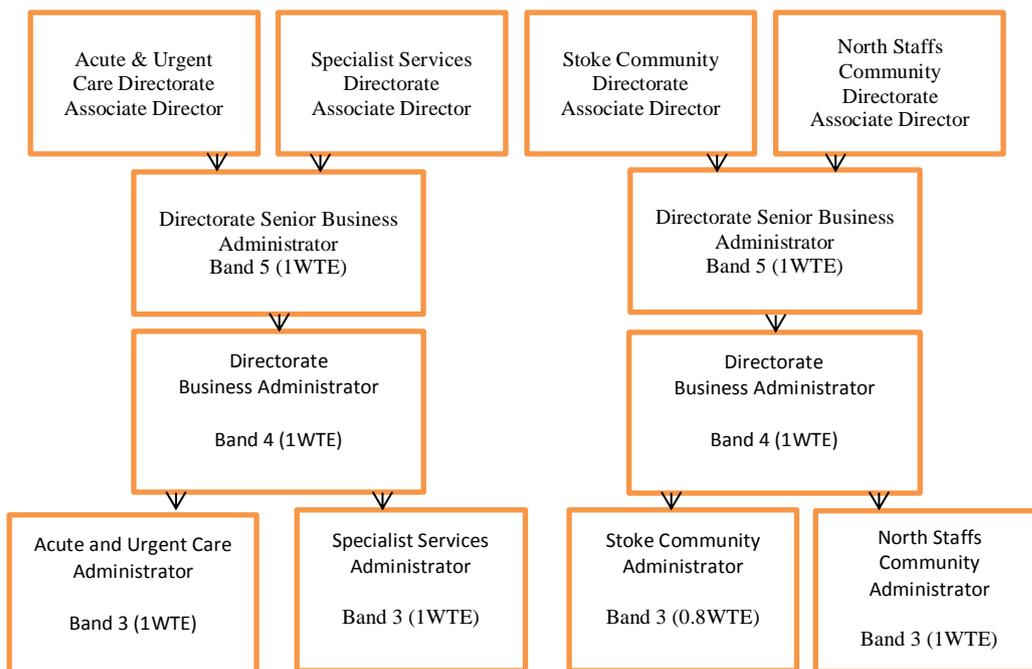


Use Only
Job Ref:
CHC_B4TA

**JOB DESCRIPTION**

<b>JOB TITLE:</b>	Directorate Business Administrator
<b>PAY BAND:</b>	Band 4
<b>DIVISION:</b>	North Staffordshire and Stoke on Trent community Directorates
<b>TEAM/SERVICE:</b>	Management Suite
<b>BASE:</b>	Harplands Hospital
<b>RESPONSIBLE TO:</b>	Senior Business Administrator
<b>ACCOUNTABLE TO:</b>	Senior Business Administrator
<b>RESPONSIBLE FOR:</b>	Directorate Administrator

Organisation Chart:



**Job Summary:**

To be responsible for the provision of an administrative and clerical support function to consultants/managers/teams within a defined area. This role involves supporting the Administration and Clerical function for the assigned Directorate, as well as cross-covering for peers in other directorates as required.

### Key Duties/Responsibilities

1. To provide dedicated administration support to the Directorate Senior Management Team
2. Responsible for day to day supervision of other office staff, including allocating and checking the work of others and undertaking Appraisal's, sickness management meetings and performance management when required
3. Plan and organise complex activities or programmes for self and team, requiring formulation or adjustment e.g.
  - Arranging and co-ordinating meetings with internal and external partners, and arranging events for the directorate at external venues.
  - Taking accurate minutes for Directorate meetings and other meetings as required.
  - Diary Management for the Associate Directorate, including confirming attendance, circulating papers and booking venues.
  - Ensuring monthly reports and minutes are collated from clinical teams and corporate partners.
  - Arranging on-call rotas
  - Undertake word processing of all documents to a high standard, in an agreed Trust style and using an appropriate referencing system.
  - Utilise IT packages such as Word, Excel and PowerPoint competently.
  - Develop and supervise maintenance of filing systems (electronic and paper) to ensure effective access to relevant information.
  - Prioritise own workload on a day-to-day basis to ensure that deadlines are met.
  - Act as a central point of contact for external and internal callers, making judgements regarding appropriate dissemination of key information. Planning key work-streams as part of a project.
  - Staff or work planning to meet organisational requirements.
4. Provide and receive complex information which may sometimes require persuasive, motivational, negotiating or training skills. Providing and receiving confidential, sensitive or contentious information where co-operation is required or there are barriers to understanding. This may also involve providing advice, instruction or training to groups where the subject matter is straightforward. In particular, this will involve:
  - Responding to appropriate requests for information. This may be oral, in writing, electronic etc.
  - Acting on correspondence – responding to, or referring to the appropriate person.
  - Providing advice on areas of knowledge/expertise, in a manner relevant to the audience and topic area.

