



# Job description and specification



## Administrator Band 3



## JOB DESCRIPTION

**JOB TITLE:** Administrator

**BAND:** 3

**RESPONSIBLE TO:** CSPA Manager/Senior Administrator

### KEY RELATIONSHIPS:

Internal	External
Own Team Line Manager Clinics Clinical team members	Clients Families Multidisciplinary Teams Local authorities Benefits office Social services Clinical teams GPs Acute hospitals

### CONTROLS ASSURANCE STATEMENT:

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

### Aim of the role:

The post holder will be expected to support their team, department and organisation to achieve the Trust's Values in their day to day work. These are the 5P's:

- Putting people first
- Prioritising quality
- Being progressive, innovative and continually improve
- Being professional and honest
- Promoting what is possible – independence, opportunity and choice

The post holder will be required to provide a comprehensive and confidential secretarial and/or administrative support to the locality/department to ensure the smooth running of the area.



## Key Responsibilities:

- Communicate effectively with a range of people, either in person or on the telephone, promptly and in a professional and courteous manner whilst recognising barriers to communication.
- Ensure that complex calls from anxious and distressed clients are passed to appropriate person to deal with (dealt with) effectively and appropriately, or escalated to senior staff member if appropriate
- Respond to enquiries, and take appropriate action on behalf of the service, either by telephone, personal contact or correspondence, within agreed time limits.
- Manage and maintain an efficient administrative system on behalf of others.
- Draft general correspondence on behalf of own service.
- Accurately produce reports, correspondence and documents from a variety of sources including material from dictation, audio or manuscripts within agreed timescales (not including medical reports).
- Work without supervision and ensure urgent situations are addressed swiftly.
- Ensure workload is managed and prioritised appropriately.
- Participate in induction and orientation of Band 2 administrative staff and temporary staff.
- Provide guidance, advice and support to Band 2
- Establish and maintain electronic and manual filing systems.
- Arrange and take minutes or notes at meetings that are intended for internal review only.
- Type medical or other reports as required
- Input generic data into organisational systems or in-house records. Printing of simple reports – ie training records or basic clinical info
- Cover other teams/services, where necessary, which may require working on other sites.
- Monitor and maintain secure stamp allocation, petty cash refunds for expenses and keys held on site

## Front of House

- Facilitate the smooth running of the service, dealing sensitively with any complaints, problems or issues arising, highlighting and referring problems where necessary to the line manager.
- Take clear messages and pass them promptly to the appropriate member of the team using own judgement on urgency.
- Responsible for ordering stationery and other supplies via the electronic procurement system, receipting goods and chasing shortfalls.

## Computer/Administration

- Use the patient records system to enter client related information and care events.
- Retrieve and record patient information in line with service requirements.
- Print out monthly team reports on service activity.
- Participate in audits and surveys as necessary. Provide support in the development of audit reports



## **Communication**

- Demonstrate effective communication skills and promote a positive image of the team with service users, carers, professionals and external agencies from a variety of disciplines, both within and outside the Trust.
- Respond to frequent enquiries made by clients/staff, either in person or on the telephone, promptly and in a professional and courteous manner in line with Trust policy.
- Work competently within current procedures for own working practices and, where appropriate, contribute to the development and implementation of changes to improve own working practices/service, policies, procedures and guidelines.

## **Specific Tasks directly related to the post:**

- On a rota basis to cover all administrative tasks as directed to support Children's Services, including reception.

Please note that this job description is not exhaustive. The post holder may have specific skills which mean that they may work outside of the competency boundaries for this role.

## **Additional Information**

### **Health & Safety**

Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) and subsequently published regulations to ensure that the Trust's Health and Safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

### **Infection Control**

Each staff member has a duty to take personal responsibility for the prevention and control of infection, in accordance with Trust Infection Prevention and Control Policies, which reflect the statutory requirements of the Health Act 2006 – Code of Practice for the Prevention and Control of Healthcare Associated Infection. They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAs.

### **Risk Management**

You will be responsible for adopting the Risk Management Culture and ensuring that you identify and assess all risks to your systems, processes and environment and report such risks for inclusion within the Trust Risk Register. You will also attend mandatory and statutory training, report all incidents/accidents including near misses and report unsafe occurrences as laid down within the Trust Incidents

### **Safeguarding Children and vulnerable adults**

North East London NHS Foundation Trust (NELFT) is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm.



The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults and families in their care. Staff are required to comply with Trust policies on Safeguarding.

## **Standards of Business Conduct & Conflict of Interest**

The NHS Code of Conduct and Standards of Business conduct for NHS Staff require all employees to declare all situations where you or a close relative or associate has a controlling interests in a business [such as a private company, public organisation or other NHS or voluntary organisation] or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. All such interests must be declared in the Trust's register of interests either on appointment or when such interests are gained.

