

JOB DESCRIPTION

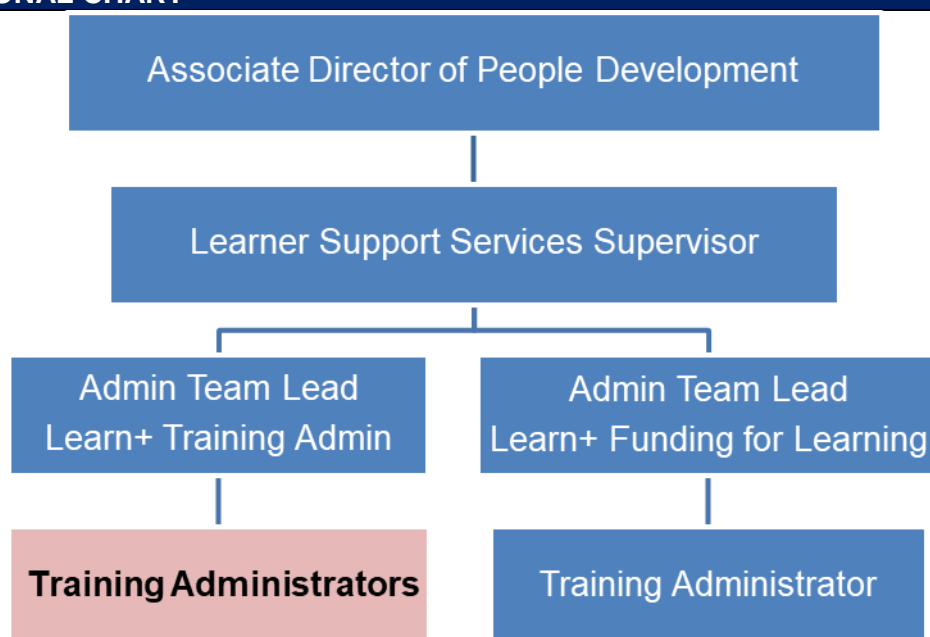
JOB DETAILS	
Job Title	Administration Assistant
Reports to	Administration Team Lead
Band	Band 2
Department/Directorate	People Development / People Division

JOB PURPOSE
<ul style="list-style-type: none"> • Provide a professional, efficient and accurate training administration support function • Undertake general clerical duties and support the admin team to provide an effective and timely service to learners and tutors across the Trust • Provide excellent customer care which may include communication with distressed or anxious colleagues, treating them with tact and empathy • Ensure all information is secure and confidentiality of information is maintained at all times • Ensure the professional image of the Trust is maintained at all times

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> • General administrative support for training courses and learning events including room bookings, joining instructions, data entry, document preparation and scanning • Receiving and directing visitors, in particular welcoming new staff to their Trust Welcome programmes • Provide 1st line support on all training related matters by phone, by email or in person, resolving where possible or redirecting as appropriate • Use multiple computer systems as required within the department • Ensure accurate and up-to-date details are maintained on information systems in line with Trust Information Governance policy • Respond to complaints by escalating to the Line Manager

KEY WORKING RELATIONSHIPS
<ul style="list-style-type: none"> • Administration Team Lead • Administration colleagues both within the immediate team and wider department • Subject Matter Experts and tutors • Senior departmental leaders • Systems teams • Learners • Recruitment • Estates and facilities (in particular room bookings) • HR Helpdesk • External providers of learning and development services

ORGANISATIONAL CHART



FREEDOM TO ACT

- Work within set parameters using routine operating procedures, escalating any concerns or issues to Team Lead, Manager or more senior colleagues as required
- Uses own initiative to manage day to day workload; supervision and support is always available.

COMMUNICATION/RELATIONSHIP SKILLS

- Open and deal with post / emails, ensuring any urgent or important matters are actioned efficiently
- Answer the telephone promptly, dealing with enquiries in a professional efficient manner.
- Take messages, ensuring they are actioned and/or received by the correct recipient
- Communicate effectively including discussion and written communication
- Provide excellent customer care, in a calm and professional manner – some situations may be challenging
- Organise and support meetings through effective communication
- Proactively manage email communication in line with the Trust's Email Best Practice guidance

ANALYTICAL/JUDGEMENTAL SKILLS

- Adhere to the Trust Access Policy and Health Records Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies
- Provide non-clinical help and support as required to learners and tutors who may be anxious and distressed.
- Assist with resolving issues relating to learner / tutor queries in a professional and competent manner.

