

## Job description for Lead Administrator (Children and Young People’s Services)

### About us – team NHFT

As a **health and wellbeing organisation** here at **team NHFT** we are dedicated to continually **innovate** and **strive to make a difference** to our community and those working for our Trust, we aim to serve the people of Northamptonshire and surrounding areas with **safe, quality care**. We deliver this from an understanding of our local healthcare needs, economy, and the changing demands of our community.

**Our mission, making a difference for you, with you** was chosen by our staff and stakeholders. It means in everything we do and through every service we provide, we want to make a **positive difference in people’s lives** – for **those we care for, those we work with** and **those who work with us**. **Everyone is part of our team**.

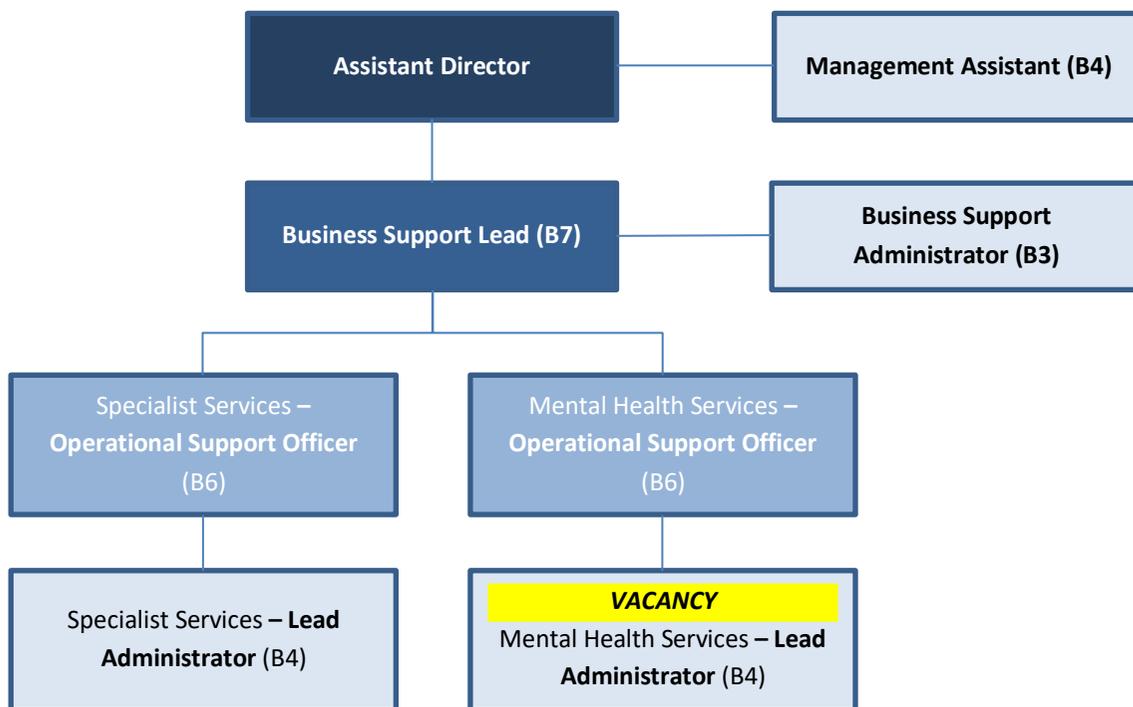
Our core strategy is to be an **employer of choice, a great place to work** and be known for a **diverse and inclusive culture** whose staff feel **valued**. We provide a range of NHS services including physical, mental health and specialty services provided in hospital settings and out in the community within schools, GP clinics and patients own homes.

Here at NHFT we pride ourselves on our 54321 roadmap, pictured here which encompasses our **PRIDE values, leadership behaviours, teams, enablers** and **our mission** all of which are driven by **our vision of ‘being a leading provider of outstanding, compassionate care’**. We are extremely proud to say this has also been recognised by the Care Quality Commission (CQC) and our CQC rating of **Outstanding for team NHFT**.



This role...

*High-level Children and Young People's Directorate - Business Support Structure*



The Lead Administrator will provide leadership, supervision and appraisals to their respective administrative teams. The successful candidate will identify growth and development opportunities and support administrators to reach their potential and beyond.

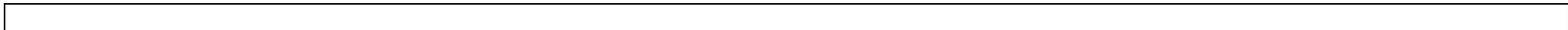
This crucial role includes day-to-day operational troubleshooting and requires a solution-focused approach. This could include organising Reception cover at short notice, liaising with our Staff Bank to organise/expedite cover for our Clinical Services, assisting administrative staff with urgent tasks and leading on re-prioritisation, supporting/covering administrative roles in challenging periods etc.

