

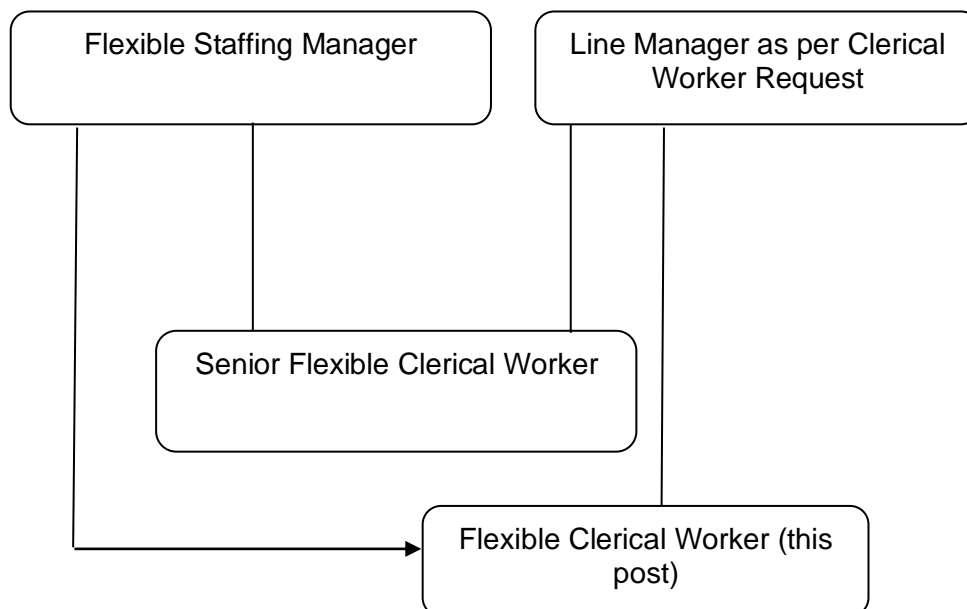
### JOB DESCRIPTION

<b>JOB TITLE</b>	Administrator (Bank)
<b>GRADE</b>	Flexible Clerical Worker
<b>REPORTS TO</b>	Line Manager (applicable to relevant assignment)
<b>ACCOUNTABLE TO</b>	Flexible Staffing Manager and applicable Line Manager
<b>DEPARTMENT</b>	Flexible Staffing Department
<b>DIVISION</b>	Trust Wide Services
<b>DATE</b>	March 2022

### JOB PURPOSE

To provide administrative support within a range of disciplines and specialities. The worker will provide a high quality, confidential service to a variety of users across the Trust, enabling areas to have required staffing complement at the necessary skill level, supporting Trusts in their service delivery to patients.

### ORGANISATION CHART



## KEY RESULT AREAS

Undertake general administrative tasks:-

- Answering the telephone, dealing with queries, taking telephone messages and relaying them to the appropriate person/people/division
- Receiving, sorting and distributing incoming mail
- Responding to email queries, monitoring shared inboxes and passing to the relevant departments/people/division concerned
- Filing/Photocopying/Scanning
- Accurate Data entry on trust databases and systems, provide basic reporting information according to locally agreed processes
- Admin support to secretarial teams such as taking minutes, issuing correspondence, setting up distribution lists, typing documents, audio transcription etc
- Reception duties, dealing with queries face to face or by telephone, booking in/out of patients attending clinics, liaising with staff/patients in a courteous and professional manner
- Organise meetings and rooms as necessary, ensuring bookings are communicated effectively, maintain diary scheduling
- To be aware when to refer a query/issue onwards for resolution, escalating as necessary
- Undertake clerical duties in a professional, timely manner, ensuring deadlines are met, prioritising work and problem solving on a regular basis to achieve the best outcome. Alerts the team of potential workload issues to agree actions and ensure negative outcomes are minimised.

**PERSON SPECIFICATION**

	<b>Essential</b>	<b>Desirable</b>
<b>Education, Training and Qualifications CPD Requirements</b>		A good Standard of general education to include 5 GCSES Grade C/Grade 4 or above (must include English and Maths)  (or equivalent qualifications)
<b>Communication and relationship skills</b>	Effective written and verbal communication skills  Excellent interpersonal and team working skills  Ability to work calmly and methodically to achieve positive outcomes	
<b>Knowledge, training and experience</b>	Experience of using Microsoft Office Packages including Word and Excel (or demonstration of knowledge by achievement of ECDL/CLAIT/ICT recognised digital skills accreditation)  Recent administration experience	Recent experience in a customer facing role
<b>Skills and Ability</b>	Ability to work on own initiative with guidance and within procedural guidelines, demonstrating an understanding of confidentiality  Ability to work accurately with good attention to detail	Problem solving skills and ability to contribute to continuous improvement discussions
<b>Analytical and judgemental skills</b>	Responds to routine enquiries  Contribute to discussions involving area of work to resolve issues and to generate ideas for improvement	
<b>Planning and organisational skills</b>	Ability to prioritise and meet deadlines, escalating issues as appropriate	
<b>Physical skills</b>	General office skills requiring individual to use photocopier, telephone and keyboard skills	
<b>Responsibilities for patient / client care</b>	The role is not directly involved in patient care/treatment or therapy	
<b>Responsibilities for policy and service development and implementation</b>	Follows procedures and may comment	

