**JOB DESCRIPTION**

**Job Details**

**Job Title: Administration Team Leader**

**Band: 4**

**Responsible to: Specialist Services Business Manager**

**Accountable to: Senior Manager**

**Job Purpose**

To provide high quality administrative and team leadership support, using own initiative and working without day to day supervision. To provide day to day line management of a team of administration staff. The post holder will use a number of systems including EPIC and Health Roster, for which on the job training can be provided.

This role will support members of the management & administrative teams and has responsibility for team leading the administrators, within the administration offices, within the Bladder and Bowel Care Service.

In addition, the post holder will be responsible for overseeing the teams’ compliance with mandatory training, conducting yearly PDR’s, ensuring resourcing is of safe levels, managing and coordinating annual leave, conducting sickness absence return to work interviews, assisting with recruitment and retention, conducting team meetings & offering day to day support and visibility to the admin teams on a day to day basis. There is an expectation that the post holder will spend one day per week in a peripheral administration office. The post holder will be responsible for escalating any concerns through their Line Manager.

**Context:**

The post holder will predominantly work from the admin base in the East, but will provide support to the administration team across the whole service. The post holder will spend one day each week in a peripheral admin office.

The day to day supervision of the team will be a direct responsibility of this post. This post will ensure that the Administrators will provide a professional, efficient, accurate and timely service and the post holder will be responsible for the training of staff under their supervision, where required.

The post-holder will attend the department’s Senior Management Team meetings as required.

**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.

* Management Teams within the Bladder and Bowel Service
* Adult and Paediatric clinical teams
* Admin Team Leads within the Clinical Services and Specialist Services Division
* Administrative and Clerical staff within area of responsibility
* Other admin support teams across the Trust

**Organisational Chart**

**Senior Manager**

**Specialist Services Business Manager**

**Administration Team Leader**

***Post Holder***

**Bladder and Bowel Care Service Administration Teams; North & East (incorporating South)**

**Key Result Areas/Principal Duties and Responsibilities:**

* To provide supervision to the Bladder and Bowel admin teams on a day to day basis.
* To promote a learning ethos; sharing expertise and ensuring team members complete required and essential (mandatory) training as required.
* To ensure Trust Health Roster and Learn+ are kept up to date and accurate for all Annual leave, sickness absence and training records.
* To ensure all requests or requirements are actioned timely and appropriately.
* Cross cover of other Administration Team Leader role within the Bladder and Bowel service during absence, as required.
* Ensuring that all documentation is produced to an excellent standard.
* To ensure adequate cover is in place during periods of leave.
* The post holder will have in-depth knowledge of all admin processes, in order to provide hands on support when required.
* At times of low staffing levels, the post holder will support the administration staff by assisting with tasks and activities as appropriate.
* To ensure records and filing systems are maintained in line with Trust policies
* To ensure administrators are able to provide a full and comprehensive quality service.
* Participate fully in proposing changes to working practices and procedures and ensuring continuous improvements are looked at.
* To maintain accurate and effective filing systems both paper-based and electronic.
* To carry out ad-hoc analysis of information as directed, carrying out research to support analysis of information.
* To communicate with patients, service users, staff, external organisations and colleagues in a courteous, professional and timely manner at all times.
* To manage email communication in a timely way and in line with the Trusts Email Best Practice guidance.
* To oversee patient waiting lists and identify any that are not uniform in pattern.
* To support the team to ensure patient and clinical paperwork is returned in a timely manner
* To liaise with Clinical Leads and suggest ways to overcome any identified concerns
* To support the use of DATIX with the team for any incidents
* To assist the admin team with day to day tasks at times of low staffing
* To participate in team and directorate meetings as required.

