JOB DESCRIPTION

JOB DETAILS

Job Title	Programme Administrator
Reports to	Senior Admin Information Officer
Band	4
Department/Directorate	Cancer and Elective Care Directorate

JOB PURPOSE

To provide a comprehensive business support function to ensure the efficient and effective operation of a small directorate or a section of a large directorate, this will include co-ordinating multi-disciplinary meetings, diary management and supporting the maintenance of information systems.

The post holder will be responsible for their own workload, including having responsibility for financial and personnel administration, dealing with clients, visitors and programme staff as directed by the Senior Admin Information Officer.

This post will provide business and administrative support to deliver a high quality, comprehensive administrative service for the Schedule Optimisation Programme, which will include supporting effective change across the Trust and wider system, in line with programme governance, completing administrative tasks as outlined in the project roles and responsibilities and defined by project operating processes and procedures to high standards.

As well as dealing with diary and calendar management, office scheduling management, creating reports and documentation, asset management, the post holder will be required to provide high level board meeting administration support, including supporting Project/Programme Manager(s) to prepare 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 including validation of waiting lists.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

The post holder will be required to work within the governance structure of the Schedule Optimisation Project team within the Outpatient Improvement Group, positively advocating good governance. This includes ensuring that the project 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.

The Schedule Optimisation Project is fast paced, exciting and in an on-going cycle of change. During periods of high project activity it can be pressurised. At these times the post holder may be required to lend administration support to project activities and be flexible in their ways of working.

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.

The role will provide high quality administrative support as required across the Schedule Optimisation Programme and all associated projects. The role will require extensive and advanced knowledge of all MS packages, working within a fast paced and changing project environment, including:

- Managing the resource within the Programme Management Office 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 Schedule Optimisation project roles and responsibilities and defined by the project operating processes and procedures.
- Supporting the creation and maintenance of the annual calendar of scheduled Trust specialty implementation and core meetings.
- Supporting with the provision of administrative duties for all project boards 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.
- Providing administrative/PA support for the Project Co-ordinator as required
- Working with the relevant Project Co-ordinator and Senior Admin Information Officer to ensure meeting requirements are met, including preparing agenda and papers to circulate and supporting meeting set up on the day, including 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.
- Working with the relevant Project Co-ordinator to set up new project meetings as required under the programme, setting up templates, scheduling boards in line with governance and the annual calendar.
- Act as a point of contact for all general enquiries for the admin information officer team, whether received face to face, via phone or email. Monitor the group email 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 G: Drive folder structures 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 Project Managers to ensure consistency across projects and escalating governance issues appropriately.
- Provide support for current staff, recruitment, new staff and leaver processes, including interview support, 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 the support requirements for 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 event.
- Work closely with the Programme Manager and Admin Manager to enable the continual improvement of processes and procedures within the Schedule Optimisation Project. Support the implementation of areas of improvement to ensure the project is efficient 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 Schedule Optimisation project and Epic functionality , having a professional attitude at all times.
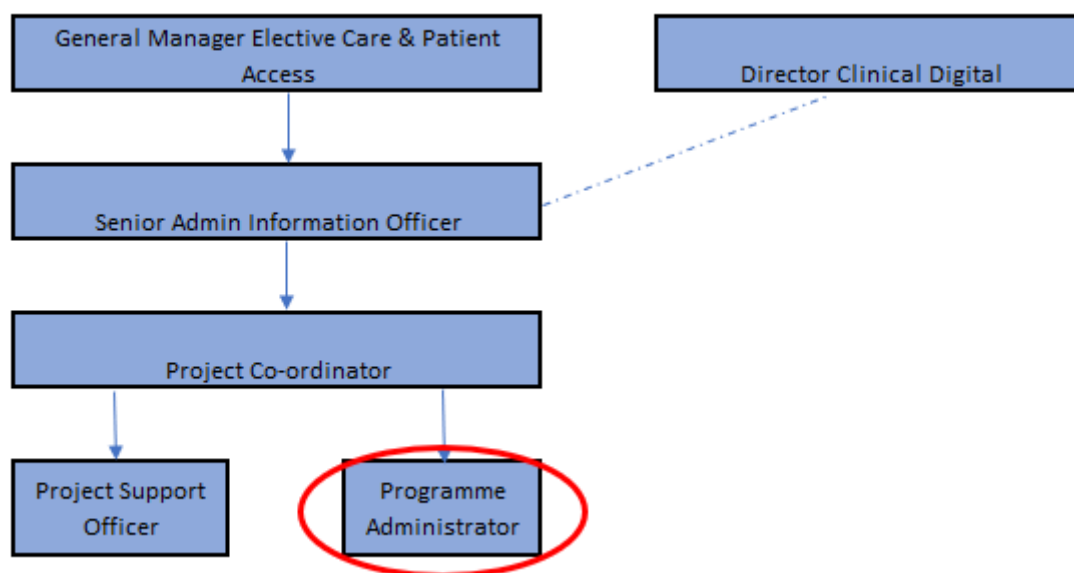
KEY WORKING RELATIONSHIPS