The successful candidate will be supported and managed by the Operational Support Officer, whom they will work closely with to embed and sustain processes across Services. In addition, the Lead Administrator will work closely with Service Managers to troubleshoot and manage administrative functions to support effective patient care/delivery.

**Substantial experience in the management of administrative staff and excellent communication skills are integral to this role.**

## About you

Behaviours and Values	Knowledge and Experience
<ul style="list-style-type: none"> <li>• Positive, flexible, enthusiastic, and willing.                             <ul style="list-style-type: none"> <li>○ Understands the importance of supporting colleagues across Services / Directorate.</li> <li>○ Enthusiastic around change and opportunity.</li> <li>○ Approaches challenges with positivity.</li> </ul> </li> <li>• Reliable and consistent in approach, demonstrating empathy and an open communication style.</li> <li>• Strong level of resilience.</li> <li>• Responsible and pro-active in nature.                             <ul style="list-style-type: none"> <li>○ Foreword planner to avoid future challenges.</li> <li>○ Takes responsibility for working practice.</li> </ul> </li> <li>• Strong understanding of the importance of confidential and sensitive information.</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to A-Level or equivalent knowledge and competency.</li> <li>• Substantial experience in an administrative position:                             <ul style="list-style-type: none"> <li>○ Management and leadership of administrative team.</li> <li>○ Working autonomously and as a part of a team.</li> <li>○ Ability to embed administrative changes with positive outcomes.</li> <li>○ Strong and effective communication skills.</li> </ul> </li> <li>• Above-basic knowledge of a range of Microsoft Office packages, including Microsoft Excel, Microsoft Word and Microsoft Office.</li> </ul>
Skills and Abilities	
<ul style="list-style-type: none"> <li>• Management skills – Including ability to deliver and receive feedback effectively.</li> <li>• Excellent communication skills – Both written and verbal.</li> <li>• Ability to use Microsoft Office packages effectively – Such as:- Excel, Outlook, Word</li> <li>• Demonstrable attention to detail.</li> <li>• Reflection on feedback and ability to use this to enhance own skills.</li> <li>• Ability to use own initiative and demonstrate pro-active actions.</li> <li>• Ability to prioritise of own and others workloads.</li> <li>• Demonstrable effective time management skills.</li> </ul>	



## About the role – linking with our 4 Leadership Behaviours

### WORKING TOGETHER

- Motivate self and others to provide an outstanding service.
- Communicate effectively with a wide range of roles across services.
- Build positive working relationships across all levels of the trust and with partner agencies where required.
- Promote effective team working across your teams.
- Work across services where required to assist your colleagues.
- Support administrators to deliver the best possible service, reach their potential and beyond.

### BEING AUTHENTIC

- Embody the Trust Leadership behaviours.
- Display honesty and openness at all times and encourage this in others.
- Be part of a diverse and inclusive environment.
- Demonstrate dedication to delivery of the highest quality of service.
- Act professionally and confidently.

### TAKING RESPONSIBILITY

- Demonstrate personal resilience.
- Actively seek feedback from others in a range of ways i.e., supervision, informal feedback from colleagues etc.
- Take appropriate action where there is risk.
- Celebrate and praise other's successes and achievements.
- Recognise and take positive action where others require support.
- Prioritise own and others' workloads where required.

### EMBRACING CHANGE

- Embrace and embed changes in practice in order to improve processes and provide the highest level of service.
- Operate effectively in a climate of continuous change and improvement.
- Actively promote equality and diversity across teams.
- Lead on administrative functions required for service change.

