

Job Description

Directorate of Estates, Facilities and Development

Job Title: Directorate Team Administrator

Band: Band 3

Accountable To: Head of Facilities

Reports To: Administration Team Leader

OUR VALUES

CARE	HONESTY	ACCOUNTABILITY
We are polite and courteous, welcoming and friendly. We smile and we make time to listen to our patients and staff. We consider the impact our actions have on patients and colleagues. We take pride in our appearance and our hospitals and we try to remain positive.	We tell the truth compassionately. We involve patients in decisions about their care and we are honest when things go wrong. We always report errors and raise concerns we have about care. Our decisions and actions are based on facts not stories and opinions.	We are all responsible for our decisions and actions and the impact these have on care. All staff are responsible for maintaining high standards of practice and we take every opportunity to continuously learn. Everyone is encouraged to speak up and contribute their ideas to improve the care we provide.
We do not treat anyone unfairly. We do not let our mood affect the way we treat people. We don't talk negatively about colleagues or other teams. Offensive language, shouting, bullying and spreading rumours are unacceptable.	We do not withhold information from colleagues or patients. We never discourage staff from reporting concerns. We are not careless with confidential information. We do not present myths as facts.	We do not unfairly blame people. We positively embrace change and we don't discourage people from having opinions. Controlling behaviours and silo working should not be exhibited in our Trust.

Job Summary:

The Estates, Facilities and Development Directorate delivers a range of services across the whole of the Trust in support of patient care and the patient experience.

As a Team Administrator within the Directorate, you will provide administrative and secretarial support to the overall Estates, Facilities and Development Directorate teams.

In addition, you will also provide 'front of house' reception cover, working closely and in partnership with the secretarial team, in order to deliver a high quality administrative and secretarial service.

You will undertake a full range of administrative and secretarial tasks including the following:

- Efficient customer service, welcoming colleagues and visitors, dealing with enquiries face to face, by email, letter and telephone.
- Dealing with all departmental incoming / outgoing mail, action where appropriate, or pass on as required.
- Where appropriate, respond to, or pass on urgent internal / external requests for advice and information.
- Electronic diary management including arranging meetings / conferences, booking venues, arranging hospitality and organising travel arrangements (e.g. booking trains / hotels).
- Printing out and displaying daily meeting room schedules and general housekeeping of rooms.
- Typing of general documents, including letters, reports and other forms of correspondence from written text, dictation and other forms of medium.
- Preparing and distributing agenda, minutes and associated papers and reports for meetings.
- Data entry from correspondence, invoices and other forms of medium.
- Updating the Departmental Administration Standards as directed.
- Recording of departmental and project / service specific meetings, and production of associated minutes for distribution.
- Supporting the wider Directorate team as delegated by the Administration Team Leader and / or Head of Facilities.
- Ordering stationary and consumables via the online portal.
- General housekeeping, keeping areas tidy and meeting general Health and Safety requirements.
- Responsibility for the general housekeeping of the stationary store.
- Assist in the safekeeping of and / or destruction of records, whether paper based, or electronic, and in line with the Trust's Information and Governance, and Records management policies and procedures.

Knowledge and Skills

1. Communication and Relationship Skills

- Meets and welcomes visitors to the Department as first point of contact.
- Communicates with a broad range of people, including colleagues, healthcare professionals and outside agencies on a daily basis, forming and maintaining positive and professional working relationships.
- Communicates confidential and / or sensitive information to others in a professional manner.
- Receives and clarifies detailed instruction from others in order to carry out work related tasks.
- Assists in ensuring effective communication is maintained with colleagues at all times, taking personal responsibility to update, share and handover information.

- Excellent written and keyboard skills, good attention to detail with accurate data entry and minute taking as required.

2. Knowledge, Training and Experience

- Has the theoretical and practical knowledge required to fulfil the outlined job responsibilities.
- Has relevant reception and clerical / secretarial experience.
- Competent in the use of the full range of Microsoft Office applications, in particular, Word, Outlook and Excel; and video conferencing packages.
- Evidence of continuing professional development.

