

JOB DESCRIPTION

JOB DETAILS	
Job Title	Admin Team Leader
Reports to	Admin Line Manager
Band	Band 4
Department/Directorate	OHWB/People

JOB PURPOSE
To undertake the role of team lead, supporting the Admin Manager. This post will be responsible for ensuring the team provides a professional, efficient, accurate and timely service To provide routine advice on the departments systems and processes and Trust Policies and Procedures relating to Occupational Health and Wellbeing (OHWB). To support the Admin Manager in allocating work to team members ensuring it is completed to the expected standards and agreed timeframes. To work with the Admin Manager to prioritise work against business objectives. 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. Ensure all information is secure, and confidentiality of information is maintained at all times

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
Oversee the operational activity of the OHWB function, this includes the first point of contact advice given to internal/external customers, allocation and monitoring of work within the team. Ensure the team provides excellent customer service to recruiting managers and candidates, being the first point of contact for escalation of issues from the team, managing difficult conversation sensitively and expertly imparting difficult messages whilst maintaining good relationships. Allocate and coordinate the workload of the administration team ensuring the performance is maintained and processes are delivered within agreed timescales Maintain the integrity of data for accurate internal and external reporting through system housekeeping and ensure accurate data input. Audit OH records on a regular basis to ensure accuracy. Ensure all processes are followed accurately and, working with the Admin Manager, are in line with H&S and Trust Policy. Proactively contribute to future planning and development of the service. Provide senior administration and coordination support to the Admin Manager as required, ensuring comprehensive project support such as: ➤ Admin operational planning and delivery against deadlines, governance arrangements, files (electronic and hard copy), developing new processes, risk registers and issue logs ➤ Keeping up to date with NHS systems to meet the needs of the business ➤ Mapping, reviewing and improving administration processes ➤ Assist with project monitoring and reporting ➤ Provision/creation of relevant template documents

- Receipt and provision of information (range of complexity and sensitivity). Interrogate or research project information as directed
- Data analysis and data input (high level of attention to detail required)
- Ensure matrix working across departments within the HR Directorate as required
- Attend OH planning meetings if/as required
- Resolve day to day problems independently
- Escalate and de-escalate issues as appropriate

Act as a point of reference for routine queries either directly from customers or escalated from the team in relation to Trust Policies and Procedures.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: As described above

No. of Staff reporting to this role: (If applicable) 7

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

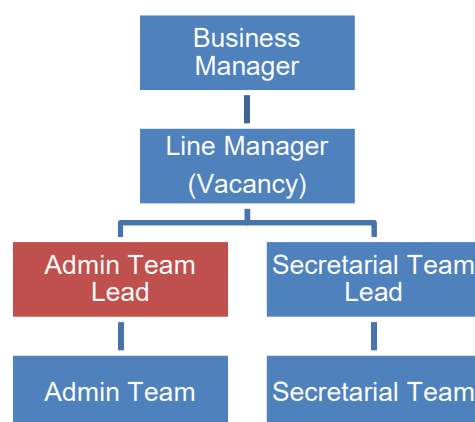
In addition the post holder will deal with the wider healthcare community, external organisations and the public.

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• All managers • Clinical and non-clinical staff • Internal applicants • Payroll and Pension Department • HR Department • Security • Learning and Development Department • Health and Safety/Governance	• Applicants • Colleges and universities • External businesses • External agencies • Other NHS organisations

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

To provide a first point of contact Admin Support Service to Trust managers, staff and external customers ensuring that the operational function delivers a customer focused, responsive and quality service.

To review and improve processes and ensure changes are communicated and relevant training is provided.

Establish and maintain constructive working relationships with a broad range of internal and external stakeholders.

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 sensitive information with staff and clients within partner agency organisations where agreement and cooperation 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 relevant regarding changes to area of work.

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 problems with regard to OHWB issues and high-lighting any problems and conducting risk assessments as appropriate.

Analysis of verbal, written and electronic information from managers, employees and successful applicants to ensure appropriate actions are taken and that successful applicants are subject to the appropriate level of pre-employment screening.

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 to ensure that an effective service is maintained. Contribute to the co-ordination and administration for a variety of OHWB services and events.

PATIENT/CLIENT CARE

The post-holder is required to put the patient, as the first priority, at the centre of all activities. Contact with patients is incidental.

POLICY/SERVICE DEVELOPMENT

The post-holder will follow Trust policies and participate in policy and service development. The post-holder will propose changes and implement administration policies and working practices for own area and contribute to the continuous improvement of the Occupational Health and Wellbeing service.