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. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
- Director of Cancer and Elective Directorate - Clinical Lead Outpatients - General Manager Elective Care and Access. - Head of Outpatients Eastern and Northern. - Trustwide Care Group Managers and Admin staff. - Clinical Directors and Leads - Clinical Digital Configuration Manager - Clinical Digital Analyst Teams - Clinical Digital Information Officers - Transformation team	- Epic EPR - Patient/Carer representatives - Other NHS Organisations using Epic

ORGANISATIONAL CHART

The Structure chart below shows the Programme Administrator role circled in red and how this role fits into the overall Schedule Optimisation Programme

FREEDOM TO ACT

To work 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 empathic 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 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/JUDGEMENTAL SKILLS

The post holder will manage and 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 line manager. This includes the scheduling of formal and complex multi-disciplinary 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.

PATIENT/CLIENT CARE

The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will have incidental contact with patients.

POLICY/SERVICE DEVELOPMENT

Identify process improvements and develop projects and assignments 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 be responsible for additions and amendments to the Schedule Optimisation 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 own work suggesting areas for learning and development in the coming year.

There may be the requirement for out of hours or weekend working at peak programme times.

Provide absence cover and support for other programme team members where required.

Provide coordination of and participate in relevant meetings, providing information advice and support where requested.

INFORMATION RESOURCES

Responsible for sourcing and gathering information to produce reports, briefings and board papers for meetings and 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 including operating an effective bring forward system and 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.

PHYSICAL EFFORT

Office based post with a frequent requirement to sit in a restricted position at display screen equipment.

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.

EMOTIONAL EFFORT

The post holder will respond to concerns and questions from a wide range of people, who may be anxious or distressed and 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

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

Job Title	Programme Administrator

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING Good Standard of Education	Y	
NVQ 4 Business Administration or Team Leadership or Customer Care or equivalent qualification / experience such as BTEC	Y	
Additional relevant administration knowledge acquired through further experience	Y	
KNOWLEDGE/SKILLS Effective interpersonal, organisational and communication skills	Y	
Ability to manage own workload and prioritise tasks accordingly	Y	
Advanced IT/Keyboard skills, IT literate in all major MS Office applications (Word, Excel, PowerPoint, Outlook)	Y	
Excellent communication skills both written and verbal, with a wide range of people	Y	
Work with a high degree of accuracy and be able to demonstrate attention to detail	Y	
Knowledge of project governance		Y
Knowledge of outpatient Epic workflows/Epic template build		Y
EYPERIENCE Significant clerical/administrative experience within project environment or similar	Y	
Formal minute taking experience with complex agendas	Y	
Administrative project management experience		Y
PERSONAL ATTRIBUTES Reliability and flexibility, able to contribute to changing demands of a project environment.	Y	
Willing to undertake training relevant to the post.	Y	
Ability to work independently, within a team	Y	
Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	Y	
Positive attitude towards change / Ability to contribute towards delivering change		Y
OTHER REQUIREMENTS The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	Y	

Ability to travel to other locations as required	Y	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Hazard/Risks requiring Respiratory Health Surveillance					
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				
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				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				Y
Heavy manual handling (>10kg)	N				
Driving	Y		Y		
Food handling	Y	Y			
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			