

## JOB DESCRIPTION

### PART A: JOB DETAILS

<b>JOB TITLE:</b>	<b>Emergency Operations Administrator</b>
<b>AFC BAND:</b>	<b>3</b>
<b>HOURS:</b>	<b>37.5 hrs per week</b>
<b>DIRECTORATE:</b>	<b>Emergency Operations</b>
<b>DEPARTMENT:</b>	<b>Administration and Scheduling Support</b>
<b>REPORTING TO:</b>	<b>General Manager &amp; Operational Management Team</b>
<b>BASE:</b>	<b>As specified</b>

### PART B: JOB SUMMARY

Responsible for providing administration support to the Emergency Operational Management Team, including the Scheduling of staff and the effective deployment and allocation of resources.

Provide effective administrative support, assisting in the allocation of staff to rosters and working with the management team to ensure optimal cover is provided to meet the Trust's objectives.

Communicate effectively with operational staff, support services and external agencies.

### PART C: KEY RELATIONSHIPS

Emergency Operations General Managers  
Operational Performance General Managers  
Clinical General Managers  
Assistant General Managers,  
Duty Operations Managers  
Supervisors  
HEOC  
Operational Staff  
Business Transformation Directorate  
External Agencies e.g. Employment Agencies/Suppliers/NHS Organisations

## **PART D: JOB SPECIFIC RESPONSIBILITIES**

1. Provide administrative support using Microsoft Office packages including Word and Excel. This includes establishing and maintaining office systems both paper and electronic to a high standard.
2. Undertake secretarial and administrative duties, preparing documents with a high degree of accuracy as required by the Emergency Operational Management Team including confidential letters and reports.
3. Draft routine and standard correspondence on behalf of the Emergency Operational Management Team.
4. Prioritise own workload to ensure that work is completed within agreed timescales.
5. Populate and maintain locally the Global Rostering System.
6. In liaison with Emergency Operational Management Teams/Line Manager, maintain resources/rosters ensuring optimum staff unit hours and vehicles against the demand analysis for each day of the week, in line with Trust Policies, Procedures and any other relevant guidance.
7. Communicate effectively with Senior Managers, Managers, staff and colleagues both internal and external. Communicate in a confidential manner when appropriate.
8. Work with management to ensure that staff are planned to work in a way which reflects the Trusts Policies and Procedures and any other relevant guidance, examples include Working Hours policy, Annual Leave, Sickness absence and the Policies for the management of Relief staff.
9. Continuously identify and monitor uncovered shifts and assign known spare capacity as a priority to available shifts, liaising with Emergency Operational Management Teams/Line Manager where appropriate.
10. Arrange cover for vacant shifts using effective communication skills with operational staff which will include using a degree of persuasion and negotiation.
11. In liaison with Emergency Operational Management Teams/Line Manager allocate overtime within identified limits and Trust Policies, Procedures and any other relevant guidance, on a fair and equitable basis.
12. Effective communication of information in a timely manner ensuring that there is a high degree of understanding, especially in relation to complex or patient related matters.
13. Process and authorise annual leave applications within policy guidelines, referring to the Emergency Operational Management Team/Line Manager

where necessary. Where applications are not approved refer staff to other relevant Trust Policies and Procedures.

14. Arrange sickness absence review meetings, initiate RTW (return to work) meeting and paperwork and produce notification of the requirement for informal and formal interviews to the Emergency Operational Management Teams.
15. Facilitate the planning of phased RTW programmes as dictated by the Emergency Operational Management Team.
16. Prepare paperwork for Special Leave applications for Emergency Operational Management Teams to review.
17. Produce planned reports such as sickness absence monitoring information, annual leave analysis and control room sheets and other ad-hoc reports as required.
18. Facilitate the planning and release of staff to attend training programmes, ensuring the appropriate numbers of instructors and students are abstracted. Inform staff of the relevant information for any training courses such as location, date and time and update records accordingly.
19. Support new administrative staff by consolidating previous training and providing mentorship.
20. Deal with enquiries from a variety of sources, actioning those within delegated authority. Following up as directed by the Emergency Operational Management Team/line manager.
21. Responsible for day to day administrative duties and any other relevant duties as requested including HR paperwork, ad-hoc reports and gathering information for complaints.
22. Where appropriate support the provision of cover for planned events and large or major incidents.
23. Arrange and prepare meetings on behalf of the General Manager and Emergency Operational Management Team, booking rooms, and refreshments as required.
24. Act as secretary at formal meetings across the Trust: to take notes/minutes, prepare and distribute agenda's, notes/minutes and any other relevant papers.
25. May be the first point of contact for staff wishing to raise sensitive, personal and welfare issues which may require tact and sensitivity.
26. Ensure that any issues that may affect service delivery are reported to a member of the General Manager, Emergency Operational Management Team and HEOC.
27. Apply existing Trust Policies and Procedures and support the development and implementation of any new administrative policies and procedures within own work area.