PLANNING/ORGANISATIONAL SKILLS

- Provide cover in periods of absence as directed by department manager, this may involve working in other areas of the Practice
- Organise diaries for any simple meeting requests, contacting attendees as required.
- Participate in team and directorate meetings as required
- Take responsibility for own day to day routine workload

PATIENT/CLIENT CARE

- Whilst there is no direct patient contact, there may be occasional ad hoc interactions whereby the role holder should assist within their capability (eg signposting to a service) or seek immediate support from Line Manager or clinical colleagues as appropriate
- Acknowledge and help colleagues attending learning events or visiting the department
- Provide basic non-clinical advice to learners and tutors as required

POLICY/SERVICE DEVELOPMENT

- Contribute to the NHS service improvement/modernisation agenda e.g. service redesign
- Work as part of the team in developing processes within the department to meet the demands of a growing service

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
- Support tutors with preparing, obtaining and storing learning resources
- Ensure adequate and appropriate stationery supplies are available
- Ensure office equipment is maintained

HUMAN RESOURCES

- Undertake training as required to maintain competency/comply with trust policies
- Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal
- Demonstrate own role to new colleagues

INFORMATION RESOURCES

- Ensure all data whether paper based or electronic is stored, retrieved and archived according to Trust standards and maintaining data protection requirements.
- Update IT databases with accurate information as directed
- Use multiple computer systems as required within the department
- Maintain learner records in line with Trust Health Records Policy

RESEARCH AND DEVELOPMENT
<ul style="list-style-type: none"> • Research and report information as required. • Contribute to the Subject Access Request process within the statutory timelines • Contribute to audits regarding departmental procedures
PHYSICAL SKILLS
<ul style="list-style-type: none"> • Standard keyboard skills for entering information into computer systems, maintaining accurate learner records. • Manually handle stationery and stock deliveries etc as required using equipment provided.
PHYSICAL EFFORT
<ul style="list-style-type: none"> • Work is office based; a combination of sitting, walking, standing. • Lifting, sorting, filing, general handling of post and records requiring light physical effort • Sitting to work at keyboard for periods of time during the working day.
MENTAL EFFORT
<ul style="list-style-type: none"> • Frequent periods of concentration for dealing with learner records • Work pattern is organised and predictable
EMOTIONAL EFFORT
<ul style="list-style-type: none"> • Occasional exposure to frustrated or demanding learners
WORKING CONDITIONS
<ul style="list-style-type: none"> • Office conditions, sitting for long periods for data entry • Uses VDU equipment for sustained periods throughout working day • Occasional exposure to verbal or written aggression
OTHER RESPONSIBILITIES
<p>Take part in regular performance appraisal.</p> <p>Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling</p> <p>Contribute to and work within a safe working environment</p> <p>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</p> <p>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.</p> <p>You must also take responsibility for your workplace health and wellbeing:</p> <ul style="list-style-type: none"> • 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.
APPLICABLE TO MANAGERS ONLY
Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

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.

PERSON SPECIFICATION

Job Title	Administration Assistant
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and English	E	
Learning Management System knowledge or equivalent experience		D
KNOWLEDGE/SKILLS		
Excellent interpersonal & communication skills including demonstrating empathy & sensitivity	E	
Ability to promote good working relationships	E	
Extracting information / Listening Skills	E	
Ability to handle complex enquiries	E	
Ability to provide excellent customer care	E	
Excellent planning & organisational skills	E	
Ability to prioritise workload to respond to changing demand	E	
Ability to liaise and communicate with staff at all levels	E	
Knowledge of IT databases and computer systems	E	
Comprehensive PC skills - databases, word-processing, email, Excel	E	
Analytical skills & ability to problem solve	E	
Proven strong administration skills	E	
Accurate data entry	E	
Excellent telephone manner	E	
Knowledge of Trust procedures	E	
EXPERIENCE		
Previous clerical experience	E	
Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG		D
PERSONAL ATTRIBUTES		
	E	

Enthusiastic highly motivated & committed to delivering a service	E	
Understand team work and work within a team	E	
Able to plan and organise workload	E	
Able to prioritise own work load and meet deadlines	E	
Ability to work unsupervised	E	
Can remain calm and professional in a busy environment	E	
Empathetic, but able to understand professional boundaries	E	
Smart appearance, adhering to the Uniform Policy	E	
Welcoming friendly and approachable manner	E	
An adaptable approach to work	E	
Flexible approach to working hours	E	
Commitment to continual development to including relevant new systems, policies and procedures	E	
Adheres to relevant Trust policies & procedures	E	
Adheres to confidentiality & data protection requirements		
OTHER REQUIREMENTS		
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	

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