

JOB DESCRIPTION

Job Title:	Administrator
Band:	3
Responsible To:	Admin Team Leader
Accountable To:	Governance Lead & PA to SMT
Section/Department/Directorate:	Facilities & Estates / Maintenance Department

Job Purpose:

The Administrator will be located within the Maintenance Department and will provide administrative support to the Operations, Engineering & Maintenance Manager, as well as their wider team. To meet the needs of the service, the role may also involve working across other administrative areas, as directed by the line manager.

The post holder will be responsible for a range of administrative duties, working collaboratively as part of a team and may be delegated responsibility for supervision of staff in lower bands. The post holder will:

Specialty Specific Information:

- To provide key support and co-ordination of administrative services to the Maintenance Department, maintaining and reviewing the quality and level of service provided.
- To ensure within their responsibility that the Maintenance Office is managed in a professional manner in accordance with the Trust's SFIs, Standing Orders and other Trust protocols.
- Working closely with the Finance Department to keep accurate ledgers.
- Processing of orders and invoices and all relevant paperwork, ensuring orders have the correct documentation to enable them to be issued promptly and to ensure that on a regular basis all outstanding orders are completed and invoices are correctly signed off.
- To be responsible for preparing the department's monthly Performance Report for the Head of Estates for presentation to the Corporate Performance Group, ensuring that this is completed accurately.
- To assist the Contracts & Maintenance Officer in ensuring that the department's Maintenance Agreements for external maintenance contracts are kept up-to-date and are re-tendered as required and contractors are contacted prior to issue of orders. This will also include updating the Maintenance Planner on a monthly basis.
- To act as administrator for the FM First information management system. Ensure that the data provided in terms of performance management and timeliness of reporting is accurate. Assist in the review of the data held in the system and to continually improve and update this, in particular, within PPM dockets issued.
- Oversight of and ensuring that the legionella, Zurich inspections and refrigeration matrices are up-to-date including the filing of all auditable paperwork.
- To ensure personnel records are kept up-to-date for the maintenance staff, relating in particular to training matrices, annual leave and sick leave, using HealthRoster as appropriate.

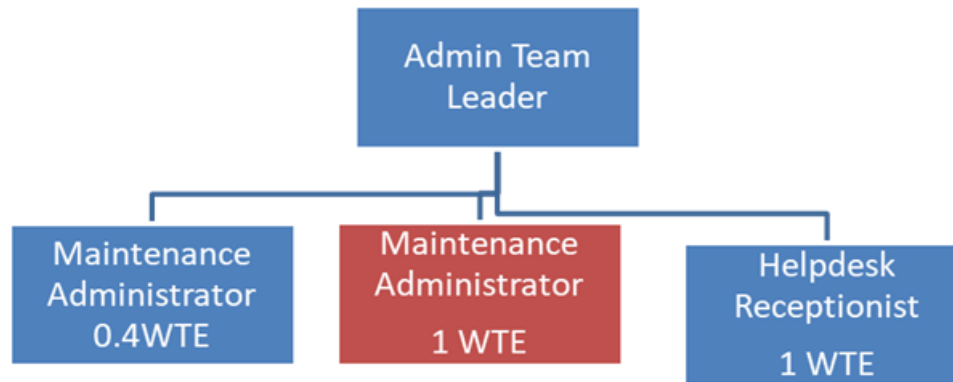
- To assist department staff with typing of correspondence and other documents such as reports, policies and procedures ensuring that Trust house styles and templates are used.
- To undertake any projects as requested by the Maintenance Management Team.
- Help maintain the Trust's strict security "swipe card" access for staff for various areas of the hospital and ensure that this information is kept up-to-date at all times.
- To be responsible for the petty cash held within the department, maintaining levels and processing payments.
- To ensure that tenders are sent out on time and manage the appropriate documentation ensuring their accuracy, as per Trust guidelines.
- To carry out routine inputting, updating and maintaining of the department's manual and computerised records and monitoring systems and databases, ensuring that information is accurate and timely at all times.
- Assist managers in ensuring all filing is kept up-to-date with the correct documentation in order. Work with the Maintenance Team to improve systems and ensure documentation is accessible, ie O&M manuals.
- To co-ordinate formal meetings which may include external agencies and members of the Trust Board and transcribe accurate minutes in a timely fashion, ensuring that all follow up action is taken. This includes being the lead administration support for the preparation of these meetings including circulating agendas and associated papers, obtaining papers from other staff and teams, collating and ensuring timely distribution.
- In liaison with the Helpdesk Receptionist, to ensure that the Reception and Estates "Helpdesk" is manned between the hours of 08:00 and 16:00 Monday to Friday. To include notifying the Maintenance Supervisors of emergency jobs. Also to cover absence for sickness and annual leave.
- Ensure that when contract labour visits site they are issued with ID passes and are made aware of the Trust's rules and conditions for working on site. Issuing out and recording of keys and swipe passes.
- Responsibility for overseeing the Administrative Assistant in relation to:
 - recording monthly oil and woodchip stocks for Community Hospitals and that oil and woodchip are ordered as required at the Estate Officer's discretion;
 - process and record all utility bills for the NDDH and community sites;
 - record monthly meter readings for the NDDH and community sites, sending required documentation to the General Office, Management Accounts and Utility Provider.
- Supporting Fire Advisor, Contracts & Maintenance Officer and Facilities Estates Officers as required.
- Producing reports using FM First for presentation at Trust meetings as required.
- To take part in regular "catch-up/heads-up" meetings with other team members following period of absence.

Key Working Relationships:

Prime working relationships are with the Head of Estates, Compliance Assurance & Sustainability Manager, Operations Engineering & Maintenance Manager and their teams as well as other members of the Facilities Division.

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 when welcoming visitors and communicating with a range of clients on a range of matters. For example receiving enquiries, via telephone or face to face, taking messages and ensuring that these are passed on to the appropriate person.

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.

Analytical & Judgemental skills

Make judgements on facts or situations, some of which require analysis, such as resolving conflicting diary appointments, scheduling of clinics. Communicate general issues and those of concern to a senior member of staff and use initiative to escalate or resolve straight forward issues in the absence of the manager.

Planning and Organisational Skills

The ability to work using own initiative and manage time effectively to meet deadlines. Organise own day to day activities and tasks and that of staff in lower banded jobs.

Plan and arrange staff cover as and when

required. Regularly arrange meetings.

Physical skills

Use advanced keyboard skills to operate Trust computer systems.

Responsibility for 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.

Responsibility for Policy and Service Development

To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service provided to clients by attending and participating in meetings as necessary.

Responsibility for Financial and 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.

The post holder may be required to conduct some financial and personnel tasks i.e. processing of invoices, payroll, petty cash/banking administration or handle patient's property.

Responsibility Human Resources

Maintain and update own training relevant to post.

Participate in recruitment processes including being involved in interviews. Participate in appraisals and support the development of staff in lower bands.

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 department to process and store information and type up minutes of meetings. Responsible for maintaining staff and/or patient data.

Responsibility for Research and Development

Comply with Trust 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.

Mental Effort

The work pattern will be predictable and 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.

There will be occasional indirect exposure to distressing or emotional circumstances, for example, typing letters of a distressing nature.

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 Trust 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 post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010

SAFEGUARDING

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together 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 of safeguarding as they apply to vulnerable adults in relation to the worker's role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker's line manager is 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 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.

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 disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation 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.

JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Manager's Signature:

Date:

PERSON SPECIFICATION

POST : Administrator

REQUIREMENTS	E/ D*	HOW TESTED? Application Form/Intervie w/Reference/ Test	INTERVIEW COMMENTS	SCORE (1 Low – 10 High)
<u>QUALIFICATIONS/SPECIAL TRAINING :</u> Good Standard of Education NVQ 3 Team Leadership or Business Administration or Customer care or equivalent experience Relevant keyboard qualification i.e. RSA III	E E E	Application Form Application Form Application Form		
<u>KNOWLEDGE/SKILLS:</u> Effective interpersonal, organisational and communication skills Advanced IT/Keyboard skills Ability to manage own workload and to supervise the workload of others Ability to delegate tasks	E E E E	Interview Skills Test Interview Interview		
<u>EXPERIENCE:</u> Proven clerical/administrative experience within customer care environment Experience of supervising lower banded staff Previous NHS/Social Services experience Cash management	E D D D	Application Form/Intervie w Application Form Application Form Application Form		
<u>PERSONAL REQUIREMENTS:</u> Reliability and Flexibility, able to contribute to changing demands of	E	Interview		

the service.				
Willing to undertake training relevant to the post.	E	Interview		
Ability to work within a team and delegate tasks to and supervise lower bands.	E	Interview		
Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	E	Interview		
<u>OTHER REQUIREMENTS:</u>				
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	Interview		
Ability to travel to other locations as required	E	Interview		

* Essential/Desirable

HAZARDS :					
Laboratory Specimens		Clinical contact with		Performing Exposure	
Proteinacious Dusts		patients		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			