

JOB DESCRIPTION

JOB DETAILS	
Job Title	Divisional Administrator & Project Support
Reports to	Cancer Improvement Manager
Band	4 (Subject to formal matching)
Department/Directorate	Cancer and Elective Directorate

JOB PURPOSE
<p>To provide high quality personal assistance to the Divisional Management Team including business support, administrative leadership and general office management to deliver a high quality, comprehensive administrative service.</p> <p>To develop a number of projects within the Division to include a range of staff engagement initiatives, patient engagement events, some admin work to support Divisional Governance, development of newsletters/social media engagement mechanisms and service profiles. To support pathway audit exercises in Epic, in support of discrete improvement projects as directed. To use knowledge and expertise to facilitate service improvement to identify opportunities for redesign and sustainable improvement.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>The Administrator will be based in the Cancer Services department and will provide business support to the Cancer and Elective senior management team.</p> <p>The post holder will:</p> <ul style="list-style-type: none"> • Fulfil all administration tasks, including (but not exclusive to) management of team cascade communications, vacancy approval processes, health roster, diary management, procurement and produce meeting notes and action plans as applicable. • Contribute to the NHS service improvement by implementing and supporting new projects and developments such as service redesign work, proposing changes to working practices and procedures. • Manage Managers' and team diaries, to include complex planning and organisation, ensuring all absences/meetings are accurately recorded. • Organise and co-ordinate meetings including agreeing time slots with other attendees and renegotiating any changes and sourcing of suitable venue and equipment. • Set up and maintain accurate and effective filing systems, in order to capture various workstreams across the division, in line with Trust policies. • Ensure Trust database (ESR) is kept up to date and accurate for all leave and training. • Ensure all requests or requirements are actioned appropriately in the manager's absence. • Provide project management support to the Senior Management team for a portfolio of projects, and will take part in supporting investigations and discrete audits into pathway management and processes as directed. • Communicate with staff, external organisations and colleagues in a courteous, professional and timely manner at all times. • Participate in team and directorate meetings as required. • Lead on the development of the Divisional newsletter/social media communication. <p>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.</p>

KEY WORKING RELATIONSHIPS

Areas of Responsibility: Administration and Project Support

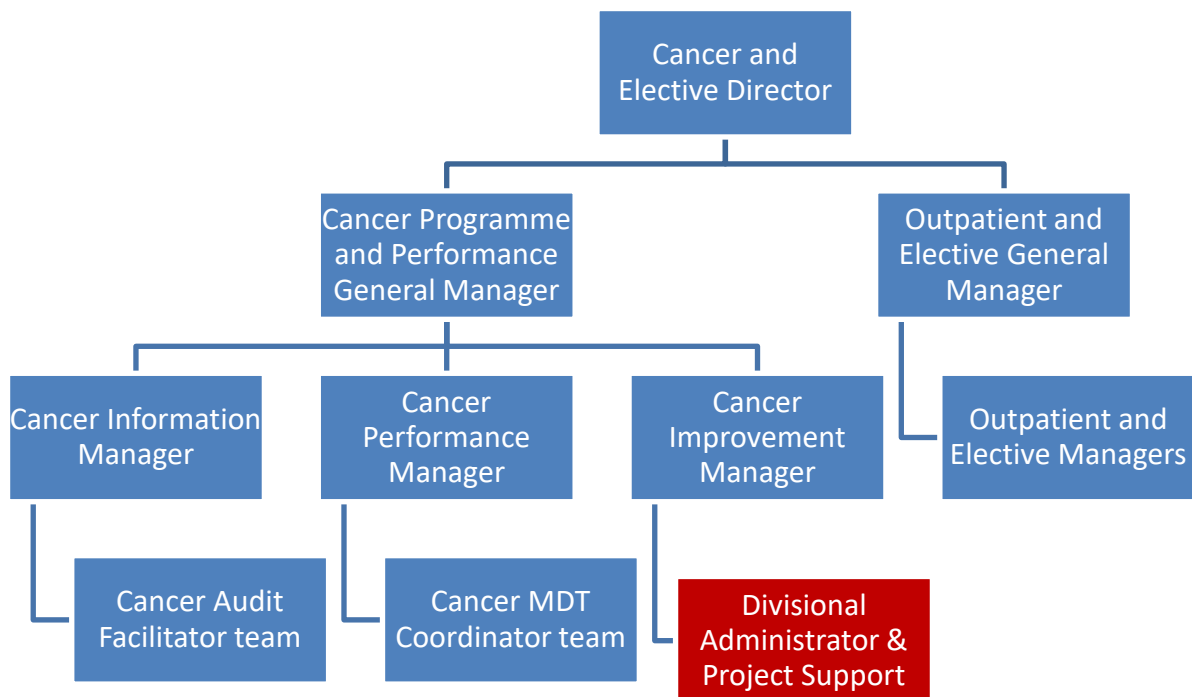
The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis.