3. Analytical Skills

- Set up, complete and monitor centralised database systems as required to record and track information across the Directorate.
- Advises the Administration Team Leader and / or Head of Facilities if systems fail or no longer meet service needs and make recommendations for improvement.
- Uses judgement and experience to problem solve within areas of responsibility, and progress when required.
- Work to resolve conflicting diary schedules.

4. Planning and Organisational Skills

- Able to manage a range of work related tasks, prioritising own workload and working to deadlines to meet the needs of the Directorate, and wider organisation.
- Able to arrange meetings, taking into consideration the logistics involved in numbers, time, distance, location; and / or the setting up via video conferencing (e.g. Microsoft Teams).
- Able to set in place an appropriate 'Bring Forward' system to manage daily tasks.
- Has procedures in place to ensure business continuity, should electronic systems fail.

5. Physical Skills

- Adhere to Trust policy in relation to lifting, moving and handling.
- Able to take notes at meetings, sometimes over a prolonged and sustained period of time.
- Uses touch, audio and copy typing skills throughout the day.

Responsibilities

6. Responsibilities for Patient/Client Care

- Is sensitive to the needs of patients, staff and visitors, and will bring to the immediate attention of the Administration Team Leader, and / or the Head of Facilities, any areas of concern.

7. Responsibilities for Policy and Service Development

- Able to develop processes and information systems to meet the continuing business needs of the service.

- Contributes to the Administrative and Secretarial Service Standards review and implementation process.
- To embrace the Trust's Staff Charter (Vision, Values and Goals).
- Understand staff responsibilities, following Trust policies and procedures.

8. Responsibilities for Financial and Physical Resources

- Aware of Petty Cash procedures and financial limits.
- Observes personal duty of care in relation to equipment and resources used in course of work.
- Has an understanding of Departmental revenue budgets and financial limits to act with awareness of the impact upon Trust finances and the environment.

9. Responsibilities for Staff/HR/Leadership/Training

- Undertakes mandatory training in accordance with Trust policy.
- Maintains a professional approach to work, demonstrating a mutual respect for colleagues.
- Attend appropriate training and development courses, as agreed during Personal Development Review (PDR).
- Contributes to the development and delivery of team objectives.

10. Responsibilities for Information Resources

- Able to use a full range of Microsoft Office applications, and video conferencing packages.
- Take formal minutes as true records of meetings as needed.
- Able to use the internet search engines and other bespoke and collaborative web based software programmes for work related tasks.
- Able to work to agreed Departmental Standards and Protocol.
- Ensure all forms of information are held securely, adhering to the Trust's Data Protection, and Confidentiality and Information Services policies.

11. Responsibilities for Research and Development

- Assist in any research related tasks as directed by the Administration Team Leader and / or the Head of Facilities.
- Assist in the auditing of central shared services information and systems.

12. Freedom to Act

- Manages and prioritises own workload to meet the needs of the service whilst maintaining established standards.
- Uses own judgement to define day-to-day work priorities and initiates communication wherever necessary to provide an effective service.
- Implements changes in work practice within the parameters of areas of responsibility.

Effort and Environment

13. Physical Effort

- Combination of sitting, walking and standing. Frequent requirement for sitting in a restricted position, e.g. when working at a computer / laptop.

- Repetitive and sustained keyboard operation.
- Requirement to walk to archive store pushing / pulling carrying trolley containing records.

14. Mental Effort

- Sustained concentration needed where work pattern is predictable and repetitive.
- Sustained concentration required to accurately produce letters, minutes and documents when frequent interruptions occur.
- Able to switch between different tasks frequently.

15. Emotional Effort

- Able to remain calm, focused and professional at all times.

16. Working Conditions

- Significant use of VDU.
- Requirement to work in a large, open plan office.
- Requirement to travel and work between sites, and home working (agreed by the Administration Team Leader) to minute meetings, and to cover colleagues during periods of absence.
- Adhere to the Trust's Smoke Free policy.

