in guidance documents. This includes: scheduling of meetings, venues equipment, virtual meetings (MS Teams), conference calls / WebEx and refreshments, preparing and sending of invitations, documentation and meeting papers.

Working with the relevant SW GMS management to ensure meeting requirements are met, including preparing agenda and papers to circulate and supporting meeting set up on the day, ensuring room is set up, display of documents, and taking of accurate minutes – including capturing actions, decisions and key points, typing up of minutes, confirming with manager and chair ahead of circulation, ensuring minutes are drafted and circulated in a timely manner in line with timings as set out in guidance documents. Project documentation, such as the Terms of Reference, should be used, and any additional documentation required to support the administration of meetings should be created and maintained.

PATIENT/CLIENT CARE

The post holder is required to put the patient, as the first priority, at the centre of all activities. Indirect contact only as part of supporting coms and engagement and patient involvement initiatives

POLICY/SERVICE DEVELOPMENT

Identify process improvements 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, including maintaining stock levels. Responsible for non-pay budget ordering and maintaining equipment such as laptops, printers for the directorate and effectively reporting any problems that may arise.

To ensure the efficient and effective use of all resources used within the course of one's own duties, maintaining an awareness of the financial impact of inappropriate use.

HUMAN RESOURCES

The post holder will take part in, and support, the recruitment and on-boarding of new SW GMS staff members.

The post holder will be responsible for additions and amendments to the SW GMS induction programme and thereafter, the induction and training of new staff into the programme.

The post holder will take an active part in the development review of their 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 for 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 ensuring that files and records are stored and retrieved appropriately in accordance with Trust procedures and in line with the governance requirements of the programme.

RESEARCH AND DEVELOPMENT

Comply with Trust's 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, specific to the SW GMS Programme.

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 and taking formal minutes of meetings such as Programme Board meetings. Unpredictable work pattern with frequent interruptions, including site visits, reception duties and ad hoc national requests for information.

EMOTIONAL EFFORT

The post holder will respond to concerns and questions from a wide range of people, who may be anxious or distressed and the post holder may have occasional exposure to distressing or emotional circumstances.

WORKING CONDITIONS

Use display screen equipment for substantial proportion of working 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 and Fire Safety Training

Contribute to, and work within, a safe working environment.

You are expected to comply with Trust Infection Control Policies and conduct themselves 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 Trust's 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	SW GMS Programme Administrator		
Requirements		Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING			
NVQ 4 Business Administration, Team Leadership, Customer Care or equivalent qualification / experience	E		
Additional relevant administration knowledge acquired through experience	E		
	E		
KNOWLEDGE/SKILLS			
Significant clerical / administrative experience within project / estates environment or similar	E		
Formal minute taking experience with complex agendas	E		
Effective interpersonal, organisational and communication skills	E		
Ability to manage own workload and prioritise tasks accordingly	E		
Advanced IT / keyboard skills, IT literate in all major MS Office applications (Word, Excel, PowerPoint, Outlook)	E		
Excellent communication skills both written and verbal, with a wide range of people	E		
Work with a high degree of accuracy and be able to demonstrate attention to detail	E		
Extensive and advanced knowledge of all MS packages	E		D
Knowledge of project governance			
EXPERIENCE			
Significant clerical / administrative experience within project / estates environment or similar	E		
Administrative project management experience			D
PERSONAL ATTRIBUTES			
Reliability and flexibility, able to contribute to changing demands of a project environment.	E		
Willing to undertake training relevant to the post.	E		
Ability to work both independently and within a team	E		
Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	E		
Positive attitude towards change / Ability to contribute towards delivering change			D
OTHER REQUIREMENTS			
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E		
Ability to travel to other locations as required	E		

WORKING CONDITIONS/HAZARDS	FREQUENCY			
	R	O	M	F
Hazards/ Risks requiring Immunisation Screening				
Laboratory specimens	NA			
Contact with patients	NA			
Exposure Prone Procedures	NA			
Blood/body fluids	NA			
Hazard/Risks requiring Respiratory Health Surveillance				
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	NA			
Respiratory sensitisers (e.g isocyanates)	NA			
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	NA			
Animals	NA			
Cytotoxic drugs	NA			
Risks requiring Other Health Surveillance				
Radiation (>6mSv)	NA			
Laser (Class 3R, 3B, 4)	NA			
Dusty environment (>4mg/m3)	NA			
Noise (over 80dBA)	NA			
Hand held vibration tools (=>2.5 m/s2)	NA			
Other General Hazards/ Risks				
VDU use (> 1 hour daily)	Y			X
Heavy manual handling (>10kg)	NA			
Driving	Y		X	
Food handling	NA			
Night working	NA			
Electrical work	NA			
Physical Effort	NA			
Mental Effort	Y			X
Emotional Effort	NA			
Working in isolation	NA			
Challenging behaviour	Y	X		