

## JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Administrator Higher Level
<b>Reports to</b>	Admin Line Manager
<b>Band</b>	Band 4
<b>Department/Directorate</b>	Ophthalmology Eastern

JOB PURPOSE
<p>To provide business support, administrative leadership and general office management to deliver a high quality, comprehensive administrative service.</p> <p>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. Will be responsible for day to day management of a group of staff.</p>

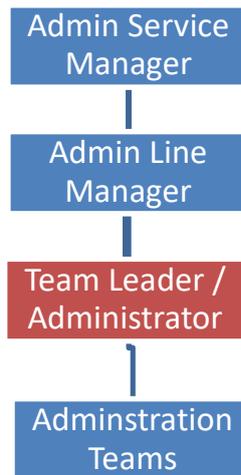
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>The Administrator will be based in the Ophthalmology department and will provide business support to the Ophthalmology Administration Teams.</p> <p>The post holder will fulfil all administration tasks and work as part of a team and has responsibility for the day to day line management for a group of staff. 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.</p>

### KEY WORKING RELATIONSHIPS

<ul style="list-style-type: none"> <li>• Areas of Responsibility: This post will be responsible for the team leadership of the administration teams including the day to day supervision of the teams.</li> <li>• This post will ensure that the administration teams will provide a professional, comprehensive, efficient, accurate and timely service.</li> <li>• This post will provide high quality personal assistance to management team including responsible administrative support in their absence, using own initiative and working without supervision.</li> <li>• Ensure all information is secure and confidentiality of information is maintained at all times</li> <li>• Provide excellent customer care which may include communication with distressed and anxious patients and relatives, treating them with tact and empathy</li> <li>• Ensure the professional image of the Trust is maintained at all times</li> </ul> <p>No. of Staff reporting to this role: TBC</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. 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.</p> <p>Of particular importance are working relationships with:</p>
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Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> <li>• Senior Management Teams</li> <li>• Trust Executive members</li> <li>• Non-Executive Directors</li> <li>• Administrative Services Manager/Administrative Line Manager</li> <li>• Divisional Management team</li> <li>• Members of the multi-professional clinical team</li> <li>• Administration and secretarial teams across the Trust</li> <li>• Administrative and Clerical staff within area of responsibility</li> </ul>	<ul style="list-style-type: none"> <li>• External NHS organisations</li> <li>• External organisations/providers</li> </ul>

## 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

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

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/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.

## 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**

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.

#### **HUMAN RESOURCES**

Responsible for day to day management of a group of staff including responsibility for recruitment and selection of new employees, conducting development reviews and in the first instance disciplinary matters.

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.

#### **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.

#### **RESEARCH AND DEVELOPMENT**

Comply with Trust 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.

#### **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.

#### **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 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.

# PERSON SPECIFICATION

<b>Job Title</b>	Administrator Higher Level
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b>		
Good Standard of Education	E	
NVQ 3 Business Administration or Team Leadership or Customer Care or equivalent qualification / experience	E	
RSA III or equivalent level of skill gained through experience or alternative qualification	E	
Additional relevant administration knowledge acquired through further experience	E	
<b>KNOWLEDGE/SKILLS</b>		
Effective interpersonal, organisational and communication skills	E	
Ability to manage own workload and to supervise the workload of others, ability to delegate tasks	E	
Advanced IT/Keyboard skills, IT literate	E	
Medical Terminology		D
<b>EXPERIENCE</b>		
Significant clerical/administrative experience within customer care environment or similar	E	
Experience of supervising staff	E	
Previous NHS/Social Services experience		D
Cash management (if applicable to post)	E	
<b>PERSONAL ATTRIBUTES</b>		
Reliability and flexibility, able to contribute to changing demands of the service.	E	
Willing to undertake training relevant to the post.	E	
Ability to work independently, within a team	E	
Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	E	

<b>OTHER REQUIREMENTS</b>		
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	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	Y				X
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
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				
<b>Risks requiring Other Health Surveillance</b>					
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				
<b>Other General Hazards/ Risks</b>					
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			