28. Serve as a single point of contact for permanent and agency staff queries relating to salaries and liaise with Payroll/Agency, seeking resolution and solution.
29. Liaison with the finance department and Procurement regarding orders/invoices/queries/sign off.
30. Monitor levels of stationery and other office supplies, requisitioning additional stocks as required. Check the delivery of goods and services, identifying any issues and taking the appropriate action to remedy.
31. Pass on to the appropriate person constructive views and ideas on improving services for users and the public. Responsible for adapting own practice as agreed with line manager.
32. Logging all training activity and PDR information as requested on behalf of the Learning Development Unit on the OLM system

## **PART E: GENERAL RESPONSIBILITIES**

**Flexibility:** The postholder may be required to work at any of the Trust's sites in line with service needs.

**Infection Prevention and Control:** All Trust employees have duties under the "Health and safety at Work etc. Act 1974" which have a bearing on the prevention and control of infection in particular: Staff are expected to understand their responsibilities as outlined in the infection prevention and control policy and related guidelines, comply with all stated systems and maintain their knowledge of infection prevention and control relative to their role.

**Confidentiality, Data Protection, Freedom of Information and Computer Misuse:** All staff must ensure confidentiality and security of information dealt with in the course of performing their duties. They must comply with and keep up to date with Trust policies and legislation on confidentiality, data protection, freedom of information and computer misuse.

**Communication:** All staff should be able to communicate effectively with people who use services and other staff, to ensure that the care, treatment and support of people who use services is not compromised.

**Health, Safety, Security and risk management:** All staff are required to adhere to and act consistently with all relevant health and safety legislation and Trust policies and procedures in order to ensure that their own and the health, safety and security of others is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property, use of necessary safety devices and protective clothing and the achievement of the Trust's objectives in accordance with the Trust's risk management strategy and policies.

**Major Incident:** In the event of a major incident or civil unrest or other potential large scale service disruptions (e.g. Pandemic) all East of England Ambulance Service NHS Trust employees will be expected to report for duty on notification. All employees are also expected to play an active part in preparation for a major incident, civil unrest or other potential large scale service disruptions (e.g. Pandemic) and to undertake training as necessary.

**Equality and Diversity:** Actively promote the Trust's commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy, Recruitment and Selection Policy etc.

**Mandatory, job related training and CPD:** Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs. This will include full participation in KSF and appraisal.

**Safeguarding children and vulnerable adults:** All employees have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable adults. Further information about the Trust commitment to this and your responsibilities can be sought from the Trust's Child Protection Leads.

**No Smoking Policy:** East of England Ambulance Service NHS Trust is a no smoking Trust and all staff must comply with the Trust's no smoking policy.

## PART F: STRUCTURE CHART

## PART G: PERSON SPECIFICATION

**Post Title:** Emergency Operations Administrator  
**Department:** Emergency Operations

FACTORS	ESSENTIAL	DESIRABLE
<b>Education/ Qualifications</b>	3 GCSE's or equivalent must have English and Maths  OCR Certificate in Office Practice skills or equivalent	European Computer Driving Licence and/or recognised qualification in relevant Microsoft office packages. 5 GCSE or equivalent NVQ Level 3 Business Administration  Full UK Driving Licence
<b>Previous Experience</b>	12 months previous experience within an administrative role	Previous NHS experience  Experience in a call centre environment
<b>Skills, Knowledge, Abilities</b>	Able to deal with a high volume of work whilst maintaining standards and meeting deadlines.  Competent in the use of relevant Microsoft Office packages including proficient use of Word and Excel.  Ability to liaise and communicate effectively with staff and managers at all levels in the organisations, and with managers from the wider NHS and external organisations.  Ability to work independently and to use own initiative when appropriate  Accurate keyboard skills  Attention to detail and accuracy  Ability to learn new systems and procedures quickly and effectively	Knowledge of Code of Practice and legislation e.g. working time directive, data protection, confidentiality and employment law  Knowledge of the ambulance service.

<b>Attitudes, Aptitudes, Personal Qualities</b>	Approachable and a good communicator with excellent interpersonal skills.  Tactful, diplomatic and able to maintain confidentiality.  Flexible and adaptable work approach  Ability to travel to other locations.	
---	---	--

#### **PART H: JOB DESCRIPTION RECORD**

This job description reflects the current main organisational priorities for the post. In the context of rapid change taking place within the NHS/Trust, these priorities will develop and change in consultation with the postholder in line with service needs and priorities.

Date Created:

Created by:

Postholder's signature: