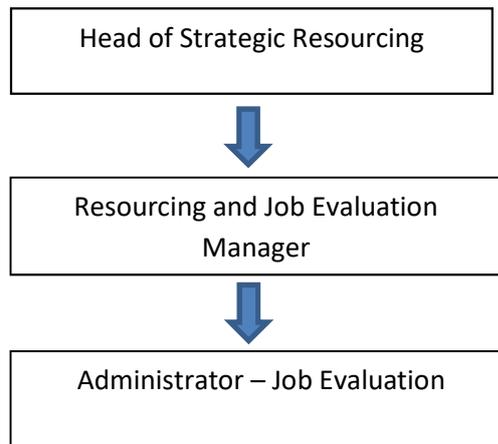


JOB DETAILS	
Job Title	Administrator (Job Evaluation)
Reports to	Job Evaluation and Resourcing Manager
Band	Band 3
Department/Directorate	People Directorate - Resourcing

JOB PURPOSE
<p>Working in partnership, promoting excellence and upholding the reputation of the service, the jobholder will be the contact point for managers and staff to provide proactive, comprehensive and professional Job Evaluation guidance and advice.</p> <p>Providing responses to Job Evaluation queries to ensure National Job Evaluation standards, Trust policies/procedures, are adhered to.</p>

KEY WORKING RELATIONSHIPS					
<p>Areas of Responsibility:</p> <p>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</p> <p>This will include verbal, written and electronic media.</p> <p>Of particular importance are working relationships with:</p>					
<table border="1"> <thead> <tr> <th>Internal to the Trust</th> <th>External to the Trust</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> • All Managers • Staffside Representatives • Clinical and non-clinical staff • Trained Job Matchers (Panel members) </td> <td> <ul style="list-style-type: none"> • Other NHS Organisations • NHS Employers </td> </tr> </tbody> </table>	Internal to the Trust	External to the Trust	<ul style="list-style-type: none"> • All Managers • Staffside Representatives • Clinical and non-clinical staff • Trained Job Matchers (Panel members) 	<ul style="list-style-type: none"> • Other NHS Organisations • NHS Employers 	
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ORGANISATIONAL CHART



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Provide advice and guidance to Managers and staff in respect of the start to finish Job Evaluation process including and up to formal appeal stage.
- First point of contact for telephone, email and face to face queries, sometimes which may be complex, providing advice and guidance to managers and staff on the best practice associated with Job Evaluation and related HR policies.
- Knowledge of JE procedures and practices which includes ad hoc non-routine activities, problem solving and receiving sometimes complex & challenging Job Evaluation queries and escalating to the Job Evaluation & Resourcing Manger
- Support the submission of quality job descriptions, person specifications and job evaluation justification applications by advising and guiding managers.
- Provide administration support to Job Matching Panels.
- Responsible for full administrative duties required to support the JE process including arranging panels/meetings, preparing panel documentation, quality checking submissions, updating process documentation, recording and monitoring data and maintaining active panel members contacts and training details.
- Create, update and/or maintain Job Evaluation records via HR systems and excel spreadsheets.
- Checking NHS Employer website for new and withdrawn profiles and updates.
- Checking JD's from the Recruitment Team ensuring that JD's have been evaluated and are fit for purpose.
- Delivering panel outcomes to managers.
- Produce reports and participate in and support regular audits of the systems/processes to confirm ongoing compliance and data quality escalating as appropriate any concerns.

- Where appropriate apply understanding of Agenda for Change standard terms and conditions within the context of Job Evaluation
- Contribute to the Trust's training and development programmes relating Job Evaluation processes.
- Organise Job Evaluation Training as required.
- Maintain a list of trained practitioners and their availability.
- Accurately record and store outcomes of the Job Matching and Consistency Panels, ensuring clear process audit trails are maintained
- Prepare and maintain data relating to the job evaluation service, to include monitoring of progress against KPIs and reporting on this.
- Ensure Job Evaluation Service is responsive by providing timely updates and feedback to both panel members and managers throughout the process.
- Provide advice and guidance on generic JD development for a service
- Undertake other duties as required, and provide cover for other members of staff as appropriate and commensurate with the role / band

FREEDOM TO ACT

The post holder will be expected to work without direct supervision and manage their own workload.

