

Job Description and Person Specification

Job Title:	Central Administrative Assistant – Integrated Therapies and Integrated Neighbourhood Teams
Band:	3
Accountable to:	Director of Integrated Adult Health & Social Care
Responsible to:	Locality Lead & Head of Therapies (jointly)
Reports to:	Business Manager, Integrated Therapies & Integrated Neighbourhood Teams

Thank you for considering a role at the [West Suffolk NHS Foundation Trust](#)

First for our patients, staff and the future



Our **patients** are at the centre of everything we do. The quality of care that we provide is our driving force. We strive to deliver the best patient outcomes and experience in the most appropriate setting available. We are committed to joining up services locally, collaborating with our partners and supporting our staff to make continuous improvements – no matter how big or small – that challenge us all to raise our standards.

We believe our **staff** must take good care of each other, so together we can take good care of our patients. We aim to build a fair, open and learning culture that is inclusive and supports all staff to develop their careers. We want to be recognised as a great place to work.

Advancing our digital and technological capabilities to better support the health and wellbeing of our communities is vital. We want to be at the forefront of these changes and have an opportunity to progress this through the planning of a new healthcare facility. Together with patients, public and staff, we will shape health and care services that are fit for current and **future** needs, helping people to stay well and get well.

Our values

We believe that how we do things is just as important as what we do.

Our Trust values of fairness, inclusivity, respect, safety and teamwork (FIRST) are the guiding principles and behaviours expected of our staff and which run through our organisation.

We use them to improve the services we provide to our community and the way that we work as a team and with our partners. As a member of our team, you will need to live these values, placing them at the heart of everything you do.



[You can find out more about our vision and values by reading our five-year strategy **First for patients, staff and the future** here.](#)

JOB PURPOSE

To act as the Central Administrative Assistant to both the Integrated Therapies service and the Adult Community Integrated Neighbourhood teams.

- To undertake the day to day administrative duties of the central admin team.
- To support the management and co-ordination of Mandatory Training requirements and reporting for both Integrated Therapies and INTs.
- To support the management and co-ordination of inductions for all new staff and students within INTs and Integrated Therapies.
- To support implementing and maintaining systems for the management and reporting of staff appraisals for all staff within both the INTs and Integrated Therapies.
- To support the senior administrator with the management and co-ordination of all Therapy pool cars.

KEY TASKS

Communication & Team Working

- To provide a professional and polite service to staff, patient/service users.
- Deal with any telephone calls, taking messages or referring on to other senior level staff. Always ensuring telephone calls are dealt with in a polite and efficient manner, re-routing inappropriate calls to the relevant areas.
- On occasion to attend departmental / team meetings where required and take minutes and type up in a timely way, distributing as required.
- To provide cover for Therapies reception when required. To have full working knowledge of the e-Care outpatient booking system, BookWise room booking system and full reception duties. To be able to provide cover or assistance at short notice. To become conversant with relevant e-Care applications and self-check in kiosk.

Planning & Organising

- To assist the Admin Team in the organisation of inductions for new staff collaborating with the local clinical admin in the INTs; to include but not restricted to arranging uniform, parking permits,

mandatory training (face to face and e-learning), staff development files, ID and name badges, lockers, computer access and annual leave.

- To support the Admin Team in preparing for interviews being undertaken on/off site or by virtual means.
- To assist with student placement planning
- To maintain the Therapy Training Room and other electronic diaries.
- To ensure all centrally stored therapy laptops are regularly checked for updates and maintain a register of when these are loaned to staff. Ensure all laptops are fully charged on a daily basis.

Professional / Administration

- To assist in ad-hoc small project support as directed by the business manager.
- To provide general secretarial support to all services to include but not restricted to typing, photocopying, and filing – including new electronic filing system.
- To provide administrative support to Managers and Clinicians as required. To include the production of confidential and sensitive material, reports, graphs, letters, leaflets, presentations, flowcharts and forms.
- Assist to maintain the register of Lone Worker Device and competency training for all staff within INTs and Therapies who undertake lone working.
- To maintain and update all organisational charts for Integrated Therapy Services.
- Under close supervision, maintain the register of Electrical and Diagnostic competency training for Integrated Therapies to include but not restricted to updating Trust matrices with new staff and inputting staff training dates.

