

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Administrator |
| **Reports to**  | Specialist Services Business Manager |
| **Band**  | 4 |
| **Department/Directorate**  | Devon and Cornwall SARC / Clinical Specialist Services |

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| **JOB PURPOSE**  |
| ***Speciality Specific Information:*** *The Sexual Assault Referral Centre (SARC) is a specialist service which supports men, women and children who have been raped and sexually assaulted, through the criminal justice system.* To provide business support, administrative leadership and general office management to deliver a high quality, comprehensive administrative service. The post holder will be responsible for their own workload, including having responsibility for financial and personnel administration, overseeing maintenance of building(s) and dealing with clients/visitors and multi-disciplinary teams. As the service expands there may be a requirement for the post holder to supervise and allocate work to staff in lower bands.The content of the work can be highly distressing, typing documents relating to child and adult sexual abuse, minuting meetings with open dialogue relating to rape and sexual abuse of children and adults. The post holder will be expected to manage their own workload, with frequent interruptions from incoming telephone calls from service users detailing their incident, Doctors and Nurses requiring information and patients attending site. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * The administrator will be based in the Exeter Sexual Assault Referral Centre (SARC) and will provide business support to the SARC Team. Day to day running of SARC office, data input, minute taking and writing, letter writing, answering office phone and managing queries from the public and professionals about the SARC service.
* Accurate record keeping.
* The post holder will be responsible for ordering and managing stock and office stationary, infection control audits and fire/health and safety audits.
* The post holder will fulfil all administration tasks and work as part of a team and may have day to day line management responsibility for 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.
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| **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.Of particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Forensic Medical Practitioners
 | * Devon & Cornwall Police
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| * Forensic Medical Providers
* SARC Staff
* Sexual Health Services
 | * Peninsular SARCs
* NHS England
* ISVA Provider and ISVA’s
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| * Emergency Department ED/A&E
* Therapy Services
* Child Protection
* Safeguarding
 | * Social Services
* NHS Trusts - National
* Social Services
* County Councils Devon and Cornwall
* GP’s
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|  **ORGANISATIONAL CHART**  |
| Head of Devon Sexual Health and Devon & Cornwall SARCSARC General ManagerSpecialist Services Business ManagerAdministrator |
| **FREEDOM TO ACT**  |
| * Work is managed rather than supervised and assessed at agreed intervals.
* Works within Trust policies and procedures.
* Uses initiative to deal with routine matters and complex queries.
* Organises own workload on a day to day basis.
* Refers to Line Manager when required.
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| * The post holder will be required to adhere to the organisation’s standards of customer care.
* The post holder is required to courteously and efficiently receive enquiries. Dealing effectively with staff at all levels across a wide range of organisations and a variety of individuals, either by telephone, email or receiving visitors in person in a tactful and sensitive manner, respecting confidentiality at all times.
* The post holder may be expected to provide and receive confidential or contentious information with staff and clients within partner agency organisations where agreement and co-operation is required or where there is a need to diffuse potential aggression from upset/angry clients.
* The post holder will provide and receive complex, sensitive or contentious information, where empathetic or re-assurance skills are required.
* The post holder may also be expected to participate in consultation with staff relevant regarding changes to area of work.
* 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.
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Judgements on complex facts requiring interpretation and comparing options which may involve exercising judgement when dealing with clients or other departments/partner agencies. This may include resolving minor problems with regard to personnel, payroll and maintenance, highlighting any problems and conducting risk assessments as appropriate. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * The ability to work using own initiative and manage time effectively to meet deadlines.
* The post holder will organise own day to day activities and tasks and allocate work to staff as appropriate, arranging staff cover as and when necessary.
* The ability to work plan for short-term adjustments to suit the service needs.
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| **PATIENT/CLIENT CARE**  |
| * The post holder is required to put the patient, as the first priority, at the centre of all activities.
* Contact with clients is regular.
* Provides non-medical information and advice.
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| **POLICY/SERVICE DEVELOPMENT**  |
| * Participate in policy and service development
* Follows Trust policies, makes comments on proposals and implements administration policies and proposing changes to working practices for own area.
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| * Delegated responsibility for available Financial and Physical Resources.
* Responsible for maintaining stock control.
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| **HUMAN RESOURCES**  |
| * Responsible for providing training to new starters.
* Actively engaging in the development review of own work, suggesting areas for learning and development in the coming year.
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| **INFORMATION RESOURCES**  |
| * Daily use of IT programmes relevant to the work area to produce documents and reports; input, store and maintain information.
* Responsible for taking and transcribing formal minutes.
* May be required to modify systems and processes.
* Check progress and quality of the work of team members.
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| **RESEARCH AND DEVELOPMENT**  |
| * Must comply with Trust’s requirement in respect of research governance.
* Undertakes staff surveys.
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| **PHYSICAL SKILLS** |
| Advanced Keyboard skills to operate a range of computer software(s), including Microsoft Office, with accuracy. |
| **PHYSICAL EFFORT** |
| * This may require long periods in front of a computer.
* Visual display unit user.
* Manual handling loads of not more than 5kg including equipment
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| **MENTAL EFFORT** |
| * Unpredictable work pattern – work is interrupted to deal with queries on a range of matters.
* Concentration required for data entry.
* Undertaking a range of duties covering for other admin and clerical staff during sickness, absences and annual leave. This may involve travelling and working in other department/areas.
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| **EMOTIONAL EFFORT** |
| * Frequent indirect exposure to distressing or emotional circumstances.
* Occasionally directly manage a difficult situation, which may arise with upset/angry clients and telephone callers.
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| **WORKING CONDITIONS** |
| Working in an office environment using computer/VDU equipment for long periods. |
| **OTHER RESPONSIBILITIES**  |
| 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: -* 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 oneself at all times in such a manner as to minimise the risk of healthcare associated infection

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.
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| **DISCLOSURE AND BARRING SERVICE CHECKS**  |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **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** | **Administrator** |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING** |  |  |
| Good Standard of Education | **🗸** |  |
| NVQ 3 Business Administration or Team Leadership or Customer Care or equivalent qualification / experience | **🗸** |  |
| RSA III or equivalent level of skill gained through experience or alternative qualification | **🗸** |  |
| **KNOWLEDGE/SKILLS** |  |  |
| Effective interpersonal, organisational and communication skills | **🗸** |  |
| Ability to manage own workload and to supervise the workload of others, ability to delegate tasks | **🗸** |  |
| Advanced IT/Keyboard skills, IT literate | **🗸** |  |
| Medical Terminology |  | **🗸** |
| **EXPERIENCE**  |  |  |
| Significant clerical/administrative experience within customer care environment or similar | **🗸** |  |
| Experience of supervising staff  | **🗸** |  |
| Previous NHS/Social Services experience |  | **🗸** |
| Cash management (if applicable to post) |  | **🗸** |
| **PERSONAL ATTRIBUTES**  |  |  |
| Reliability and flexibility, able to contribute to changing demands of the service. | **🗸** |  |
| Willing to undertake training relevant to the post. | **🗸** |  |
| Ability to work independently, within a team  | **🗸** |  |
| Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality. | **🗸** |  |
| **Other Requirements** |  |  |
| 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 | **🗸** |  |

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