<b>Responsibilities for financial and physical resources</b>	Orders stationary and supplies (as directed)	
<b>Responsibilities for human resources</b>	The role has no direct supervisory or line management responsibility	
<b>Responsibilities for information resources</b>	Enters data and takes minutes  Information Governance responsibility is in line with trust employees responsibility to maintain good clinical governance in line with trust policies and procedures	
<b>Responsibilities for research and development</b>	Completes Surveys	
<b>Freedom to act</b>	The role is subject to supervisory control and works under departmental procedural guidelines	
<b>Physical effort</b>	Constrained position for data inputting and filing	
<b>Mental effort</b>	Daily concentration when dealing with queries and inputting data.	
<b>Emotional effort</b>	Exposure to distressing circumstances is rare	
<b>Working conditions</b>	Continuous use of Computers and VDU's (Visual Display Units)	

This job description outlines the duties as currently required but may be amended by mutual agreement to reflect future transformation and integration of the Trust.

<b>Signed: (Member of staff)</b>		<b>Date</b>	
<b>Signed: (Line Manager)</b>		<b>Date</b>	

Our aim is to bring together the expertise of our 12,300 staff to provide the highest quality care to patients within Derbyshire and South East Staffordshire. Our vision, values and objectives are:



### Our Vision & Identity

Our UHDB Identity is that we provide *'Exceptional Care Together'*, which is our 'Why?'. It is the fundamental purpose that guides all that we do.



### Our Values & Behaviours

Our staff have co-created a set of values and behaviours that are stretching and inspiring in equal measures. These are our UHDB promises. They are powerful messages and will shape how we care for others and care for each other. They are **Compassion, Openness and Excellence...**

- P** Putting our patients & our communities first
- R** Right first time
- I** Invest our resources wisely
- D** Develop & nurture our colleagues
- E** Ensure improvement through effective partnerships

### Our objectives

As part of the 'Big Conversation', we lastly turned our attention to our aims, big steps we must we take in the future. This is our 'What?'. Our staff said that we should continue to have **PRIDE...**

### Equality, Inclusion and Diversity

University Hospitals of Derby and Burton NHS Foundation Trusts is fully committed to promoting inclusion, equality, diversity and human rights in employment and delivery of its services. The Trust is committed to providing an environment where all employees, patients, carers and visitors experience equality of opportunity by means of understanding and appreciating the value of diversity.

The Trust works to eliminate all forms of discrimination in line with the Equality Act 2010, and recognises that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

The Trust actively encourages its employees to challenge discrimination and promote equality of opportunity for all.

Employees of the Trust are required to comply with its policies and values around equality, inclusion, diversity and human rights. Failure to do so will be treated as misconduct under the Trusts' Disciplinary Policy and Procedure, which may result in dismissal."

### **Freedom to Speak up**

The Trust is committed to listening to our staff and learning lessons. There are a variety of ways in which concerns can be raised in person, by phone or in writing (including email). We also have a Freedom to Speak Up Guardian who works with Trust leadership teams to create a culture where staff are able to speak up in order to protect patient safety and empower workers. Full details can be found on the Trust Intranet

### **Data Protection**

Organisations are required to comply with the General Data Protection Regulation; the UK Data Protection Act 2018; all other data protection legislation and other local policies and procedures regarding the handling of information. All employees retain the right to request information held about them.

### **Confidentiality**

The Trust requires all staff to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence.

### **Infection Control**

The prevention and management of infection is a key priority for the Trust. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at mandatory training and ongoing continuing professional development
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

### **Health and Safety at Work Act**

All staff must not wilfully endanger themselves or others whilst at work. Safe practices and precautions must be adhered to.

## **Smoke free Trust**

The smoke free policy applies to staff, patients, resident's visitors and contractors.

## **Research:**

"The Trust comprises research-active hospitals with a developing culture of research and innovation across the whole organisation. All clinicians are expected to engage in research, development & innovation.

Engagement of clinical staff in research covers a spectrum of involvement, ranging from having an awareness of the studies and trials taking place in their areas, to assisting with the identification of research participants, to research-experienced individuals who win research funding and assume the role of Chief Investigator for multi-centre trials and studies".