As an employee you are required to make yourself aware of and adhere to the Trust's governance policies, such as Standing Orders and Standing Financial Instructions.

## **Sustainability**

All staff has a responsibility for delivering high quality healthcare in a low carbon environment, where energy is used wisely and not wasted. It is the responsibility of all staff to minimise the Trust's environmental impact by recycling where possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

## **Smoking Policy**

It is the Trust's policy to promote health. Smoking, therefore, is actively discouraged. It is illegal within the Trust buildings and vehicles.

## **Codes of Conduct**

North East London NHS Foundation Trust (NELFT) requires the highest standards of personal and professional conduct from all of its employees. All employees must comply with the Code of Professional Conduct appropriate to their professional governing body.

As an NHS employee, you are required to observe the following principles:

- Make the care and safety of patients my first concern and act to protect them from risk;
- Respect the public, patients, relatives, carers, NHS staff and partners in other agencies;
- Be honest and act with integrity;
- Accept responsibility for my own work and the proper performance of the people I manage;
- Show my commitment to working as a team member of working with all my colleagues in the NHS and the wider community;
- Take responsibility for my own and continuous learning and development

## **Data Protection**

Personal data is protected under the Data Protection Act (1999) and the post holder will ensure that it is securely held and that the requirements of the Act are followed. It is the responsibility of all staff whose jobs requires them to record information in Trust Computer systems (e. g RIO and ESR) to ensure that the data entered into these systems is of high data quality and that information is recorded correctly and in a timely manner. Failure to adhere to this requirement could be considered a disciplinary matter



## **Information Security and Confidentiality**

All employees are required to observe the strictest confidence with regard to any patient/client information that they may have access to, or accidentally gain knowledge of, in the course of their duties.

All employees are required to observe the strictest confidence regarding any information relating to the work of the Trust and its employees.

You are required not to disclose any confidential information either during or after your employment with the Trust, other than in accordance with the relevant professional codes.

All person identifiable information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with NHS Confidentiality Guidelines [Caldicott] and the Data Protection Act 1998 unless explicit written consent has been given by the person identified, or where information sharing protocols exist.

Failure to comply with these regulations whilst in the employment of the Trust could result in action being taken under the Trust Disciplinary Policy and Procedure.

## **Equality and Diversity**

North East London NHS Foundation Trust (NELFT) is committed to the implementation of the Equality and Diversity at Workplace policy which ensures equal opportunities for all. NELFT is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. The Trust will ensure that it provides equal and fairness for all, and not to discriminate on the grounds of gender, marital status, race/ethnicity, disability, sexual orientation, religion, transgender or gender reassignment status, age, marriage or civil partnership/same sex marriage, and because of you being pregnant or being on maternity/paternity leave. All staff are required to observe this policy in their behaviour to employees and patients/service users.

## **Key Performance Indicators (KPI)**

Each individual and service will be set KPIs and achievement against these will be regularly reviewed. Performance against individual and service KPI's will be routinely monitored by your manager.

## **Review of this Job Description**

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

## **Other Duties**

There may be a requirement to undertake other duties as may reasonably be required to support the Trust. These may be based at other Trust managed locations.



## Person Specification – Administrator Band 3

	Essential	Desirable	Measurement
<b>Demonstration of Trust Values</b>			
Putting people first	✓		Application Form Interview Assessment
Prioritising quality	✓		Application Form Interview Assessment
Being progressive, innovative and continually improve	✓		Application Form Interview Assessment
Being professional and honest	✓		Application Form Interview Assessment
Promoting what is possible, independence, opportunity and choice	✓		Application Form Interview Assessment
<b>Qualification</b>			
NVQ level 2 or equivalent standard of literacy and numeracy	✓		Application Form Interview
NVQ Administration/Customer Service Level 3 or equivalent level of proven experience	✓		Application Form Interview
<b>Experience</b>			
Working in a busy office environment	✓		Application Form Interview
Experience of storing and maintaining records	✓		Application Form Interview
Experience of supervising others		✓	
Working in an NHS environment		✓	Application Form Interview
<b>Knowledge</b>			
Maintaining efficient administrative systems	✓		Interview Assessment
Maintain confidentiality/data protection	✓		Interview Assessment
Understand the needs of clients and deal tactfully and sensitively with concerns	✓		Interview Assessment
Updating and maintaining database systems	✓		
<b>Skills</b>			
Basic awareness of IT and IT skills	✓		Interview Assessment
Establish and maintain good working relationships	✓		Interview Assessment
Excellent interpersonal skills in a customer focussed environment	✓		Interview Assessment
Team player	✓		Interview Assessment



Able to use own initiative and work without supervision	✓		
Prioritise own workload	✓		
Willing to learn new skills	✓		Interview Assessment
<b>Other</b>			
To be aware and demonstrate the Trust Values	✓		Application Form Interview Assessment
To be able to travel effectively throughout the Trust	✓		Application Form Interview Assessment