- Liaison with partner services and organisations.
  - Preparation/completion of routine documents, including letters, reports, presentations and forms e.g. purchase order requisitions.
  - Handling telephone queries.
  - Assisting external contacts and directorate staff with non-clinical advice e.g. on-call arrangements, diary availability, meeting agendas.
5. To be proactive in reviewing and proposing improvements to working practices or procedures in own area of work and ensure that relevant policy changes are implemented.
6. Make judgements and decisions, some of which will require analysis, such as:
- Judgements on how to deal with enquiries, senior management/clinical staff/external contacts
  - Prioritising own and others work, resolving conflicting diary appointments and schedules
7. Responsible for data entry, text processing or storage of data compiled by others, utilising paper or computer based data entry systems. Particular systems used in this role are detailed under 'Specialist/Technical requirements'. This may include activities such as:
- The creation and formatting of data bases and or spreadsheets
  - Taking and transcribing formal minutes
  - Producing statistical reports
  - Maintaining information systems

It is probable that the role will require use of VDU equipment for a substantial proportion of time, and does require advanced keyboard skills.

8. Understanding of a range of work procedures, some of which are non-routine and would require an intermediate level of theoretical knowledge. To be guided by precedent and clearly defined occupational policies, protocols procedures and codes of conduct relevant to work area.
9. Responsible for maintaining stock control and/or security of stock, with particular emphasis on stationery but also extended to the management and control of other resources such as clinical/medical stock or projectors and laptops.
10. Authorised signatory for petty cash and payments.
11. Provides day to day supervision to more junior staff and manage the Directorate administration team. This may include:
- Undertaking Appraisal's for directorate administrative staff where there is a requirement

- Allocation of Work and feedback on performance

12. Provides advice, demonstrate own activities or workplace routines to new or less experienced employees in own work area. This may occasionally include the following, (not as a regular/ specific responsibility):

- Occasional provision of training in own discipline
- Provision of basic advice/HR advice

13. To undertake surveys or audits, as necessary to own work.

## **Specialist/technical requirements**

Ability to use the following systems:

*14. ESR (Electronic Staff Record)*

*15. Recruitment systems (TRAC)*

*16. Payroll and expenses systems (EASY)*

*17. Invoicing systems*

*18. Electronic Patient Records (Lorenzo)*

*19. NHS ordering systems*

## **GENERIC CLAUSES**

- To maintain a broad understanding of the work of North Staffordshire Combined Healthcare NHS Trust as a whole, and actively contribute your ideas for the improvement of service provision.
- To ensure own actions contribute to the maintenance of a quality service provision.
- To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.
- To participate in the Performance and Development Review and to undertake any identified training and development related to the post.
- To undertake statutory and mandatory training as deemed appropriate by the Trust.
- To develop and maintain effective working relationships with colleagues.
- To adhere to all Trust policies and procedures.

## **Trust Values:**

As an employee and representative of the Trust, you are required to demonstrate and uphold the Trust's Values. These are:

## **Proud to CARE:**

### **Compassionate**

- Caring with compassion, it's about how we listen, what we say, what we do.

## **Approachable**

- Friendly, welcoming, sharing ideas and being open

## **Responsible**

- Taking personal and collective responsibility, being accountable for our actions

## **Excellent**

- Striving for the best, for high-quality safe care and continually improving

### **Health & Safety:**

All staff have a duty to ensure the health and safety of themselves and others whilst at work. Safe working practices and health and safety precautions are a legal requirement. ALL incidents/ accidents must be reported to your manager and in line with the general philosophy of the Trust, you must participate in accident prevention by reporting hazards and following relevant policies and procedures including Moving and Handling guidelines and mandatory health and safety training.

