



JOB DESCRIPTION

Job Details:

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| Job Title: | Corporate & Clinical Administrator |
| Band: | Dependant on task, onboarded at B2 |
| Location: | Various |
| Department: | Norfolk & Waveney NHS Reserve |
| Managerially Accountable to: | Senior Staff on assignment / Norfolk & Waveney NHS Reserve |
| Professionally Accountable to: | Norfolk & Waveney NHS Reserve |

NHS Reserve Overview:

The NHS Reserve is a ground-breaking scheme for NHS England and exists to create a dedicated pool of workers to complement existing system-wide NHS workforces.

The NHS Reserve harness many years of knowledge and experience to support targeted health campaigns such as COVID-19 vaccination, flu vaccinations, continuous care assessments and discharge to assess, and task orientated roles.

The NHS Reserve is a compelling alternative to working on bank with work-life flexibility and limited commitment. We offer the opportunity to work with like-minded health and social care professionals to support both planned and surges in workforce demand through seasonal variation and emergency priorities.

Job Purpose:

The post holder will be part of the Norfolk & Waveney NHS Reserve Corporate & Clinical administration pool and will provide administrative support to Acute & Community based clients.

To support the delivery of a high quality, safe and compassionate healthcare service, all staff are expected to act as a role model to others in all aspects of their work and consistently demonstrate NNUH's 'PRIDE' values of People focused, Respect, Integrity, Dedication and Excellence.



General Responsibilities:

- To undertake a wide range of administrative duties i.e. photocopying, filing, day to day processing of post, taking notes, typing accurately and to deadlines.
- Dealing with telephone queries from the general public, patients and workers and to ensure the accurate recording and passing of telephone messages.
- Ensuring that all calls receive prompt attention and complete confidentiality in an efficient and courteous way.
- To undertake administration duties as instructed, using word processing and database systems.
- To provide support to the members of the department in which you are assigned.
- To ensure an effective message taking system is maintained.
- To maintain established systems.
- To be able to prioritise and effectively manage your workload as required and to assist with the smooth running of the department.
- To undertake data entry as required for audits, surveys and other tasks that may arise.
- To demonstrate a high level of discretion, loyalty and confidentiality.
- To assist and maintain various systems with adaptation towards efficiency where required. This includes filing systems, both manual and computerised, ensuring that information is recorded and stored appropriately and that disused files are archived on a regular basis.
- To ensure all typing is completed promptly and efficiently.
- To develop and maintain good and effective working relationships with a wide range of people both within the Trust and externally in order to ensure that communication and liaison between the departments are effective and information is given and received in a timely manner.
- To use computer networks effectively and on a daily basis.
- To maintain adequate stocks of stationery for the Team.
- To perform tasks that require frequent periods of prolonged concentration, involving use of computers, planning and preparing documents.
- Any other duties which may be requested by the line manager in order to facilitate the smooth running of the service.

| Functional Requirements | | | |
|-------------------------------------|-----------------|---|-----|
| Direct face to face patient contact | No | Blood/body fluid exposure | No |
| Exposure prone procedures (EPP) | No | Prevention and management of aggression | No |
| Manual handling | No | Crouching/stooping or kneeling | No |
| Night working/shift work | No | Frequent hand washing/wearing gloves | No |
| VDU user | Yes | Chemical sensitisers | No |
| Driving patients | No | Noise | Yes |
| Other (please state) | Choose an item. | | |

Job Specification:

| | | Means of Assessment |
|---|---|---|
| | Essential/ Desirable | Application Form/Interview/Test/Refs |
| Qualifications/training and professional development: English and Maths, minimum of Grade C or equivalent qualification or experience NVQ 3 or equivalent qualification Medical Terminology Knowledge of shorthand Willingness to undertake further training to maintain/develop competencies | E D D D E | A/I Application form/Interview/Test Application form/Test Application form/Interview Application form/Interview Application form/Interview |
| Experience High level of IT skills and demonstrate recent experience of word processing, databases, spreadsheets, PowerPoint, outlook Experience in minute taking and creating, maintaining and updating action logs Admin & Clerical experience within a healthcare related setting Good communication and interpersonal skills | E D E E | Application form/Interview Application form/Interview Application form/Interview Application form/Interview |
| Skills, abilities and knowledge Excellent and broad range of systems knowledge, including Microsoft Office Work with regard to the need for diplomacy and confidentiality | E E | Application form/Interview Application form/Interview |

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|--|---|---------------------------------|
| Attitude, aptitude | | |
| Proactive and self-motivated | E | Application form/Interview/Refs |
| Act in a professional manner, attitude and appearance at all times, demonstrating both empathy and understanding in situations that may be potentially challenging or stressful. | E | Application form/Interview/Refs |
| Approachable and supportive to all levels of staff - values and respects contribution of others | E | Application form/Interview/Refs |
| Flexible approach to working hours/duties | E | Application form/Interview/Refs |
| Values and practices confidentiality | E | Interview/Refs |
| Evidence of good timekeeping | E | Application form/Interview |
| Ability to work effectively both alone and as part of a team | E | Application form/Interview |
| Effective role model, demonstrating NNUH's PRIDE values of People focused, Respect, Integrity, Dedication and Excellence | E | Application form/Interview |

Reasonable adjustments can be considered to support disabled candidates in respect of the requirements of this role.

For further information or an informal discussion before submitting your application, please contact Norfolkwaveneyreservist@nnuh.nhs.uk.

This job description indicates the main responsibilities of the post. It is not a complete list and may be amended and developed as necessary in consultation with the manager and post holder. We would aim to reach agreement on any changes, but if agreement is not possible, the Norfolk and Waveney Reservist Programme reserves the right to make changes to this job description.