FINANCIAL/PHYSICAL RESOURCES

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. Monitor and order stock/stationery through Trust procurement systems and set up any non-standard requests.

HUMAN RESOURCES

Day to day supervision, monitor and review performance of administrative team and make improvements where necessary that will enhance the efficiency and effectiveness of the administrative processes of the team and the service it provides. Also, contribute to change and offer proposals regarding the continuous improvement in the wider HR function.

Give advice and provide training on routine work activities to new or less experienced colleagues and hiring managers.

Supports with staffing issues within the team (e.g. competency issues, absence management, H&WB support)

INFORMATION RESOURCES

Daily use of IT programmes including OH database, spreadsheets and ESR relevant to the work area to produce documents and reports; be responsible for the effective inputting, storing and maintenance of information. An on-going job regular responsibility to collate information to produce reports such as the annual equality and diversity reports. In addition, collating information for ad hoc reports such as Freedom of Information requests.

Overseeing the monitoring of the work time-lines, e.g. Subject Access request (SAR) or complaints and reporting on delays in the process.

Overseeing the collation and distribution of pre-employment data i.e. volumes of HQs to process, certificates to issue, appointments to arrange

RESEARCH AND DEVELOPMENT

Undertakes surveys or audits as necessary to own area of work. To obtain bench-marking and research information as and when required.

PHYSICAL SKILLS

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

PHYSICAL EFFORT

Long periods of sitting and VDU use.

MENTAL EFFORT

- Frequent unpredictable interruptions to deal with queries e.g. the need to concentrate on different workflows dependent on changing daily demand (pre-employment, management referrals, vaccination appointments, health surveillance, generic email advice)
- Periods of concentration required to work through processes
- Allocation of workflows for appropriate resource
- Data analysis

EMOTIONAL EFFORT

Supports with staffing issues within the team as part of day to day supervision (e.g. competency issues, absence management, H&WB support)

Indirect exposure to emotional circumstances (e.g. referrals could involve life changing circumstances, ill health retirement, traumatic incidents)

Will occasionally be exposed to dealing with distressing or emotional circumstances (for example when supervising or advising staff).

Will occasionally be exposed to dealing indirectly with distressing or emotional circumstances (for example when dealing with casework and organisational change processes).

WORKING CONDITIONS

Normal office environment

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 Trust's Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

PERSON SPECIFICATION

Job Title	Admin Team Leader
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Good Standard of Education	E	
NVQ 3 Business Administration or Team Leadership or Customer Care or equivalent qualification, or equivalent experience	E	
Additional relevant administration knowledge acquired through further experience	E	
Business Administration/HR qualification		D
KNOWLEDGE/SKILLS		
In-depth knowledge of terms & conditions of service and relevant legislation e.g. H & S, GDPR	E	
Advanced knowledge of NHS administrative processes/issues.	E	
Advanced knowledge of NHS recruitment processes as per NHS Employers Pre-employment Check	E	
Effective interpersonal, organisational and communication skills	E	
Ability to manage own workload and to supervise the workload of others, ability to delegate tasks and ensure that deadlines are met whilst maintaining high standards.	E	
Good IT/Keyboard skills, IT literate	E	
Advanced knowledge of MS Word, Excel, Outlook, Internet, Access Database and ESR.	E	
EXPERIENCE		
Experience of allocating work and ensuring deadlines are met.	E	
Well-developed knowledge of a range of NHS, HR/OHWP practices including terms & conditions.	E	
Extensive experience of working in a busy admin function– preferably in the NHS.	E	
Extensive experience of working with IT systems including MS Office packages	E	
Extensive experience of working in an administration function including the use and maintenance of records and databases	E	
Experience of reviewing systems/processes to initiate change and improvements	E	

Experience of first line supervision – including recruitment and development of administration staff.	E	
PERSONAL ATTRIBUTES		
Good interpersonal skills and ability to interact with team members and motivate high performance	E	
Adaptability and flexibility in relation to the changing demands of the post	E	
Use initiative to solve problems	E	
To demonstrate an awareness of understanding of supporting equality and valuing diversity within own role	E	
Demonstrates resilience and drive for results	E	
Ability to establish rapport and credibility with managers & wider multi-disciplinary team	E	
Demonstrate behaviours that support the Trusts values	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	E	

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			M	
Mental Effort	Y			M	
Emotional Effort	Y		O		
Working in isolation	N				
Challenging behaviour	Y	R			