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| **Communication and Relationship Skills**  The post holder will be required to maintain and build upon internal/external relationships, to communicate effectively with internal and external stakeholders. This includes taking responsibility for handling sensitive queries and information, in a tactful, diplomatic and empathic manner and adhering to the organisations standards of customer care.  The post holder will exchange confidential or sensitive information with staff and clients within partner agency organisations, where agreement and co-operation are required, or where there is a need to diffuse potential aggression from upset/angry clients. The post holder may also be expected to participate in consultation with staff 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.  **Analytical and Judgement Skills**  The post holder will manage and prioritise all 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 and 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. At times of low staffing levels, the post holder will support the administration staff by assisting with tasks and activities as appropriate.  The post holder must be able to manage rapidly changing priorities and multi task, delegating work where appropriate.  **Physical Skills**  Utilisation of advanced keyboard skills for operation of a wide range of computer software and manipulation of data for reporting purposes.  **Responsibility for Patient and 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 provide non-clinical advice to patients/clients regarding waiting times and how to access support with pad deliveries etc.  **Responsibility for Policy and Service Development**  Participate in policy and service development.  Follow Trust policies, identify process improvements and assignments to respond to organisational and/or policy changes and initiatives more effectively. Implement policy for own work area.  **Responsibility for Financial and Physical Resources**  Responsible for ensuring that all staff have the necessary equipment and resources required to undertake their duties. Responsible for ensuring Health Roster is up to date; with team’s Annual leave and any overtime, sickness absence and authorising for sign off, before the payroll cut off date, each month.  **Responsibility for Human Resources**  To support recruitment campaigns by undertaking the process from; initiating forms for approval to recruit, uploading adverts to NHS Jobs, shortlisting candidates and conducting interviews. Further to support new employee integration into the team, in line with the Trust induction policy. The post holder has responsibility for the day to day management of the admin team, including allocation of work and service continuity. The post holder will undertake staff appraisals, regular 1:1 meetings and return to work interviews/absence management monitoring. Further to provide in-house training to the team, as required, to ensure workforce development opportunities are maximised.  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.    **Responsibility for Information Resources**  Daily use of IT programmes relevant to the work area to produce documents and reports; input, store and maintain information.  May be required to modify systems and processes.  Check progress and quality of the work of team members.  **Responsibility for Research and Development**  Comply with Trust’s requirements and undertake surveys as necessary to own area of work.  **Decision Making**  To work within Trust policies and procedures. Use initiative to deal with routine matters and complex queries. Organises own workload and that of team members on a day to day basis.  Refers to Line Manager when required.  **Physical Effort**  Office based post with a frequent requirement to sit in a restricted position at display screen equipment. Manual handling loads of not more than 5Kg including equipment.  Driving to peripheral administration office(s).    **Mental Effort**  The work pattern is unpredictable, with frequent interruption. There will be an occasional requirement for concentration for data entry.  The post holder will be expected to provide cover for other administration staff during busy periods, including cover due to sickness absence and annual leave. This may require the post holder to travel to work in other peripheral administration offices.  **Emotional Effort**  Unpredictable work pattern, work is interrupted to deal with queries from team on a range of matters. Concentration required for data entry. Undertaking a range of duties covering for other Administration Team Leader during sickness absence and annual leave. This may involve travelling and working in other departments/areas.  **Working Conditions**  Working in an office environment using computer equipment for long periods. |

**GENERAL**

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.

The Trust operates a 'non-smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

**SAFEGUARDING**

To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

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.

**STAFF HEALTH AND WELLBEING**

You must take responsibility for your workplace health and wellbeing:

* Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible)
* 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.

If you are a line manager, in addition to the above, it is expected you will:

* Champion health and wellbeing.
* Encourage and support staff engagement in delivery of the service.
* Encourage staff to comment on development and delivery of the service.
* Ensure during 1:1’s / supervision with employees you always check how they are.

**HEALTH AND SAFETY AT WORK**

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

**INFECTION CONTROL - ROLE OF ALL STAFF**

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

* Attending mandatory and role specific infection prevention education and training.
* Challenging poor infection prevention and control practices.
* Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

**CONFIDENTIALITY**

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

**JOB DESCRIPTION AGREEMENT**

**Job holder’s Signature: .....................................................................................**

**Date: .....................................................................................**

**Manager’s Signature: .....................................................................................**

**Date: .....................................................................................**

**PERSON SPECIFICATION**

**POST :**  **Administration Team Leader – Band 4**

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| **REQUIREMENTS** | **E/D\*** | **HOW TESTED?**  **Application Form/Interview/Reference/Test** | **INTERVIEW COMMENTS** | **SCORE**  **(1 Low – 10 High)** |
| QUALIFICATIONS:  Good standard of Education  NVQ3 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  Additional relevant administration knowledge acquired through further experience. | E  E  E  E | Application/  Interview  Application/  Interview  Application/  Interview  Application/  Interview |  |  |
| KNOWLEDGE/EXPERIENCE  Significant experience of MS office applications (including Outlook, Word, Excel and Powerpoint)  Experience of managing a team of people  Experience of remote management of a team | E  E  D | Application  Application / Interview  Application / Interview |  |  |
| SKILLS:  Excellent communication skills both written and verbal, with a wide range of people  Excellent organisational skills  ability to work collaboratively, methodically and flexibly to ensure exacting deadlines are achieved in a busy environment, whilst high standards are maintained  Work with a high degree of accuracy and be able to demonstrate attention to detail  Tactful, diplomatic, empathic  Advanced keyboard skills, RSA 3 or equivalent | E  E  E  E  E | Application / test  Interview  Interview  Interview / test  Interview / test |  |  |
| PERSONAL QUALITIES:  Approachable, responsive, resourceful, enthusiastic and flexible approach  Self-motivated and proactive | E  E | Interview  Interview |  |  |
| OTHER REQUIREMENTS:  Willingness to undertake a wide variety of duties  Ability to travel to other sites for management of staff, training, meetings etc  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust | E  E  E | Interview  Interview  Interview |  |  |

\* Essential/Desirable

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| **HAZARDS :** | | | | | |
| Laboratory Specimens  Proteinacious Dusts |  | Clinical contact with patients |  | Performing Exposure  Prone Invasive Procedures |  |
| Blood/Body Fluids |  | Dusty Environment |  | VDU Use | x |
| Radiation |  | Challenging Behaviour | x | Manual Handling | x |
| Solvents |  | Driving | x | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation |  |
| Cytotoxic drugs |  | Night working |  |  |  |