

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Transformation Team Administrator  |
| **Reports to**  | Transformation Team Manager  |
| **Band**  | 4 |
| **Department/Directorate**  | Transformation Team, Corporate Services |

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| **JOB PURPOSE**  |
| The Transformation Team Administrator will provide an efficient and high quality secretarial and administrative assistance to the Director of Transformation and Transformation Team, using own initiative and working without supervision. The role will support the team to fulfil their objectives in scoping and implementing organisational and transformational change in order to improve services across the Trust for both patients and staff. This is a varied role, with the opportunity to support a variety of transformational projects and build knowledge and experience for onward personal development.  |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| The postholder will be based in the Transformation Teamand will provide business support to the Director of Transformation, Programme Directors and the wider team.Responsibilities include:* To be a reliable and trustworthy member of the Transformation Team, adhering to trust values at all times.
* Ensuring that all documentation is produced to an excellent standard
* To ensure effective and efficient diary management for the Director of Transformation and Programme Directors.
* To manage team diaries, ensuring all absences/meetings are accurately recorded
* To organise and co-ordinate meetings including sourcing of suitable venue, time and equipment
* To provide accurate minute/note taking at meetings, ensuring typed notes are circulated to attendees within the timeframes stipulated within Trust policies/standard operating procedures
* To ensure effective bring forward systems, ensuring necessary range of papers are available to the management team
* To ensure Trust database (ESR and Healthroster) is kept up to date and accurate for all training
* To flexibly carry out administrative tasks as requested by team members.
* To ensure photocopying and distribution of papers are completed and issued as required
* To set up and maintain accurate and effective electronic filing systems
* Maintain health records and patient files in line with Trust Health Records Policy
* To carry out routine analysis of information as directed by managers, carrying out research to support analysis of information
* Use multiple computer systems as required within the department
* Respond to complaints where appropriate, escalating to Line Manager if unable to resolve
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| **KEY WORKING RELATIONSHIPS**  |
| Areas of  Responsibility: Administration  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**  |
| * Transformation Team members
* Programme Directors
* Senior managers and staff within other divisions
* Clinical staff
* Trust Executive members
* Non-Executive Directors
* Administrative Services Manager/Administrative Line Manager
* Divisional Management team
* Administrative and clerical staff within area of responsibility
* Other secretarial support teams
 | * External NHS organisations
* External organisations/providers
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| **ORGANISATIONAL CHART**  |
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| **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**  |
| The post holder will be required to adhere to the organisation’s standards of customer care. 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 contentious information with staff and clients within partner agency organisations where agreement and co-operation is 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.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** |
| * To arrange and support required meetings which includes; assisting in the preparatory work including the compilation of agendas and collation of supporting documentation, equipment, room bookings and taking minutes. This will involve complex planning and organisation with frequent need to multi-task in order to effectively manage the meetings.
* To field telephone calls for the senior team, answering queries and prioritising calls appropriately. The post holder will be required to independently assess the importance of calls and ensure telephone messages are passed on in a timely manner.
* To make judgements on complex facts which require interpretation and comparing options which may involve exercising judgement. This will include resolving minor problems and highlighting any problems and conducting risk assessments with the team as appropriate.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| * To assist other members of the team in the achievement of a quality service.
* To work as an effective and responsible team member, prioritising and organising work in a manner that maintains and promotes quality. To ensure that there is adequate cover for the team at all times.
* To engender a learning organisation, sharing expertise across the Trust and ensuring team members complete required and essential learning as required.
* To write and format letters for the senior management team ensuring that spelling and grammar are accurate.
* To ensure that all documentation is produced and maintained to an excellent standard.
* To contribute to the NHS service improvement by participating fully in new projects and developments such as service redesign work, proposing changes to working practices and procedures.
* To be a loggist for the Trust in the event of an emergency.
* To support with updating the team Business Continuity Plan.
* General administrative duties to include filing, photocopying, scanning and printing.
* To support with the management of Healthroster.
* To ensure the team remain compliant with all training competencies by regularly updating the compliance matrix and communicating to staff when competencies are close to expiry.
* To ensure the team are up to date with PDRs – arranging meeting dates and sending out the relevant paperwork in good time for the meeting and forward planning for future meetings.
* To ensure the relevant team HUB pages are kept up to date.
* To support the Project support Officer with organising away days, forums and other events.
* To participate in team meetings as a key member of the department.
* 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.
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| **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 regular contact with patients/clients by phone or face to face and will provide non-medical information and advice to patients and carers.  |
| **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. |
| **FINANCIAL/PHYSICAL RESOURCES**  |
| * Monitor use of supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the service
* To maintain stock control, re-ordering supplies where necessary in line with budgetary allowance.
* 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.
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| **HUMAN RESOURCES**  |
| * To support with recruitment of new team members. This may involve managing vacancies on career gateway, printing of documentation, scheduling of interviews and meeting/greeting candidates.
* To support with inductions for all new starters to the team including; introductory paperwork, equipment, meet & greets, and general set up.
* Ensure all personnel documentation is kept up to date and filed in a logical and appropriate structure.
* To comply with HR policies particularly in relation to mandatory (essential) training and Personal Development Reviews to assist all members of the team in being up to date
* Undertake training as required to maintain competency/comply with trust policies
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| **INFORMATION RESOURCES**  |
| * To ensure that all documentation is produced to an excellent standard.
* To support with the maintenance of team action trackers, lots and workbooks for the purpose of maintaining excellent governance.
* To use Microsoft and other programmes effectively as appropriate to purpose.
* Daily use of IT programmes relevant to the work area to produce documents and reports; be responsible for the effective inputting, storing and maintenance of information.
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| **RESEARCH AND DEVELOPMENT**  |
| Comply with Trust’s requirements and undertake surveys as necessary to own work. |
| **PHYSICAL SKILLS** |
| The post holder will have advanced keyboard skills to operate a range of computer software. |
| **PHYSICAL EFFORT** |
| * Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.
* The post holder will be required to undertake light physical effort e.g. carrying projector/equipment for meetings, carrying laptop, documents and engagement materials.
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| **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 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.
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| **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. Rare exposure to distressing circumstances.  |
| **WORKING CONDITIONS** |
| Use display screen equipment for substantial proportion of the 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
* 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.
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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. At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.T*his is*  |