Health and Safety

In addition to the Trust's overall responsibility for your health and safety you have a personal responsibility for your own health and safety. As such you are required to inform your line manager of any safety issues that you identify, that could affect you or others in the workplace. You must co-operate with management and colleagues at all times in achieving safer work processes and work places, particularly where it can impact on others.

As a Trust employee you will be trained in the correct use of any equipment provided to improve safety and health within the Trust. You are required to use the equipment when necessary and as instructed which will include checking the equipment is safe to use, prior to its use and must report any defects immediately to your line manager.

You are responsible for the implementation and adherence to Trust safety policies and procedures for areas within your remit.

You are required to ensure suitable and sufficient risk assessments are completed for all areas within your remit. The controls identified must be evaluated and implemented where necessary.

You are required to review all risk assessments periodically and particularly when staffing and/or equipment changes, monitoring the effectiveness of any control measure implemented.

You are to ensure suitable and sufficient equipment is provided to sustain the health and safety of staff, patients and visitors to areas within your remit.

Infection Control

In addition to the Trust's overall responsibilities under The Health and Social Care Act 2008 Code of Practice for healthcare, including primary and adult social care on the prevention and control of infections (revised December 2010) for your safety, you have a personal responsibility to ensure your work adheres to this Code in the delivery of safe patient care within the organisation. This code relates to ALL Trust staff and contractors working within the organisation who are employed to ensure this level of care is provided.

As an employee you will be trained to ensure adherence and compliance to the various Infection Control policies within the Trust.

Sustainability

To actively support the Trust's goals for sustainability by encouraging and adopting sustainable ideas and practices.

Safeguarding

The Trust has a duty and is committed to safeguarding all service users and provide additional measures for adults and children who are less able to protect themselves from harm or abuse. As an employee* you have an individual responsibility to contribute to the detection, reporting and prevention of abuse to safeguard those in our care (Section 11 Children Act, 2004, Human rights Act 1998, Equality Act 2010 Mental Capacity Act 2005 Care Act 2014) and are accountable to ensure that you know how to respond when you are concerned for the safety of a child, young person or adult at risk. The Trust will assist you in this process by providing training, guidance and advice. There are corporate safeguarding teams who can be contacted for advice, support and safeguarding supervision. All concerns must be reported as per Trust Safeguarding Policies which are available on the Trust Intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role

This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the current post. It may be subject to change in the light of developing organisational and service needs, and wherever possible change will follow consultation with the post holder.

Person Specification

Job Title: Directorate Team Administrator

Department: Estates, Facilities and Development

Requirement	Essential	Desirable	How Assessed
Qualifications	<ul style="list-style-type: none"> NVQ Level 2 in Business Administration or demonstrable experience NVQ Level 2 in Customer Service or demonstrable experience GCSE Grade C or above in English and Mathematics 	<ul style="list-style-type: none"> NVQ Level 3 in Business Administration Shorthand / Speedwriting Qualification RSA 2 Typing and / or OCR Text Production, and Word Processing Level 2 	Application Form and Presentation of Certificates
Experience	<ul style="list-style-type: none"> Previous experience in an administrative / secretarial role Theoretical and practical knowledge, and skills to fulfil the outlined role Minute / note taking abilities Ability to use the full range of Microsoft Office Applications; with emphasis on Word, Excel, Outlook and Teams Ability to use a range of web based systems and portals 	<ul style="list-style-type: none"> Experience of typing reports, with formatting and collation of data 	Application Form / Interview / References
Skills, Knowledge and Ability	<ul style="list-style-type: none"> Ability to prioritise workload Knowledge and adherence to general data protection regulations Excellent keyboard skills Excellent organisational skills 	<ul style="list-style-type: none"> Experience in audio typing A working knowledge of mail merge 	Application Form / Interview / References
Other Requirements	<ul style="list-style-type: none"> Conscientious Hardworking and able to work on own initiative Good customer service skills Tactful Diplomatic Professional Caring Honest Accountable with a responsible attitude Ability to concentrate for a prolonged period of time 		Application Form / Interview / References

Organisational Chart

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