



JOB DESCRIPTION

JOB DETAILS	
Job Title	OFH Programme Admin Support
Reports to	OFH Programme Admin Manager
Band	Band 3
Department/Directorate	Our Future Hospital Programme Estates & Facilities

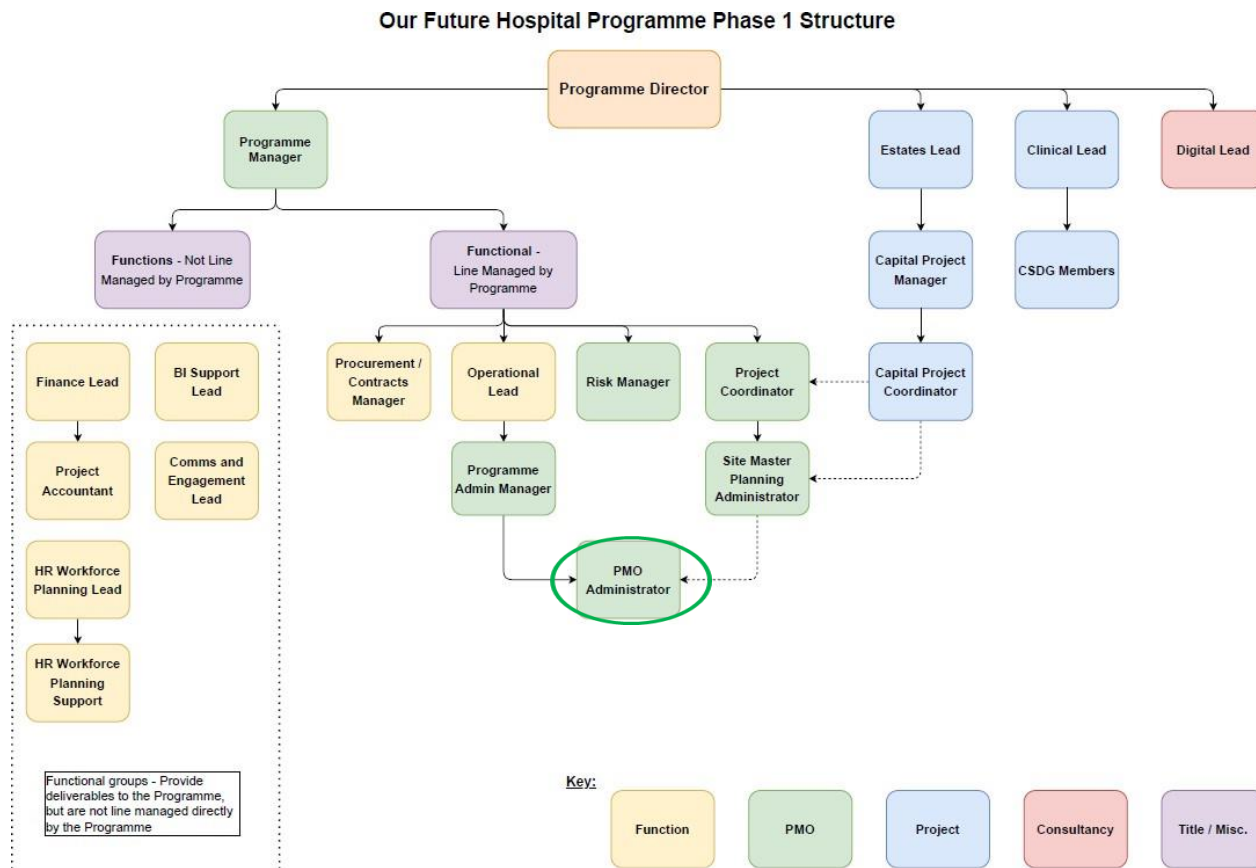
JOB PURPOSE
<p>The post holder will fulfil all tasks associated with the smooth running of the OFH administration department, liaising with other departments as necessary. As well as dealing with diary management, typing letters and reports, note taking, operating a bring forward system and preparation of agenda's and associated papers, the post holder may be required which may be required to conduct some financial and personnel tasks i.e. processing of invoices, payroll, petty cash/banking administration</p> <p>As well as dealing with diary and calendar management the postholder will help with the creation of reports and documentation, processing of invoices etc. They will support the OFH Team to prepare agendas ensuring papers are compiled and sent in a timely fashion in line with the PMO operation processes for meeting support.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none">• Administrative support for the Our Future Hospital Programme as required.• Working with the relevant Our Future Hospital Programme team members to ensure meeting requirements are met, including preparing agendas and papers to circulate and supporting meeting set up on the day, taking notes of the meeting and ensuring room is set up.• Providing office and reception support for the OFH Programme Management Office, including general reception duties, answering calls, screening and taking messages, updating contact lists.• Dealing with local meeting room requests and bookings and hot desk and equipment requirements, including maintaining laptop pool. Ensure PMO office is tidy, well ordered and stocked (ordering equipment, supplies and stationary as required) and that the building is tidy, and ensure up to date signage and displays throughout building.• Deal with general enquiries, whether received face to face, via phone or email.• Support 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, as requested by the PMO Administration Manager.• Being a positive advocate by promoting the work and goals of the Our Future Hospital Programme, having a professional attitude at all times.

