



JOB DESCRIPTION

Oxford Health NHS FT

Oxford Health is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Job Title: Office manager

Band: 5

Responsible to: Team Manager

Accountable to: Team Manager

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JOB PURPOSE

To provide management and leadership to the administration team in Specialist CAMHS and ensure that the team runs in a polite, efficient, and safe way with the patient as the focus.

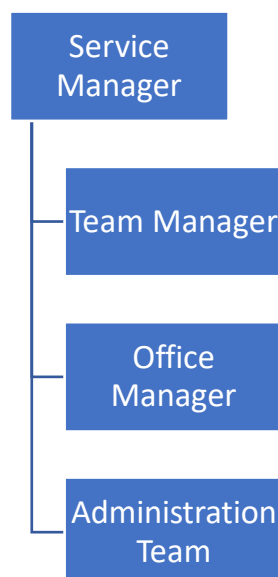
The postholder will also ensure that the team has appropriate administration support.

DUTIES AND RESPONSIBILITIES

1. Oxford Health is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.
2. Trust policies, procedures, and guideline - It is a condition of your employment that as an employee you are expected to adhere to our policies, procedures, and guidelines. These can all be found on the Trust's website.
3. To provide an efficient and effective comprehensive administrative support to the team/service.
4. To manage admin team. Ensuring support and development for the team, including completion of timely appraisals and managerial supervision.
5. To effectively line manage the team of administrators, including management of annual leave and sickness cover, any HR processes and recruitment within the admin team.
5. Provide a polite and efficient reception service to visitors, patients and families, if required.
6. To provide administrative support to the team ensuring that there are effective administrative systems and procedures in operation.
7. To ensure that high standards of data quality are maintained and pull data reports as required, for the team.
8. Suggest and make recommendations for improvement to existing administration procedures.
9. To provide and coordinate administrative support for meetings as requested and to ensure follow up action is completed.
10. Including producing and distributing notes of meetings, setting up meetings, preparing agendas, ensuring that a system is maintained to ensure correspondence/information is available for meetings.
11. To maintain diaries and records for managers as needed, including arranging meetings, preparing papers and minute meetings where necessary.
12. To provide secretarial support to senior members of team utilising a high level of IT skills to produce quality documentation to support the work of the team using the appropriate Microsoft software and adopting the Trust's corporate standards and style.
13. This includes organising meetings, co-ordinating the diaries of team members and providing administrative support as required.
14. To respond to email, telephone enquiries and written enquiries using a high level of initiative and responding in a confidential and sensitive way and action in the appropriate way.
15. To communicate confidential and sensitive information on patients and policy issues, and complex information on directorate issues to external agencies.
16. To accurately update computerised patient records as required.
17. To work with managers within Operational Services and IT to maintain data quality and make improvements to data collection where necessary.

18. To ensure that the Trust's databases are up to date and all clinical data is entered appropriately.
19. To collate staff records regarding training, annual leave and sickness leave etc.
20. To oversee the ordering of team stationery through e-procurement and manage team's petty cash. To be responsible for raising and coding invoices under delegated responsibilities on both SharePoint and E-Procurement systems.
21. To supervise admin/reception team, supporting the recruitment process as required.
22. To provide mentorship, administrative process, and procedural guidance to administrative staff
23. Assist in the induction of new staff, including organising local staff induction days and booking onto corporate inductions.
24. Support the clinical team with roster building, managing roster requests, putting bank and agency shifts out
25. Manage any administration related complaints or concerns, speaking with patients and/or families and creating appropriate action plans with any learning from these.
26. To support the Team Manager in managing recruitment through the Trac system. Including uploading Job descriptions with adverts and organisation of interviews.

STRUCTURE CHART



CODE OF CONDUCT

All staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, DoH Code of Conduct for Senior Managers).

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

In addition to undertaking the duties as outlined above, the post-holder will be expected to fully adhere to the following:

Personal Development

- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
- To take responsibility for their own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
- To attend any training as requested.