## Benefits

Salary	Location of work		Perm/fixed term								
<p><b>Band 4</b></p> <p><i>You will be paid on the 27<sup>th</sup> of each month. If this date falls at a weekend you will be paid on the Friday before this date.</i></p>	<p><b>Specialist Services – Based at Sudborough House (St Mary’s Hospital, Kettering)</b> with occasional visits to Manfield Court, Northampton</p> <p>OR</p> <p><b>Mental Health – Based at Newland House (Campbell Square, Northampton)</b> with occasional visits to Isebrook Hospital (Wellingborough) and Sudborough House (St Mary’s Hospital, Kettering)</p> <p><i>Must be able to travel independently to other bases in the Trust across Northamptonshire.</i></p>		<p><b>PERMANENT ROLE</b></p>								
Hours/pattern of work	Annual leave and bank holiday entitlement	Pension entitlement									
<p><b>37.5 hours per week</b></p>	<table border="1"> <thead> <tr> <th data-bbox="819 924 1115 959">Length of service</th> <th data-bbox="1115 924 1413 959"></th> </tr> </thead> <tbody> <tr> <td data-bbox="819 959 1115 994">On appointment</td> <td data-bbox="1115 959 1413 994">27 days + 8 days</td> </tr> <tr> <td data-bbox="819 994 1115 1029">After five years' service</td> <td data-bbox="1115 994 1413 1029">29 days + 8 days</td> </tr> <tr> <td data-bbox="819 1029 1115 1058">After ten years' service</td> <td data-bbox="1115 1029 1413 1058">33 days + 8 days</td> </tr> </tbody> </table>	Length of service		On appointment	27 days + 8 days	After five years' service	29 days + 8 days	After ten years' service	33 days + 8 days	<p>Details on the benefits of the NHS Pension Scheme can be found here:</p> <p><a href="https://www.nhsbsa.nhs.uk/nhs-pensions">https://www.nhsbsa.nhs.uk/nhs-pensions</a></p>	
Length of service											
On appointment	27 days + 8 days										
After five years' service	29 days + 8 days										
After ten years' service	33 days + 8 days										
Health and Wellbeing Because your health matters too	Learning and Development		Equality and diversity								

<p>Our Occupational Health and Wellbeing team support our staff through many different channels. Whether you have a physical or emotional issue or want to take positive steps to improve your fitness, this team can help you.</p> 	<p>Our Learning and Development team provide effective and impactful learning solutions for our staff. Our experienced team of facilitators offer a wide range of opportunities from corporate induction, mandatory and role specific training, personal development, and leadership training.</p>	<p>We are committed to ensuring people are treated equally and fairly whether at work, during care or out in the community. Equality, diversity, and inclusion will always be a core focus and commitment for team NHFT. We have a number of staff networks to support this focus too. These networks are open to all our staff.</p>
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Find out more about us at:

[www.bit.ly/24hoursinNHFT](http://www.bit.ly/24hoursinNHFT)

[www.nhft.nhs.uk](http://www.nhft.nhs.uk)

### Confidentiality and Data Protection

Any matters of a confidential nature, including patient and staff records, and any commercially sensitive information must, under no circumstances, be divulged or passed on to any unauthorised person or persons without a legal basis to do so. In accordance with the Data Protection Act 2018, if you are required to access personal data held in any format, you will be expected to adhere to the Trusts Information Governance Policies, copies of which are held on the staff intranet.

Any breach of confidentiality or data protection legislation will result in disciplinary action and may result in summary dismissal.

### Infection Control

The prevention and control of healthcare associated infections in service users, staff and visitors is taken seriously by the Trust. All staff employed by Northamptonshire Healthcare NHS Foundation Trust are required to adhere to the Trust infection control policies and procedures.

Employees must be aware of the importance of protecting themselves, service users and visitors and of maintaining a clean safe environment.

Any breach in infection control practice, which places service users, other staff, or visitor at risk, may result in disciplinary action.

Each staff member is responsible for ensuring they identify together with their manager, their infection control training needs in their PDP.

### Health and Safety

To carry out the duties placed on employees by the Health and Safety at Work Act 1974 i.e.

- I. To take reasonable care for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.
- II. To co-operate with their employer as far as is necessary to meet the requirements of the legislation.
- III. Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety, or welfare in the pursuance of any relevant statutory provision.

### **No Smoking**

In order to protect the health of employees, patients and visitors, Northamptonshire Healthcare NHS Foundation Trust operates a No Smoking Policy. Therefore, smoking is prohibited in all of the Trust's buildings, grounds and all Trust-owned or leased vehicles.

### **Equality and Diversity**

To ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work and the Trust Managing Diversity and Equal Opportunities in Employment Policy.

### **Risk Management**

To have a commitment to identify and minimising risk, report all incidents and report to manager any risks, which need to be assessed.

### **Safeguarding Adults and Children**

It is the duty of all staff working for the Trust.

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

### **Professional Registration**

All qualified/ professional staff are required to adhere to the relevant Code of Practice (and other guidance issued by them). It is the responsibility of the individual concerned to keep professional registered and updated in accordance with the requirements of the relevant Code of Practice and to follow guidance issues by the professional body.

### **Policies and Procedures**

The post holder is expected to comply with all relevant Trust policies, procedures, and guidelines. Any contravention of the Trust Policies or managerial instructions may result in disciplinary action being initiated.

### **Review of Job Description/ Person Specification**

This is not an exhaustive list of duties and responsibilities but indicates the key responsibilities of the post. The post holder may be required to undertake other duties as may reasonably be required commensurate with the grade and/ or hours of work at the postholder's initial place of work or at any other of the Trust's establishment.

**NOTE:** This is a description of the job as it is at present constituted. It is the practice of this Trust regularly to examine employee's job descriptions and to up-date them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed.