

JOB DESCRIPTION

JOB DETAILS	
Job Title	Clinical Effectiveness and Medical Leadership Administrator
Reports to	Executive Support Coordinator
Band	Band 4
Department/Directorate	Chief Medical Officer / Clinical Audit & Effectiveness

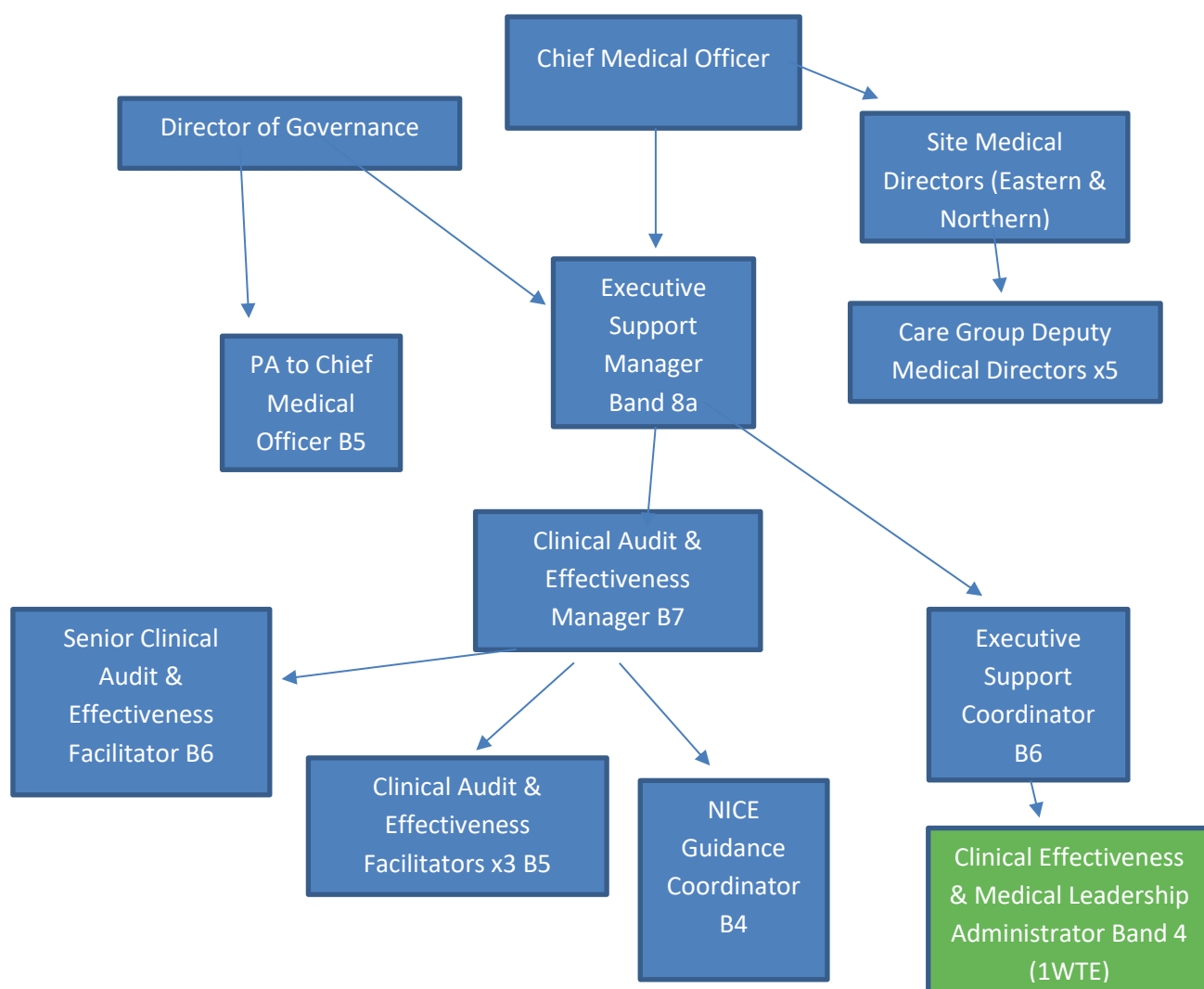
JOB PURPOSE
<p>The Clinical Effectiveness and Medical Leadership Administrator provides effective and high quality secretarial and administration support to the Senior Medical Leadership Team, comprising the Executive Support Manager, Executive Support Coordinator, Chief Medical Officer and site Medical Directors. They will also support, from an administrative point of view, a number of high-level Trust Committees and Steering Groups. You will work using your own initiative and without supervision, where appropriate.</p> <p>The Clinical Effectiveness and Medical Leadership Administrator will support the delivery of the accountabilities, responsibilities and objectives of the Chief Medical Officer's portfolio, across the Royal Devon University Healthcare Foundation Trust, covering both Eastern and Northern sites. You will present a positive impression of the team and the services; taking a shared and constructive approach to changing circumstances and remaining calm under pressure.</p>

KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust (both Eastern and Northern Services), 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
<ul style="list-style-type: none"> Executive Support Coordinator Executive Support Manager PA to the Chief Medical Officer Site Medical Directors Chief Medical Officer Deputy Medical Directors/ Clinical Directors Care Group Triumvirates Clinical teams Administrative staff 	<ul style="list-style-type: none"> Primary care external stakeholders, STP partner organisations, Deanery / HEE, GIRFT, General Medical Council, Practitioner Performance Advice Service (PPAS formerly NCAS), NHSE/I, CQC and other external regulators, JLNC, Royal Colleges, National Institute of Healthcare Research (NIHR) Clinical Research Network and other NIHR infrastructure, University of Exeter, Other Academic Institutions.

ORGANISATIONAL CHART



FREEDOM TO ACT

The post holder will work with the support and guidance of the Executive Support Coordinator and Executive Support Manager, with the expectation of working autonomously and unsupervised for periods of time, seeking advice and support, as necessary, and at all times working in accordance with trust policies and procedures.

COMMUNICATION/RELATIONSHIP SKILLS

To provide a full range of secretarial duties, including diary management and meeting support for the Senior Medical Leadership Team, as directed by the Executive Support Coordinator and Executive Support Manager, in conjunction with the PA to the Chief Medical Officer / Site Medical Directors, working as part of a team.

To communicate on a daily basis with internal staff, external organisations and colleagues of all levels and professions, in a courteous, professional and timely manner, at all times. This includes following up on actions or queries with senior clinical and managerial colleagues

To deal with day to day correspondence within the department – initiating appropriate responses in order to provide staff and other parties with required information in a friendly, professional and efficient manner. Acting as a point of contact for teams, dealing and responding effectively with complex queries from stakeholders and passing on relevant information to appropriate team members sensitively and autonomously.

To write and format letters for the Senior Medical Leadership Team ensuring that spelling and grammar are accurate.

To maintain accurate and effective filing systems across a range of electronic systems such as confidential shared drives, MS Teams or MS One Note. To ensure that all documentation is produced to an excellent standard.

To ensure all requests or requirements are actioned appropriately in the manager's absence, ensuring information is relayed to the most appropriate person within the Senior Medical Leadership Team.

including dealing with visitors to the base and being flexible to cover other administrators' general duties on the base, as required.

Working together with other administrators/PAs within the organisation to provide an effective network of communication, and to assist other members of the administration team in the achievement of a quality service, providing cross cover to the wider team or corporate team as deemed appropriate and under the direction of the Executive Support Coordinator and Executive Support Manager.

ANALYTICAL/JUDGEMENTAL SKILLS

To field queries for the Senior Medical Leadership Team, answering queries where able directly and prioritising or escalating appropriately. The post holder will be required to independently assess and prioritise queries seeking advice only where necessary.

To develop and maintain spreadsheets, and other tools.

To collate, analyse and present data using appropriate data analysis and software, this can involve using a number of sources of information.

Ability to analyse and interpret data with support from the Executive Support Coordinator and Executive Support Manager to make recommendations/and assess compliance with policies and procedures.

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.

To meet with staff, representing the Department in a professional manner, including making accurate notes of meeting outcomes.

To make judgements involving facts which require discussion and clarification.

PLANNING/ORGANISATIONAL SKILLS

Able to plan own workload, within an identified remit, remaining flexible and able to deal with complex activities such as co-ordinating complex activities and liaising with staff across numerous departments across both Eastern and Northern sites.

To provide effective and efficient diary management, ensuring that diary commitments have full and complete detail and any agenda items or other notes that pertain to the diary entry are provided ahead of the meeting – usually by the use of MS One Drive.

To arrange and support required meetings which includes; assisting in the preparatory work including the compilation of agendas and collation of supporting documentation, equipment, room bookings and taking minutes. This will involve complex planning and organisation with frequent need to multi-task in order to effectively manage the meetings.

Able to prioritise effectively and work to timescales, often needing to reprioritise based on the needs at any given time.

To remain flexible and adaptive to changing priorities and pressures. To work as an effective and responsible team member, prioritising and organising work in a manner that maintains and promotes quality.

PATIENT/CLIENT CARE

This post is not patient facing and contact with patients is incidental, although there may be work required in clinical areas to understand current and proposed processes effectively, or when dealing with complaints or patient feedback on an infrequent basis.

POLICY/SERVICE DEVELOPMENT

To follow trust and departmental policies, ensuring that policies are implemented within departments in the Trust.

To contribute to the efficiency and effectiveness of the department, the service it provides and the standard of required governance support within the Trust.

