

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Administration Assistant |
| **Reports to**  | Administration Team Leader / Line Manager |
| **Band**  | Band 3 |
| **Department/Directorate**  | Estates & Facilities Management (EFM) |

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| **JOB PURPOSE**  |
| To provide a high quality, professional administration service for the Estates and Facilities Management Directorate, working with the Service Mangers and Department Managers to ensure that streamlined, efficient and accurate administration processes and procedures are adhered to.  |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Working as part of the Estates and Facilities Helpdesk, liaising with internal and external customers and service users.
* To cover the Centre for Women’s Health (CWH) reception desk, you will greet and assist patients and visitors, ensuring the Maternity Unit remains secure. This role requires working on a shift rota from 08:00 to 20:00, including weekends
* Develop and maintain good working relationships by being, flexible, adaptable, polite, positive and empathetic, communicating effectively and informatively.
* As applicable, ensure the service experience is positive and service user confidentiality is maintained at all times. Treat users of the service, colleagues etc, with respect, dignity, courtesy and in accordance with the Trust’s Values.
* Deliver excellent levels of service by regularly assessing, problem solving, evaluating and reporting to the EFM Admin Team Leader, in a timely and proactive manner when these standards have not been met, enabling appropriate action to be taken. Implement planned actions in response, communicating changes as appropriate.
* Use effective verbal/written communication at all times, incorporating tact, empathy, consideration, courtesy and confidentiality.
* Build and sustain effective communications to ensure good team working and collaborative working practices. Disseminate knowledge, and information to those who need to know.
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| **KEY WORKING RELATIONSHIPS**  |
| Area of Responsibility: 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: :

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| **Internal to the Trust**  | **External to the Trust**  |
| * Deputy Director of Estates and Facilities Management
* Deputy Head of Facilities Management
* Head of Estates
* Service Managers, Facilities
* Deputy Service Managers, Facilities
* Deputy Head of Estates
* Governance Manager
* Commercial Business Manager
* Facilities Department Managers
* Divisional Management Accountant
* EFM Administration and Secretarial Staff
* Finance Staff
* HR Department
* Estates Department
* IT Department
* Clinical staff within CWH
 | * External NHS Organisations
* External organisations/providers
* Contractors
* Patients and Visitors
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| **ORGANISATIONAL CHART**  |
| Area of Responsibility: 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:  |
| **FREEDOM TO ACT**  |
| * To be guided by Trust Policy and Standard Operating Procedures.
* To be able to deal with routine queries from a multitude of sources and matters relating to EFM Departments.
* Exercise initiative, analysis, and judgements/problem solving or directing on/escalating, as appropriate, using tact/empathy, reassurance and persuasive skills where agreement and co-operation is required.
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| The post holder will be required to adhere to the organisations standards of customer care when communicating with a range of clients on a range of areas within the Estates Helpdesk and CWH.For example:* Daily use of core IT programmes, MICAD, APCOA Permit Portal,
* Maintenance of e-mail enquiries
* Receiving enquiries about Estates tickets, escalating where appropriate and ensuring these are passed on to the correct person or acted on appropriately.

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 adhering to the trusts confidentiality policy. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Under the supervision/direction of the Administration Line Manager, within a delegated framework for agreed tasks and seeking support as and when necessary, provide a comprehensive, confidential, Secretarial/administrative service to support services, in an efficient and confidential manner.
* Prioritise own tasks, 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 postholder’s level of competency or authority to the Administration Line Manager.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| * Specifically this post will work with colleagues and team leaders to ensure that they provide a professional, efficient, accurate and timely administration service.
* Arrange meetings, finding a suitable venue, equipment, etc.
* Distribute agenda’s, minutes and other paperwork as directed by the meeting chair or Admin Line Manager.
* Manage electronic diaries.

Undertake general administration duties appropriate to the role, e.g. dealing with post, reporting faults, collation and distribution of data and information. |
| **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 will have contact with patients/clients by phone and providing appropriate guidance as appropriate
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| **POLICY/SERVICE DEVELOPMENT**  |
| * Provide services within well-established policies, procedures, protocols, guidelines, whilst acting within the required sphere of competences for the role at all times.
* To participate in departmental/team meetings and offer suggestions for quality improvement. Contribute to the achievement/improvement of service/quality standards.
* May be asked to comment on policies and procedures.
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| * Monitor and maintain department stationery supplies.
* Order and receipt supplies on the Trust’s procurement system, Unit 4.
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| **HUMAN RESOURCES**  |
| * To provide support/cover to other Administrators within EFM Directorate.
* To demonstrate duties to new or less experienced staff.
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| **INFORMATION RESOURCES**  |
| * Regular requirement to use computer software to create and maintain databases and spreadsheets, using formulas to create statistical reports and dashboards on Departmental and Directorate performance.
* Ensure that accurate recording and maintenance of computerised filing records and systems is maintained.
* Regularly update electronic systems as directed by the Admin Line Manager, e.g.Fleetcheck.
* Take and transcribe minutes for EFM Directorate and Departmental meetings.
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| **RESEARCH AND DEVELOPMENT**  |
| * Completes surveys and audits as required, e.g. staff questionnaires.
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| **PHYSICAL SKILLS** |
| * Advanced keyboard skills required.
* To be competent in using and ensure the proper use of Trust Equipment, e.g. MFD
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| **PHYSICAL EFFORT** |
| * Frequent sitting for long periods, occasional manual handling loads of not more than 5kg
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| **MENTAL EFFORT** |
| Will be required to maintain concentration for long periods during the working day.Maintain accurate advance keyboard skills with efficiency with constant interruptions.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 upset/angry clients and telephone callers.
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| **WORKING CONDITIONS** |
| * Requirement to use VDU equipment on most days.
* Working on a shift rota from 08:00 to 20:00 including weekends.
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| **OTHER RESPONSIBILITIES**  |
| Take part in regular performance appraisal.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute 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 infectionAs 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.
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| **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. 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.T*his is*  |

PERSON SPECIFICATION

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| **Job Title** | Administration Assistant |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**6 x GCSE’s Grade 4 or above including English Language and Maths or equivalent qualification or experience.NVQ Level 3 in Administration or equivalent qualification / experience.ECDL or equivalent qualification / experience. | EE | D |
| **KNOWLEDGE/SKILLS**Excellent organisational skills.Advanced IT skills, including Microsoft Word and Excel and Outlook.Excellent communication skills, including telephone, face to face and written with staff at all levels.Ability to handle enquiries from service users with tact, understanding and confidentiality. | EEEE |  |
| **EXPERIENCE** Experience of effective administration processes.Experience of working in a customer service role.Experience of working with various software packages and database systems.Experience of working as part of a team.Proven experience of adapting to and implementing new systems and processes. | EEE | DD |
| **PERSONAL ATTRIBUTES** Able to demonstrate reliability and initiative.Able to work as a team member. To act with integrity and trust.Enthusiastic, motivated and committed to delivering excellent service.Able to use own initiative.Self-motivated and enthusiastic.Adaptable and flexible. | EEEEEEE |  |
| **OTHER REQUIREMENTS** Ability to work on different Trust sites.Ability to work in different Departments within Facilities.Accountable for own action and able to support effective teamwork.A flexible approach to work. | EEEE |  |

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|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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 |  |  |  |  |
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| **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 |  |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | 🗸 |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | Y |  | 🗸 |  |  |
| Mental Effort  | Y |  |  |  | 🗸 |
| Emotional Effort  | N |  |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | N |  |  |  |  |