Monitoring, Analysis & Evaluation

- Ensure that sickness related messages are passed on to the relevant person in a timely manner.
- Under supervision of the Administrator for Mandatory Training, produce email reminders to Therapies and INT staff and follow the relevant processes for booking any face to face training.
- Under supervision of the Senior Administrator for Appraisal management, send reminders to all Therapies and INT staff, update the relevant spreadsheets/databases, sending updated details to Workforce.
- Under supervision of the Senior Administrator for Fleet management, ensure driving licences and check codes are received and recorded on file for all Therapies and INT staff (as appropriate) including notifying staff when their current check codes are due to expire
- Support with monitoring ordering and delivery of IT procurement and mobile phone orders made by the senior admin staff in the central team

Managing People & Resources

- To update the Establishment spread sheet with new starter details.
- To have a working knowledge of booking systems across all sites and book rooms for meeting or training use as required.
- To support with all departmental filing and archiving of records inclusive of transitioning from paper-based filing system to an electronic system.
- Under supervision of the Senior Administrator for Fleet management, maintain the central record of Therapies lease vehicles and assist with fleet management on a daily basis.


Training & Teaching

- To assist in the training of new staff in the use of all office equipment.
- To provide user training and support to all staff for mandatory training e-learning requirements.
- To provide basic IT support to all Therapy Staff, i.e. basic laptop queries / Selenity set-up and SharePoint queries.

Policy & Service Development

- To be prepared to work flexibly in response to the needs of the service.
- To be prepared to undertake some weekend working on a rota basis in support of service development.
- To ensure that personal mandatory training is completed and maintained in line with Trust policy.
- To identify own needs for personal development, education and training.
- To be fully conversant with all Trust and Departmental policies and procedures.
- To be fully conversant with departmental emergency procedures, taking appropriate action to summon assistance when necessary and report actual or potential problems that may pose a risk to health, safety and security.

Person Specification

Requirements	Essential	Desirable	Evidence
<p>Values and behaviours – these will be discussed and assessed throughout the selection process</p>	<p>#  hello my name is...</p> <p>Willing to start every interaction with “Hello, my name is...” in order to build good working relationships and communication links with colleagues, patients/service users and their families</p> <p>Keen to put patient/service user care at the heart of work to improve outcomes and service delivery</p> <p>Motivated to deliver the highest possible standards and quality outcomes</p> <p>Willing to “be the best you can be”, continually looking for ways to improve and develop in order to reach full potential</p> <p>Confident to encourage others to develop themselves and the service through improvement, innovation and continuous development</p> <p>Able to work effectively in conjunction with others (patient/service users, colleagues, families) to contribute to the delivery of high quality healthcare</p> <p>Build positive working relationships, respecting and valuing the contributions made by others and acting in a considerate, helpful and inclusive manner at all times</p>		<p>Interview</p>
<p>Education & Qualification</p>	<ul style="list-style-type: none"> • Good general education • 4 GCSE Grade 4 and above or equivalent, to include Maths and English. • NVQ Level 3 – Business Administration or relevant qualification / experience 		<p>Application & Interview</p>

Experience & Knowledge	<ul style="list-style-type: none"> • Data entry skills • Clerical Experience • An ability to demonstrate initiative and to work well under pressure • Ability to work with speed and accuracy • Ability to prioritise workload • Able to communicate effectively both verbally and written • Full knowledge of Microsoft Office applications including Excel, PowerPoint and Publisher. • Minute taking skills • Attention to detail 	<ul style="list-style-type: none"> • Understanding of medical terminology • Understanding of hospital policies • Use of database • Previous NHS experience • Knowledge of Patient/service users Administration System and other hospital systems i.e. eCare, Evolve, HealthRoster, SystemOne, LAS 	Application & Interview
Skills & Abilities	<ul style="list-style-type: none"> • Able to work to specific policies and guidelines • Good team player • Positive interpersonal skills • Awareness of patient/service user confidentiality • Ability to work calmly in a busy environment • Time Management skills 		Application & Interview
Personal Qualities	<ul style="list-style-type: none"> • Flexible approach to work 		Application & Interview

GENERAL NOTES

CHANGES TO JOB DESCRIPTION

The duties outlined above are subject to changes, after consultation with post holder, which meet the needs of the service as a result of the full implementation of the Trust Plans.

INFORMATION TECHNOLOGY

Staff are expected to develop the IT skills necessary to support the tasks included in their post. They will, therefore be required to undertake any necessary training to support this.

MAJOR INCIDENTS

The post holder is required to conform to the Trust's Policy, Strategy, Plans and Procedures for Business Continuity Incidents, Critical Incidents and Major Incidents (including for Security and Fire incidents), and is to contribute to the planning for such events. This is to apply to all Trust areas of responsibility, including the Community. Furthermore, the post holder is to attend mandatory training sessions and validation exercises as required.