PERSON SPECIFICATION

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| **Job Title** | Transformation Team Administrator |

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| **REQUIREMENTS** |  |
|  | **Recruitment** | **Desirable** |
| **QUALIFICATIONS / TRAINING:**Good Standard of EducationAdditional relevant administration knowledge acquired through further experienceNVQ Level 3 in business administration or equivalent experience | **E****E****E** |  |
| **KNOWLEDGE / SKILLS:**Effective interpersonal, organisational and communication skillsAbility to manage own workload and to supervise the workload of others, ability to delegate tasksAdvanced IT/Keyboard skills, IT literateAbility to prioritise workload to respond to changing demandAbility to work with a high degree of accuracy and attention to detailAbility to co-ordinate complex diary management Ability to remain calm and professional in a busy environmentAbility to use initiative | **E****E****E****E****E****E****E** | **D** |
| **EXPERIENCE:**Significant clerical/administrative experience within customer care environment or similarExperience of supervising staff Previous NHS/Social Services experience | **E** | **D****D** |
| **PERSONAL ATTRIBUTES:**Reliability and flexibility, able to contribute to changing demands of the service.Willing to undertake training relevant to the post.Ability to work independently, within a large team Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality. | **E****E****E****E** |  |
| **OTHER REQUIREMENTS** The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.Ability to travel to other locations as required | **E****E** |  |

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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 |  |  |  | x |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | Y |  | x |  |  |
| Mental Effort  | Y |  |  |  | x |
| Emotional Effort  | Y |  | x |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y | x |  |  |  |