

JOB DESCRIPTION

General Administration Team Higher Clerical Officer

POST TITLE: Higher Clerical Officer

DIVISION: Estates & Facilities

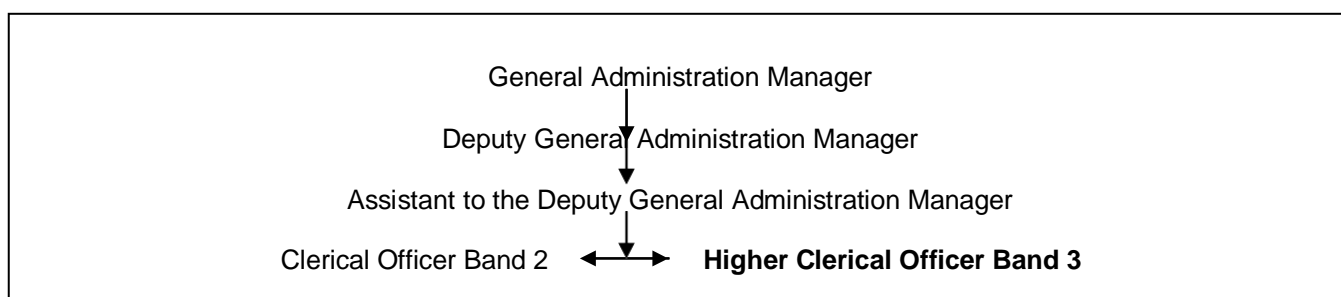
BAND: 3

BASE: ELHT

REPORTS TO: Assistant to the Deputy Administration Manager

RESPONSIBLE TO: General Administration Manager/Deputy

ORGANISATION CHART



JOB SUMMARY

The post holder will provide administrative support where required with a flexible approach on all ELHT sites, supporting working practices that provide a responsive service and effectively self-manage the work load activity as required.

MAIN DUTIES

The post holder will be responsible for providing confidential, accurate and efficient clerical and administrative support under supervision of the Assistant to the Deputy General Administration Manager:

- Assist in providing full clerical/secretarial support including typing of letters, memos, minutes (taking notes), and other routine correspondence, which involves working to tight timescales and deadlines. Taking and making telephone calls, dealing with enquires, photocopying, and filing.

- Maintain systems that assist and support service users in the performance of their duties
- Cashier responsibilities
- Maintain the confidentiality of the working environment
- Ability to work flexibly with other admin colleagues to ensure that workload pressures and absences due to annual leave and sickness are dealt with appropriately by using available resources.
- Assist in the implementation of any database in use including, inputting & extracting data in line with departmental/Trust/national procedures
- The post holder will be guided by the Assistant to the Deputy General Administration Manager but is expected to have a degree of autonomy working to SOPs and LOPs and agreed good practice.
- Maintain filing system as agreed with the line manager and in line with Trust policies.
- Raising and receipting of E-procurement orders
- Processing of authorised holiday requests
- Updating training records
- Deal with routine correspondence from both internal and external sources
- Produce letters and other correspondence for service users using a range of software packages
- Ensure requirements of service users are organised to include room bookings, electronic diaries, monthly inventories, producing of the key packs for accommodation and accommodation diary.
- Manage the Outlook public calendar for Estates & Facilities
- Receive and action tasks from the administration mailbox (emails)
- Sort mail and distribute
- Any other duties which may be required by the manager
- Work with colleagues in the team on the development of current and new services and other initiatives.
- To meet the needs of the organisation you may also be required to provide cover in other areas following appropriate discussion.
- Act for the Assistant to the Deputy to the Administration Manager in absence
- Support the Team Leader with the completion and monitoring of Appraisals

● **COMMUNICATION**

- Communicate effectively with other team members and service users
- Liaise with internal departments, outside agencies, ensuring that all enquiries and urgent matters are dealt with politely, efficiently and in accordance with the Data Protection Act and that complicated issues are communicated in a simplified form and fully understood by all parties.
- Communicate and liaise with other internal Trust departments and individuals through a range of interpersonal and IT media.
- Participate in regular team updates e.g. team brief, team engagement sessions and regular 1 2 1 meetings
- Provide cover for colleagues during their absence.

- **TRAINING AND DEVELOPMENT**

- Demonstrate own activities to new or less experienced employees
- To participate in Individual Appraisal and Personal Development plans on an annual basis and to undertake training and development as identified within these discussions and as indicated by the requirements of the post.
- Take responsibility for maintaining a record of own personal development
- Successful completion of local training
- Attend all Mandatory training relevant to the post holder as identified through the Appraisal process

- **ORGANISATIONAL RESPONSIBILITIES**

- Utilise personal initiative and judgement to implement effective systems of prioritisation and organisation ensuring that work is completed within agreed timescale
- Exercise independent judgement and initiative based on acquired experience and knowledge when queries or problems arise, by taking appropriate action to resolve the problems or referring them to the appropriate person.
- Propose changes to administrative procedures/policies
- Be expected to make decisions within the boundaries of this role.
- Ensure departmental security and confidentiality is maintained
- Work on any of the ELHT hospital / community sites

- **PROFESSIONAL RESPONSIBILITIES**

- Maintaining effective secretarial and administrative support to the Department within a changing and busy environment
- Good word processing and data input skills
- Effective management of own work
- Good interpersonal skills
- To cooperate with a balance annual leave programme in conjunction with others to ensure continuity of service
- Take part in any statutory training and any other training deemed appropriate in order to be equipped with the necessary skills, knowledge and attitudes which will be required to ensure the success of the team.