HEALTH AND SAFETY

West Suffolk NHS Foundation Trust recognises the importance of having happy, healthy staff in order to deliver the outstanding care we are so proud of. The Trust offers a wide range of benefits to help staff maintain and improve their health and wellbeing. The post-holder will be expected to prioritise their own health and to make use of the facilities and services available to them. Every member of staff also has a responsibility to contribute to creating a happy, healthy work environment for others and to look out for colleagues' health and wellbeing.

QUALITY IMPROVEMENT

Continuous quality improvement is a core responsibility for everyone. Every member of staff's work ultimately impacts upon the quality and safety of the care we provide. All staff are expected to participate in continuous quality improvement in their immediate work areas. Training and support is provided.

FREEDOM TO SPEAK UP / TO IMPROVE

It is the pledge of the West Suffolk NHS Foundation Trust to never walk by an opportunity to make things better for staff, patients and relatives. It is the responsibility of all staff to highlight any areas of concern.



CONFIDENTIALITY

In the course of their duties employees will have access to confidential material about patients and members of staff. On no account must information relating to patients/staff/individuals be accessed by **anyone** unless there is a legitimate reason, for example, medical staff in relation to direct patient care, investigation of a complaint. If there is any doubt as to the whether access is legitimate, advice must be sought from the Information Governance Team. Breach of this policy will be regarded as gross misconduct and could result in disciplinary action.

INFECTION CONTROL

It is the personal responsibility of the post holder to adhere to the Trust policies and procedures outlined in the Infection Control Manual and any other Infection Control policies, procedures and practices which may be required from time to time.

NO SMOKING POLICY

In recognition of the Trust's commitment to health promotion and its health and safety responsibility, the Trust has a no smoking policy that prevents all staff from smoking whilst on duty.

EQUALITY, DIVERSITY AND INCLUSION

West Suffolk NHS Foundation Trust aims to ensure that no employee or job applicant receives less favourable treatment because of their age, disability, ethnicity, race, colour, nationality, ethnic or national origin or on the grounds of gender, gender reassignment, marital or civil partnership status, pregnancy and maternity, religion or belief, sexual orientation; or is disadvantaged by conditions or requirements which are not justified by the job to be done.

This also applies to patients. The Trust has a duty to ensure patients have the right to equal access, care and treatment. All employees are expected to comply with this policy.

DATA QUALITY

The information that you record as part of your duties at the Trust must be 'fit for purpose', reliable and easily accessed by appropriate/authorised personnel. To achieve this standard the information must be: accurate, legible (if hand written), recorded in a timely manner, up to date and appropriately filed.

FREEDOM OF INFORMATION

As an employee of the Trust, you are required to recognise a request from the public for information in accordance with the Trust's Freedom of Information Policy. All requests must be sent to the Information Governance Team.

INFORMATION ASSET OWNERS (IAO)

All Corporate Managers & Heads of Department are expected;

- To understand how information assets in their departments are used and for what purposes
- How information is created, amended or added to over time
- Who has access to the information and why
- Who the information is shared with and how
- Carry out any risk assessments regarding the safe handling of information
- Ensure that staff are aware of Information Governance policy regarding handling of information

More information is available from the Head of Information Governance.

CODES OF CONDUCT FOR NHS MANAGERS

Managers are required to carry out their duties in a manner which complies with the Codes of Conduct for NHS Managers Directions 2002.

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 register of interests either on appointment or when such interests are gained. All employees are required to ensure they understand and adhere to the Trust's governance policies, such as Standing Orders and Standing Financial Instructions.

FRAUD, BRIBERY AND CORRUPTION

The Trust has a zero-tolerance stance towards any acts of Fraud, Bribery and all staff should make themselves fully aware and understand the contents of the Trust's Fraud and Anti Bribery Policies. Any such activities will be subject to disciplinary and/or criminal action by the Trust.

STANDING FINANCIAL INSTRUCTIONS

All staff must comply with the Trust Standing Financial Instructions when committing the Trust to expenditure, including staff related costs.

SUSTAINABILITY

In supporting the Trust's policy on Carbon Reduction it is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computer monitors and equipment when not in use, minimising water usage and reporting faults promptly.

ACTIVE TRAVEL

The Trust supports the Cycle2Work scheme which helps an employee acquire a bike and safety accessories to the value of £1000, through their employer. An employee could make up to 42% savings on a brand new bike and safety accessories as they will not have to pay any tax on the benefit. There are 246 cycle storage spaces on the West Suffolk site.

See the travel pages on the intranet for further details.