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Clinical & Operational Management Teams • Trust Executive member • Non-Executive Directors • Board of Governors • Clinical staff • Administrative and Clerical staff within area of responsibility • Other secretarial support teams 	<ul style="list-style-type: none"> • External NHS organisations • External organisations/providers

ORGANISATIONAL CHART



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. Work is managed rather than supervised and the post holder will organise own workload on a day to day basis.

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, communicate effectively with staff at all levels across internal and external to the organisation, either by telephone, email or receiving visitors in person, in a tactful and sensitive manner, respecting confidentiality at all times.

The post holder will

- Exchange confidential or contentious information with staff and clients within partner agency organisations where agreement and co-operation is required.
- Deal with all day to day correspondence within the department – initiating appropriate responses in order to provide, staff and other parties with required information in a friendly and professional manner.
- Ensuring that all documentation is produced to an excellent standard.
- Receive telephone calls and accept messages on behalf of members of the management team and take appropriate action where necessary.
- Manage email communication in a timely way and in line with the RD&E's Email Best Practice guidance.
- Ensure all requests or requirements are actioned appropriately in the manager's absence.
- Organise meetings as required, including agreeing with other attendees and renegotiating any changes.
- Participate in team and divisional meetings as required.
- Help lead on the development of the Divisional newsletter/social media communications and intranet pages.

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

Judgements on complex facts requiring interpretation and comparing options which may involve exercising judgement when dealing with clients or other departments/partner agencies. This will include resolving minor problems with regard to personnel, payroll and maintenance, and highlighting any problems and conducting risk assessments as appropriate.

In addition will be required to contribute to the NHS service improvement agenda by implementing and supporting new projects and developments such as service redesign work, undertaking and analysing investigations, proposing changes to working practices and procedures.

PLANNING/ORGANISATIONAL SKILLS

The post holder will organise their own day to day activities and tasks and allocate work to staff as appropriate, arranging staff cover as and when necessary.

The postholder will:

- Manage Managers' and team diaries, to include complex planning and organisation, ensuring all absences/meetings are accurately recorded.
- Organise and co-ordinate meetings including sourcing of suitable venue, time and equipment.
- Provide minute/note taking at meetings, ensuring typed notes are circulated to attendees within the timeframes stipulated within Trust policies/standard operating procedures.
- Set up and maintain accurate and effective filing systems both paper based and electronic filing systems, in line with Trust policies
- Carry out routine analysis of information as directed by manager, carrying out research to support analysis of information.
- Engendering a learning organisation; sharing expertise across the trust and ensuring team members complete required and essential (mandatory) learning as required.

- Develop infographics to develop communication with staff re recruitment, learning and development, and wider career opportunities.
- Ensure Trust databases (ESR and Healthroster) is kept up to date and accurate for all leave and training
- Organise and coordinate project management meetings, governance and documentation as appropriate.

PATIENT/CLIENT CARE

The post holder is required to put the patient, as the first priority, at the centre of all activities

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.

FINANCIAL/PHYSICAL RESOURCES

- Monitor use of supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the service
- To maintain stock control, re-ordering supplies where necessary
- Order office equipment as directed by divisional budget holders.

HUMAN RESOURCES

The postholder will :

- Support the management of annual leave, mandatory training and PDR compliance across the Division.
- Support the team with recruitment processes, including approval to recruit, advertising and interview processes.
- Assist with the induction and orientation of new staff in the department, advising new starters on the divisional structure, governance processes and key stakeholders.
- Maintain and update own training relevant to post. Taking an active part in the development review of own work suggesting areas for learning and development in the coming year.
- Demonstrate duties to new starters, and allocate and check work of other administrative staff. Provide on the job training for new staff and work experience students, taking an active part in the development review of own work, suggesting areas for learning and development in the coming year.

INFORMATION RESOURCES

Daily use of IT programmes relevant to the work area to produce documents and reports; be responsible for the effective inputting, storing and maintenance of information.

RESEARCH AND DEVELOPMENT

Contribute to ad hoc patient pathway audits in support of pathway improvement projects.
Carry out routine analysis of information as directed by manager, carrying out research to support analysis of information.
Comply with Trust requirements and undertake surveys as necessary to own work.

PHYSICAL SKILLS

The post holder will have advanced keyboard skills to operate a range of computer software.

PHYSICAL EFFORT

Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.

MENTAL EFFORT

The work pattern is unpredictable, with frequent interruption. There will be an occasional requirement for concentration for data entry.

EMOTIONAL EFFORT

Frequent indirect exposure to distressing circumstances in the course of investigating incidents and auditing patient pathways in the electronic patient record system.

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 (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.

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.

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		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				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			