FINANCIAL/PHYSICAL RESOURCES

Required to order stationary/ office items as required.

To use Trust finances and resources appropriately.

HUMAN RESOURCES

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.

Ensure all mandatory (essential) training, PDRs (appraisals) and sickness absence is correctly recorded on Trust database (ESR) in a timely manner

INFORMATION RESOURCES

To input data into spreadsheets, Word documents or PowerPoint presentations, ensuring accuracy and adhering to style guides/templates.

To take detailed contemporaneous notes where required, for example when supporting high level Trust Committees, or other group meetings. Required to take meeting minutes, maintain and produce action logs or notes, which require attention to detail and accuracy.

In conjunction with the Executive Support Coordinator and Executive Support Manager, to produce . contribute to the production of reports and the collation of data/information for senior Trust Committees / groups.

To provide updates to the Datix information system and use Datix to develop management reports.

To work with Information teams, Care Group Management Teams, Safety and Risk Teams and Governance Leads to improve data quality and support accurate reporting of key performance indicators, relevant to the CMO portfolio.

RESEARCH AND DEVELOPMENT

To support / coordinate the completion of surveys / audits relevant to the CMO portfolio, which could be in relation to compliance with policies and procedures, or patient and staff related surveys.

To contribute to the NHS service improvement/ development by participating fully in new projects and developments such as service redesign work, proposing changes to working practices and procedures.

PHYSICAL SKILLS

- Advanced keyboard skills required to support regular use of IT equipment requiring accuracy when writing reports and or documenting minutes, decisions or actions at committees or other meetings as required.
- Work pattern is usually predictable; however, flexibility is sometimes required with sustained and intense concentration required on a daily basis for investigating problems, analysis of statistics and checking documents / policies, and interruptions requiring immediate response.

PHYSICAL EFFORT

- Light physical effort frequently required for long periods of time e.g.
 - sitting at a desk in a restricted position (daily)
 - car travel to attend multiple sites on an infrequent basis

MENTAL EFFORT

- Frequent concentration required for checking documents and data entry, taking minutes and capturing actions and decisions.
- Workload can be variable with the ability to switch tasks as necessary.
- Occasional requirement for intense periods of concentration and viewing information on more than one screen.

EMOTIONAL EFFORT

Occasional exposure to distressing or emotional medical information.

WORKING CONDITIONS

Predominantly office based, with ability to work from home.

Use of VDU most of the 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 (DES) 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.

PERSON SPECIFICATION

Job Title	Clinical Effectiveness and Medical Leadership Administrator
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Educated to 'A' Level standard or equivalent	E	
Minimum GCSE Grade A-C or equivalent in English and Mathematics	E	
Computer literate, proficient in the use of Microsoft programmes	E	
Advanced keyboard skills		D
NVQ Level 3 in business administration or equivalent experience	E	
KNOWLEDGE / SKILLS:		
Effective organisational skills	E	
Proven strong administrative skills	E	
Ability to prioritise workload to respond to changing demand	E	
Ability to work with a high degree of accuracy and attention to detail	E	
Ability to co-ordinate complex diary management	E	
Ability to remain calm and professional in a busy environment	E	
Ability to use initiative		D
Ability to liaise and communicate with staff at all levels		D
Excellent interpersonal and communication skills	E	
Excellent planning and organisations skills	E	
Proven ability to motivate staff & encourage teamwork		D
Ability to promote good working liaisons		D
Comprehensive PC skills - databases, word-processing, email, Excel		D
Understanding of hospital IT systems		D
Analytical skills & ability to problem solve		D
Good decision-making skills	E	
Accurate data entry	E	
Excellent telephone manner	E	
Able to work independently, with minimum supervision		D
EXPERIENCE		
Extensive proven experience in a clerical/administrative post	E	
Previous experience working in an NHS/healthcare setting		D
PERSONAL ATTRIBUTES		
Enthusiastic highly motivated & committed to delivering a service	E	
Understand team work and work within a team	E	
Able to plan and organise workload	E	
Able to prioritise own work load and meet deadlines	E	
Ability to work un-supervised		D
Can remain calm and professional in a busy environment	E	
Empathetic, but able to understand professional boundaries	E	
Smart appearance, adhering to the Uniform Policy	E	
Welcoming friendly and approachable manner	E	
An adaptable approach to work	E	
Flexible approach to working hours		D
Commitment to continual development to Inc. relevant new systems, policies and procedures	E	
Adheres to relevant Trust policies & procedures	E	
Adheres to confidentiality & data protection requirements	E	
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 (Infrequently		D
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WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	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				F
Heavy manual handling (>10kg)	N				
Driving	Y		O		
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		O		
Mental Effort	Y				F
Emotional Effort	Y		O		
Working in isolation	Y			M	
Challenging behaviour	Y		O		