NHS FOUNDATION TRUST

Employees of West Suffolk NHS Foundation Trust automatically become staff members of the Foundation Trust, unless they choose to opt out. On leaving the Trust, individuals automatically transfer to public membership, subject to their remaining in the catchment area, unless they request not to do so.

POLICIES AND PROCEDURES

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which the Trust may amend from time to time.

COMMUNITY STAFF

This also includes the policies and procedures that were in place for the community staff before they transferred into West Suffolk NHS Foundation Trust.

REVIEW & MONITORING

This policy and procedure will be reviewed and monitored annually by the Executive Director of Workforce and Communication in consultation with Trust Council

WEST SUFFOLK NHS FOUNDATION TRUST

TERMS AND CONDITIONS OF EMPLOYMENT

Band 3 Salary Scale:

Entry Level	£22,816 pa
Increment 1	£22,816 pa
Increment 2	£24,336 pa
Increment 3	£24,336 pa
Increment 4	£24,336 pa
Increment 5	£24,336 pa
Increment 6	£24,336 pa

Pro rata for part time

Until such time as local pay determination policies have been agreed by the Trust and implemented, the Trust will, in determining the salary, take due account of the pay rates for this post, in NHS employment and any changes to those rates which the Secretary of State for Health may authorise from time to time.

New entrants will normally enter the salary scale at the minimum of the scale.

HOURS OF DUTY:

See NHS Jobs advert

ANNUAL LEAVE:

202.5 hours per annum plus public holidays (This is the annual leave entitlement for **full time employees who are working 37.5 hours per week, with minimum NHS Service** and will be pro rata for part time employees)

PENSION SCHEME:

All staff are eligible to join the NHS Pension Scheme. Under the scheme, contributions are deducted at source from salary. Deductions will automatically be made for eligible employees unless they opt formally to withdraw from the scheme. In order to opt out, employees should contact the Pensions Administrator at NHS Shared Business Services on 0844 931 2005.

PERIOD OF NOTICE:

Two months

**TERMS AND CONDITIONS
OF SERVICE:**

All terms and conditions of service are laid down by the West Suffolk NHS Foundation Trust, details of which can be seen in the HR Department.

**PROTECTION OF CHILDREN
AND VULNERABLE ADULTS:**

The Trust is committed to carefully screen all successful applicants who will work with children or vulnerable adults via the Disclosure and Barring Service (DBS police check). These applicants will be informed during the interview process of the screening procedure.

RETIREMENT POLICY:

The Trust does not operate a compulsory retirement age for its employees and is committed to equal opportunities for all employees.

The Trust operates a flexible retirement policy and employees may voluntarily retire at a time of their choosing. Employees should inform their Line Manager in writing of their intention to retire, giving contractual notice in accordance with their contract of employment.

Written notification should be given even if the employee intends to return to employment with the Trust after accessing their pension.

Employees should consider their pension provision and take independent financial advice before making any decision in relation to their retirement. Employees need to give the NHS Pensions Agency a minimum of five months notice of their intention to retire and access their pension.

LEASE CAR INFORMATION:

The Trust operates a Lease Car policy, dependent on department facility, for those staff required to travel on Trust business in excess of 3,500 miles per year. If your department offers a 'business only' car, this can be provided at no cost and alongside managers discretion, or you can select a vehicle of your choice if you wish to have private use, and the appropriate charge will be made. Mileage will be paid at the Agenda for Change standard rate whilst waiting for delivery of your vehicle and, if you choose not to have a Lease Car, your business miles will be reimbursed at the rate of 24 pence per mile.

SOCIAL AND GENERAL:

The West Suffolk Hospital has two shops on site. Reasonably priced meals and snacks are available in the staff restaurant, and Courtyard Café. The hospital is sited in landscaped grounds and adjoins Hardwick Heath.

There is a swimming pool available to all staff at a subsidised rate, at the Moreton Hall Health Club. For further details, please refer to the Intranet.

The Trust has partnered with Abbeycroft Leisure to fund all staff free access to Abbeycroft Leisure centre activities; including Abbeycroft@home (live online and on demand group exercise

classes) group exercise classes, gym and swim sessions, courts and pitches.

Abbeycroft@home offers live classes streamed every day, whilst the on-demand library of sessions are available to watch whenever you want. Classes include Zumba, clubbercise, Les Mills and much more.

CHILDCARE:

The Trust has an on-site Nursery, 'Busy Bees', accepting children from three months to five years. Enquiries can be made to the Manager by email to westsuffolk@busybees.com.

April 2023

Human Resources and Communications Directorate