### **Infection Control:**

Infection Prevention and Control (IPC) is everybody's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and Procedures and make every effort to maintain high standards of infection prevention and control at all times. This includes good antimicrobial stewardship, hand decontamination, cleanliness and adhering to the Dress and Appearance policy. This will reduce the risk of Healthcare Associated Infections including MRSA and Clostridium Difficile in accordance with the Code of Practice on the prevention and control of infections and related guidance (2015).

### **Risk Management:**

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

### **Data Security:**

To ensure that the Trust Policies and Procedures regarding data security are adhered to, and that staff are aware of their obligations under these policies.

### **Confidentiality:**

Working within the trust you may gain knowledge of confidential matters which may include manual/electronic personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

### **Equality & Diversity:**

The Trust is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, disability, gender, race, religion or belief, sexual orientation, marital status, gender reassignment or pregnancy/maternity. We fully support the right of all staff to equal opportunities and are committed to the development of a diverse workforce.

### **Safeguarding:**

The Trust is committed to safeguarding and promoting the welfare of children and vulnerable adults and is signed up to Stoke-on-Trent Safeguarding Children Board Procedures, Staffordshire Safeguarding Children Board Procedures and the Staffordshire and Stoke-on-Trent Safeguarding Adults Partnership Procedures. All Trust staff must be familiar with, and adhere to, these procedures. It is the post-holder's responsibility

to attend the Trust's mandatory Safeguarding Training, and to follow the relevant Trust's Policies and Practice Guidance.

**Codes of Conduct and Accountability:**

You are required to comply with Trust codes of conduct and accountability and codes of conduct which are relevant to this post.

**Raising Concerns**

If you have any concerns about a risk, malpractice or wrongdoing at work you are expected, as a Healthcare professional, to raise these concerns at the earliest opportunity, either with your line manager or lead clinician. This may be done verbally or in writing. As a result of raising a genuine concern under the Raising Concerns procedure, you will not be at risk of losing your job or suffering any detriment (such as a reprisal or victimisation) provided you are acting in good faith and the matter is not raised maliciously. Please refer to the Raising Concerns (formerly Whistleblowing) procedure for further information.

**Registration:**

Registration with a professional body imposes a duty on health care professionals to maintain the safety of the public through working within professional standards, to provide good quality care to patients and to promote professional education and conduct. It is the policy of the Trust that all health care professionals register or re-register and act in accordance with the requirements of their professional body.

**Disclosure & Barring Service (DBS)**

This post may be exempt from the Rehabilitation of Offenders Act 1974. If so, should you be offered the post it will be subject to a criminal check from the DBS before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions. North Staffordshire Combined Healthcare NHS Trust may require a Disclosure through the DBS for this post to ensure suitability for employment. Should an employee be subject to a caution, reprimand, final warning or convictions during the course of their employment then they must share this with their manager at the first possible opportunity, to assess their continued suitability for employment in the post.

**THE TRUST OPERATES A NO SMOKING POLICY**

EMPLOYEE  
SIGNATURE:

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DATE:

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**Person Specification**

	<b>Essential</b>	<b>Desirable</b>	<b>Method of assessment</b>
<b>Qualifications</b>	Diploma in Business Administration or equivalent training in relevant area		Application form / interview
<b>Experience</b>	Substantial experience of a range of relevant procedures and software programmes, and ability to provide examples of own application of these		Application form / interview
<b>Knowledge and skills</b>	<p>Knowledge and experience of a range of secretarial work procedures and software programmes relevant to the post, acquired to diploma level or equivalent</p> <p>Advanced Keyboard skills</p> <p>Knowledge of MS Office, particularly Outlook, Word, Excel and PowerPoint</p> <p>Organisational skills</p> <p>Ability to prioritise</p> <p>Good communication skills, both written and verbal</p> <p>Good interpersonal skills</p>	Ability to demonstrate application through knowledge of administration and clerical procedures	Application form / interview / assessment
<b>Other</b>	Ability to meet the travel requirement for the post		Application form / interview