Code of Conduct

- To adhere to the Professional Code of Conduct relating to your profession (if applicable).
- To uphold the principles and values set out in the NHS Code of Conduct for Managers.
- To support the organisation in developing an effective work/life balance for employees that meets the needs of the organisation.
- To ensure that the health and wellbeing of patients is at the centre of all activities and that all staff engage and communicate with patients as appropriate.
- To always promote quality and safety of patients, visitors and staff thus enabling the Trust to meet its regulation requirements (Care Quality Commission Registration – Regulations and Outcomes) that relate most directly to patients and also strive for continuous quality improvement.

Equal Opportunities/Diversity

- To observe Oxford Health NHS Foundation Trust's Equal Opportunities Policy providing equality of treatment and opportunity to employees, service users and service providers irrespective of sex, sexuality, age, marital status, ethnic origin or disability.

Health & Safety

- To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work.
- To promote the Trust's Health and Safety Policy and ensure matters are managed in accordance with it.
- To co-operate with the Trust to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents and near misses, implementing corrective action where necessary.

Infection Control

- To comply with Trust policies for infection control and hand hygiene such as hand hygiene, decontamination Policy, uniform and workwear code and standard precautions Policy to reduce the spread of healthcare-associated infections (HCAIs).
- Employees with clinical responsibilities must incorporate into their clinical activities up to date evidence that supports safe infection control practices and procedures, such as the use of aseptic techniques and the safe disposal of sharps.

Confidentiality and Data Security

- To comply fully with the duties and responsibilities outlined the Trust's Information Governance Policy.
- To comply with the Data Protection Act 1998, NHS Confidentiality guidelines (eg. Caldicott, GMC) and any code of practice on Confidentiality and Data Protection as accepted by the Trust. Departmental codes of practice and procedures for confidentiality are available from the head of department.
- To ensure that all information collected, stored and used is done so in compliance with the above Act and any relevant Trust Policy.
- To preserve the confidentiality of any information regarding patients, staff records in your area (in connection with their employment) and the Trust business. This obligation shall continue in perpetuity.
- To raise any matters of concern with your Manager/Director

Safeguarding

- 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.

Other

- To be aware of and work in line with all Trust policies and procedures.
- To carry out any other tasks as reasonably directed.

PERSON SPECIFICATION

Band: Reception/admin manager

The following information must be used when completing this section.

Criteria for Selection	Essential Requirements	Desirable Requirements
Knowledge Requirements	<p>Proven experience of working in an office environment.</p> <p>Experience of using Office computer programs including Excel, Word, MS Teams and Outlook</p> <p>Ability to liaise with all professionals and levels in a confident and effective manner.</p> <p>Ability to deal with the public in a polite and effective manner.</p> <p>Ability to manage and prioritise own workload.</p> <p>Ability to produce good quality correspondence and reports.</p> <p>Ability to minute meetings.</p> <p>Organisational skills/managing diary systems and tracking information.</p> <p>Desire to attend courses relating to role as appropriate</p>	<p>Working knowledge of email systems, and electronic health records.</p> <p>Ability to draft and compile reports.</p> <p>Knowledge of project management or information analysis and interpretation.</p> <p>Experience of working in a management/supervisory role.</p> <p>Experience of working in a healthcare environment</p>
Qualifications – Academic/Skills/Professional	Higher Education qualification (i.e. 'A' Level/NVQ III standard) or equivalent/previous experience in an Administration Assistant role.	Degree or Equivalent

	Specialist Knowledge in relevant Admin and Project Management Processes	
Further Training or Job Related Aptitude and Skills	Ability to work to deadlines and prioritize a heavy workload, always ensuring attention to detail	Leadership or management related further education.
Personal Qualities	<p>Able to communicate with staff across all levels of the organisation</p> <p>Able to work as part of a team</p> <p>Excellent telephone manner</p> <p>Professional approach</p> <p>Able to work effectively within a team environment.</p> <p>Able to work in a busy but supportive environment.</p> <p>Supportive of all team members.</p> <p>Motivation, commitment, and patient centred care values.</p> <p>Ability to work effectively under pressure/with distractions</p> <p>Able to provide attention to detail and to work under own initiative.</p> <p>Understanding of the need for confidentiality.</p>	Experience of working with patients with mental health issues and/or challenging behavior