Prioritise own tasks within job scope, exercising a degree of independence, initiative and judgement. Assess situations, identify and resolve potential problems within own skill set. Refer and seek guidance on issues outside of post holder's level of competency or authority to line manager.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder may be dealing with matters of a confidential, sensitive, and time-dependent nature.

Information received and advice and guidance given can be complex and at times contentious there is a need to exercise empathy and refer as necessary to own line manager.

Provide the necessary information and guidance to managers and staff who have little or no knowledge of job evaluation, make understandable the processes and rationale behind the need for accurate job descriptions.

Uses email, electronic diaries, internet /intranet, finance/procurement applications, HR solutions and the Microsoft applications specifically Word, PowerPoint, Excel and MS Teams. Willing to train in the use of other applications and databases;

Compilation of panel documents/reports using the full range of Microsoft applications to timescales and deadlines and working with Panel members and Managers to ensure this is achieved. This will involve keeping to deadlines to ensure information is available for key

meetings.

Provides, receives and manages information electronically, verbally or in writing which may be of a confidential or sensitive nature.

Prepares the necessary paperwork for scheduled panel meetings and administers the panel matching process.

ANALYTICAL/JUDGEMENTAL SKILLS

Checking documentation submitted to ensure all elements are completed correctly, relevant signatures obtained and first review of quality against job profile identified by manager and return any job descriptions not fit for panel matching.

Check submitted Job Descriptions against archive to ensure no matched template already exists.

Delivers quality level of services by regularly assessing situations, identifying and resolving potential problems within own skill set in a timely proactive manner. Refer and seek guidance on issues outside of post holder's level of competency or authority to line manager. Implement planned actions and response, communicating changes as appropriate.

Responsible for providing next steps on failed matching and consistency outcomes.

Identify and provide advice where there is more than a straight forward choice of options where a JD does not sit within a national profile.

PLANNING/ORGANISATIONAL SKILLS

Coordinate and plan the regular on-going Job Evaluation matching and Consistency Checking panels for 6-12 months in advance.

Liaise with panel members to schedule matching and consistency panels.

Make adjustments to planned panels when panel member availability changes. Change dates as necessary and at times arrange extra panels when required. This will include planning for situations which are known and planning to re-prioritise work to accommodate unexpected situations and interruptions.

Coordinate with Resourcing & Job Evaluation Manager to confirm which jobs are submitted to panel.

Prepares panel documents and capture panel notes during the job matching process.

Establishes and maintains filing systems (including electronic), ensuring that all information, records, minutes and any other correspondence, is kept in a logical sequence so that it is easily retrievable and confidentiality maintained;

Operates a 'bring forward' system and progresses outstanding matters, making decisions as necessary.

Organises training, hospitality and venues where approved, communicating training dates

and times to ensure maximum attendance.
PATIENT/CLIENT CARE
Patient Contact in this role is incidental.
POLICY/SERVICE DEVELOPMENT
The post holder may be asked to contribute to audit and research projects within the service to inform service development and standards. Adhere to national JE policy, review and recommend practices to improve service. Adhere to all Trust and departmental policies and procedures relating to their role, may be required to comment on reviews
FINANCIAL/PHYSICAL RESOURCES
Observes personal duty of care in relation to equipment and resources used in course of work Orders stationery supplies for office and JE training packs
HUMAN RESOURCES
Provides Trust Job Evaluation process advice and guidance to Managers and staff and on occasions may support internal training activity Support the training of new team members
INFORMATION RESOURCES
Inputs, maintains and analyses job evaluation submission and outcome data, using HR systems and excel spreadsheets. Responsible for maintaining and storing Job Evaluation data in the relevant information systems
RESEARCH AND DEVELOPMENT
May on occasion undertake surveys or audits in relation to Job Evaluation activity
PHYSICAL SKILLS
Advanced keyboard skills
PHYSICAL EFFORT
A combination of sitting, standing and walking; Frequent requirement to use VDU equipment.
MENTAL EFFORT
Frequent requirement to concentrate when checking job descriptions and submission forms. Work pattern is predictable however workflow can have peaks and troughs on occasion.
EMOTIONAL EFFORT
Exposure to distressing or emotional circumstances is rare
WORKING CONDITIONS
Office and/or Home Working conditions