EMPLOYMENT ACTS AND CODES OF PRACTICE

All employees are required to comply with employment legislation and codes of good practice.

Equality and Diversity

We are an Equal Opportunities employer and will do all we can to make sure that job applicants and employees do not receive less favourable treatment because of their age, sex, marital status, faith, race, disability or sexual orientation, or for any other reason that is not justified.

Health and Safety

In accordance with the Health and Safety at Work Act 1974, and other supplementary legislation, all employees are required to follow Trust Health and Safety policies and safe working procedures, take reasonable care to avoid injury during the course of their work, and co-operate with the Trust and others in meeting statutory requirements.

Infection Control

All employees must comply with Prevention and Control of Infection policies and attend any related mandatory training.

Sustainability and Corporate Social Responsibility

The Trust attaches great importance to Sustainability and Corporate Social Responsibility. It is the responsibility of all members of staff to ensure that the Trust's resources are used efficiently with minimum wastage throughout their daily activities

Risk Management

Employees are required to report every incident where the health and safety of self or others has been jeopardised (including near misses) and to carry out or participate in investigations into such incidents as required.

Safeguarding

All employees have a responsibility for safeguarding and promoting the welfare of children and adults. Further guidance can be sought from your Line Manager.

Data Protection Act

All members of staff are bound by the requirements of the Data Protection Act 1998.

Rules, Regulations, Policies, Standing Orders and Financial Instructions

All employees are required to comply with the rules, regulations, policies, standing orders and financial instructions of the Trust.

Research and Development Projects

Whenever you decide to undertake a piece of research, either as a Principal Investigator or Local Researcher, or Assistant Researcher, you must comply with the principles of Clinical Governance and the Research Governance Framework.

Development Review

Key performance objectives, development needs and compilation of a Personal Development Plan will be discussed and agreed at Annual Development Review meetings.

Training

Post holders are required to attend any relevant and mandatory training for the post.

Outside Employment / Outside Interests

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of East Lancashire Hospitals Trust. In accordance with legislation on working time, it is a condition of employment that all staff must inform their line manager before taking up any private practice, work for outside agencies or other employers, other work for this Trust (including bank work) and / or voluntary work. This is to ensure there is no conflict of interest with your NHS duties.

Review of Job Description

This is not intended to be a comprehensive description of the duties of the post. Due to the Trusts commitment to continuous improvement it is likely that the post will develop over time. These duties will be subject to regular review and any amendments to this job description will be made in consultation and agreement with the post holder

STANDARDS OF CONDUCT

Conduct duties with regard to values underpinning the Trust's Vision "*to be widely recognised for providing safe, personal and effective care*":-

Values:-

- Respecting the individual
- Putting patients and customers first
- Promoting positive change
- Acting with integrity
- Serving the community

Underpinning the Trust's vision and values are the following key operating principles that influence the way in which the Trust does business:-

- Understand the world we live in and deal with it
- We are clinically led and management supported
- Support departments support the front line
- Everything is delivered by and through Divisions

- Compliance with standards and targets are a given. They are the things we do to help secure our independence and influence
- Quality is our organising principle – driving quality up and cost down is not mutually exclusive
- We deliver what we say we need to

Post holders are expected to work flexibly within their pay band. They should only be expected to carry out activities for which they are competent. Alternatively they may carry out the additional duties if they are receiving support or training in order to obtain the recognised level of competence.

The Trust operates a Tobacco Control Policy.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

NAME:
(PRINT)

SIGNED:

DATE:

PERSON SPECIFICATION
Central Administration Team – Higher Clerical Support Officer

Attributes	Essential	Desirable	How Identified
Qualifications	<ul style="list-style-type: none"> • GCSE English & Maths C or above or equivalent • Intermediate computer experience • NVQ 3 or equivalent qualification/experience • ECDL 		Application form Interview
Experience	<ul style="list-style-type: none"> • Customer care experience • Admin experience 	Previous NHS admin / office experience Experience in minute taking Experience in dealing with confidential information	Application form Interview Interview
Knowledge and Skills	<ul style="list-style-type: none"> • Experience of Microsoft Office package • Good Typing skills • Communication skills • Liaison skills • Organisational skills • Prioritise work loads 		Application form Interview
Personal Attributes	<ul style="list-style-type: none"> • Flexible • Team Worker • Punctual • Adapt to change • Clear verbal communications • Self disciplined & motivated 		Application form Interview
Other		Car driver	Application form

EFFORT FACTORS

PHYSICAL EFFORT

What physical effort is required for the job?	How Often?	For How Long?	What weight is involved?	Any mechanical Aids?
Lifting and moving stationery	Monthly	Occasional	Up to 10kg	Trolley
Keyboard skills	Daily	On-going	N/A	Provision of keyboard wrist support

Is the job holder expected to sit / stand in a restricted position?	How Often?	For How Long?	What activity is involved?
No			

MENTAL EFFORT

Are there any duties requiring particular concentration?	How Often?	For How Long?
Good concentration required at all times Understanding the demand of service and fulfilling the needs of the service	Daily	Frequent
Are there any duties of an unpredictable nature?	How Often?	For How Long?
Understanding ad-hoc requests and acting accordingly to the demand	Daily	Frequent

EMOTIONAL EFFORT

Does the job involve dealing with any distressing or emotional circumstances?	Direct / Indirect Exposure	How Often?
Potential exposure to conflict within the team	Both direct / indirect	Potentially frequent
Exposure to potential time conflict from service user requests	Direct	Potentially frequent

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WORKING CONDITIONS

Does the job involve exposure to unpleasant working conditions?	How Often?
Continual exposure to VDU work	Daily