KEY WORKING RELATIONSHIPS	
<p>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.</p> <p>Of particular importance are working relationships with:</p>	
Internal to the Trust	External to the Trust
OFH Team	Suppliers, such as Healthcare advisors, architects, cost consultants and engineering partners
Estates & Facilities	Other NHS Trust care providers
Finance, Information and Performance	
Clinical colleagues	
Operational staff	

The post holder may be required to work / cover in other administrative areas as directed by the line manager.

ORGANISATIONAL CHART



FREEDOM TO ACT 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 organisations standards of customer care when welcoming visitors and communicating with a range of internal and external clients on a range of matters. For example receiving enquiries, via telephone or face to face, taking messages and ensuring that these are passed on to the appropriate person.

To deal with staff, clients and partner agency staff in a confidential and sensitive manner, this could be face to face or over the phone. The post holder may also be required to diffuse potential aggression from members of the public.

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
Make judgements on facts or situations, some of which require analysis, such as resolving conflicting diary appointments, scheduling of clinics. Communicate general issues and those of concern to a senior member of staff and use initiative to escalate or resolve straight forward issues in the absence of the manager.
PLANNING/ORGANISATIONAL SKILLS
<p>The ability to work using own initiative and manage time effectively to meet deadlines. Organise own day to day activities and tasks and that of staff in lower banded jobs.</p> <p>Plan and arrange staff cover as and when required.</p> <p>Regularly arrange multiple meetings and managing diaries.</p>
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 may provide non-medical information and advice to patients and carers specific to the OFH Programme.
POLICY/SERVICE DEVELOPMENT
To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service provided to clients by attending and participating in meetings as necessary.
FINANCIAL/PHYSICAL RESOURCES
<p>To monitor stock levels of stationery, receive deliveries and report maintenance faults.</p> <p>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.</p> <p>The post holder may be required to conduct some financial tasks i.e. processing of invoices, payroll, petty cash/banking administration or handle patient's property.</p>
HUMAN RESOURCES
<p>Maintain and update own training relevant to post.</p> <p>Participate in recruitment processes including being involved in interviews. Participate in appraisals and support the development of staff in lower bands.</p> <p>The post holder will fulfil all administration tasks and work as part of a team and may be delegated responsibility for supervision of staff in lower bands and be involved in recruitment and selection of admin staff. 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> <p>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.</p>
INFORMATION RESOURCES
Daily use of IT programmes relevant to the department to process and store information and type up minutes of meetings. Responsible for maintaining staff and/or patient data.
RESEARCH AND DEVELOPMENT
Comply with Trust 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

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

The post holder may be required to exert light physical effort (loads of not more than 5kg.) on an occasional basis for several short periods during the shift.

MENTAL EFFORT

The work pattern will be predictable and there will be an occasional requirement for concentration for data entry.

The post holder will be expected to provide cover for other administration and clerical staff during busy periods, including cover due to sickness absence and annual leave. This may require the post holder to involve travelling and working in other areas within the Trust.

EMOTIONAL EFFORT

Occasionally manage difficult situations, which may arise with abusive clients and telephone callers, of which may need to be referred to a senior member of staff.

There will be occasional indirect exposure to distressing or emotional circumstances, for example, dealing with programme delays and short notice demands etc.

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 employee 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	OFH Programme Administrator	
Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Good Standard of Education	E	
NVQ 3 Team Leadership or Business Administration or Customer care or equivalent experience	E	
Relevant keyboard qualification or equivalent level of experience i.e. RSA III	E	
KNOWLEDGE/SKILLS		
Effective interpersonal, organisational and communication skills	E	
Advanced IT/Keyboard skills	E	
Ability to manage own workload and to supervise the workload of others	E	
Ability to delegate tasks	E	
EXPERIENCE		
Proven clerical/administrative experience within customer care environment	E	
Experience of supervising lower banded staff		D
Previous NHS/Social Services experience		D
Cash management		D
PERSONAL ATTRIBUTES		
Reliability and Flexibility, able to contribute to changing demands of the service.	E	
Willing to undertake training relevant to the post.	E	
Ability to work within a team and delegate tasks to and supervise lower bands.	E	
Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	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		D

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	NA				
Contact with patients	NA				
Exposure Prone Procedures	NA				
Blood/body fluids	NA				
Laboratory specimens	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	NA				
Food handling	NA				
Night working	NA				
Electrical work	NA				
Physical Effort	NA				
Mental Effort	NA				
Emotional Effort	NA				
Working in isolation	NA				
Challenging behaviour	Y	X			