OTHER RESPONSIBILITIES
<p>Take part in regular performance appraisal.</p> <p>Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling</p> <p>Contribute to and work within a safe working environment</p> <p>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</p> <p>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.</p> <p>You must also take responsibility for your workplace health and wellbeing:</p> <ul style="list-style-type: none"> • 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. • Undertake a Display Screen Equipment assessment (DES) if appropriate to role.
GENERAL
<p>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.</p> <p>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.</p> <p>Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E's track record of excellence in research, teaching and links to the university with NDHT's innovation and adaptability.</p>

Job Title	Administrator (Job Evaluation)
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Educated to Vocational level 3 standard in relevant subject or proven administrative ability/experience through practice	E	
Willingness to acquire additional specialist knowledge of job evaluation	E	
KNOWLEDGE/SKILLS		
Confident working knowledge of Microsoft Office (Word, Excel, PowerPoint, Outlook).	E	
Excellent computer & IT skills to enable the production of reports and spreadsheets.	E	
Good verbal/written & interpersonal skills with the ability to establish rapport with people at all levels and to enable effective communication with senior staff.	E	
Good administrative and organisational skills.	E	
Able to problem solve.	E	
Knowledge and use of database systems including reporting.	E	
Willingness to acquire knowledge of NHS Agenda for Change Terms and Conditions of employment	E	
Ability to effectively use MS Outlook and teams to schedule both face to face and remote panels/meetings.	E	
EXPERIENCE		
Experience of working in a busy administrative environment	E	
Experience in using databases to input, maintain and report on	E	
Experience in delivering high standards of customer service	E	
Experience in dealing confidently and tactfully with service users	E	
Excellent telephone manner, experience of dealing with high volume enquiries	E	
Attention to detail	E	
PERSONAL ATTRIBUTES		
Customer Focused		
Deliver a good customer service when answering the phone, emails and face to face	E	
Ability to prioritise		

<p>Understand and works with confidential information</p> <p>Maximising Value Identify and report inefficiencies quickly</p> <p>Achieving Results Adhere to deadlines Solutions focussed</p> <p>Working Together Works well as part of a team Adaptable and flexible</p>	<p>E</p> <p>E</p> <p>E</p>	
<p>OTHER REQUIREMENTS</p> <p>The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.</p> <p>Ability to travel to other locations as required.</p>		

		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y/N				
Contact with patients	Y/N				
Exposure Prone Procedures	Y/N				
Blood/body fluids	Y/N				
Laboratory specimens	Y/N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y/N				
Respiratory sensitisers (e.g isocyanates)	Y/N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y/N				
Animals	Y/N				
Cytotoxic drugs	Y/N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	Y/N				
Laser (Class 3R, 3B, 4)	Y/N				
Dusty environment (>4mg/m ³)	Y/N				
Noise (over 80dBA)	Y/N				
Hand held vibration tools (=>2.5 m/s ²)	Y/N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y/N				X
Heavy manual handling (>10kg)	Y	X			
Driving	Y/N	X			
Food handling	Y/N				
Night working	Y/N				
Electrical work	Y/N				
Physical Effort	Y	X			
Mental Effort	Y			X	
Emotional Effort	Y	X			
Working in isolation	Y/N		X		
Challenging behaviour	Y/N		X		