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| **JOB DESCRIPTION** |  |
| **Job Title:** | **Administrator Higher Level** |
| **Band:** | **4** |

**Responsible To: Health & Social Care Community Services Manager**

**Accountable To: Health & Social Care Community Services Manager**

**Section/Department/Directorate: Health & Social Care Community Services**

**Job Purpose:**

To provide business support, administrative leadership and general office management to deliver a high quality, comprehensive administrative service.

The post holder will be responsible for their own workload, including having responsibility for financial and personnel administration, overseeing maintenance of building(s) and dealing with clients/visitors and multi disciplinary teams.

To provide an efficient, comprehensive and professional support to the Health & Social Care Community Services Manager including high quality administrative and secretarial support.

To manage the diary of the Health & Social Care Community Services Manager and actively support them with the management and organisation of their workload.

To assist with the provision of an effective Community Cluster service to Northern Devon Healthcare Trust. To be the main first line contact point for the Health & Social Care Community Services Manager in respect of the business of the Cluster **Context:**

The Administrator will be based in the Tyrrell Hospital and will provide business support to the Community Services Senior Managers and Professional Leads for Nursing and Therapy.

The post holder will fulfil all administration tasks and work as part of a team and has responsibility for the provision of a comprehensive PA service to the Community Service Senior Management team*.* To meet the needs of the service, the post holder may be required to work in other administrative areas as appropriate as directed by the line manager and may, on occasion, be required to deputise for the line manager.

Main tasks/duties and areas of responsibility:

* Manage complex and busy diaries, often with competing demands, using both Health and Devon County Council IT systems
* Managing mail and telephone calls, taking messages when required and providing advice and information as appropriate
* Preparing correspondence for signature
* Arranging meetings, booking venues and refreshments, including Trust wide and inter agency meetings, often involving a number of people both internal and external to the organisation.
* Taking and preparing minutes of meetings e.g operational meetings, case conferences.
* Preparations of papers and reports for the Cluster and Directorate or Senior Execs.
* Typing highly confidential reports e.g. client case conferences, safeguarding, complaint responses.
* Circulating agendas and minutes for meetings, as required.
* To develop and maintain general office systems which ensure the effective and efficient running of a busy and important office.

To use own initiative to prioritise day to day work load and all incoming communications, ensuring prompt and timely responses are made.

To initiate and reply to correspondence, where appropriate, without recourse to the Health & Social Care Cluster Manager.

To manage the filing system and bring forward systems.

To maintain personal files / training and leave records for staff within the Cluster.

Undertake other administrative functions in support of the Complex Care & Specialist Team Leads.

To assist the Cluster Manager with Trust-wide project and policy development work, taking responsibility for delegated tasks.

To act as a source of information about the Cluster, signposting staff, managers and external contacts to the relevant team for advice.

Using excellent communication skills with all internal staff, external agencies and the general public, promote a high standard of public relations in person, by telephone and by the written word.

To deal sensitively with confidential, sensitive or distressing information and ensure correct information and messages are conveyed.

To deal sensitively with angry, distressed or frustrated staff / clients, ensuring that accurate messages are taken and information conveyed.

## Other Duties

To participate in cross-organisational working groups as appropriate.

To undertake any other duties, required by the Cluster Manager, appropriate to the grade and relevant to the post.

To order and receipt goods in accordance with the Trust’s financial framework. To maintain confidentiality at all times.

To minimize hazards in the working area and report any identifiable hazards to the line manager. To adhere to all safe systems of work applicable to the work area

## 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.

**Organisational Chart:**



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

**Communication and Relationship Skills**

The post holder will be required to adhere to the organisations 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 and Judgement 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 minor problems with regard to personnel, payroll and maintenance, and highlighting any problems and conducting risk assessments as appropriate.

## 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.

## Physical Skills

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

## 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 have regular contact with patients/clients by phone or face to face and will provide non-medical information and advice to patients and carers.

## Responsibility for Policy and 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.

## Responsibility for Financial and Physical

The postholder will have responsibility

To monitor stock levels of stationery, receive deliveries and report maintenance faults.

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.

## Responsibility for Human Resources

Maintain and update own training relevant to post. Taking an active part in the development review of own work suggesting areas for learning and development in the coming year.

Demonstrates duties to new starters, and allocate and check work of other administrative staff. Provide on the job training for new staff and work experience students, taking 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; be responsible for the effective inputting, storing and maintenance of information.

## Responsibility for Research and Development

Comply with Trust’s requirements and undertake surveys as necessary to own work.

## Decision Making

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.

## Physical Effort

Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.

The post holder may be required to exert light physical effort (loads of not more than 5kg.) occasional basis for several short periods

## 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.

## 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 working day.

# 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 The Trust’s 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 postholder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Disability Discrimination Act.

**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 process or disclose any information of a confidential or personal nature relating to the employer or in respect of which the employer has a duty 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.

# SAFEGUARDING

To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 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 and practice of safeguarding applies to adults, in line with The Care Act 2014, in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect.

The worker’s line manager should be 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 Northern Devon Healthcare Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of adults, at risk of abuse / neglect, and children and young people ensuring that they are protected from harm.

Northern Devon Healthcare Trust ensures that the Trusts Safeguarding Children Policy, Child Protection and Safeguarding Adult policie~~s~~ and procedures are promoted within the Trust and adhered to by all members of staff.

# PERSON SPECIFICATION

## POST : Administrator

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| REQUIREMENTS | E/D\* | HOW TESTED?Application Form/Interview/Reference/Test | INTERVIEW COMMENTS | SCORE(1 Low – 10High) |

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| QUALIFICATIONS / SPECIAL TRAINING :Good Standard of EducationNVQ 3 Business Administration or Team Leadership or Customer Care or equivalentqualification / experienceRSA III or equivalent level of skill gained through experience or alternative qualificationAdditional relevant administration knowledge acquired through further experience | E EEE | Application FormApplication Form/Skills TestApplication Form |  |  |
| 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 literateMedical Terminology | EEED | InterviewApplication Form/Skills Test InterviewInterviewApplication Form |  |  |
| EXPERIENCE:Significant clerical/administrative experience within customer care environment or similarExperience ofsupervising staff | EE D | Application FormApplication Form |  |  |

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| Previous NHS/Social Services experienceCash management (if applicable to post) | E | Application FormApplication Form |  |  |
| PERSONAL REQUIREMENTS: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 teamAbility to demonstrate a diplomatic caring attitude whilst maintainingconfidentiality. | EEEE | InterviewInterviewInterviewInterview |  |  |
| 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 | EE | InterviewInterview |  |  |

\* 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 |  | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation |  |
| Cytotoxic drugs |  | Night working |  |  |  |