



CAJE REF: 2021/0162

JOB DETAILS:

Job Title	Administrative Support Officer
Pay Band	Band 3
Hours of Work and Nature of Contract	To be completed on recruitment
Division/Directorate	Cancer Services
Department	Operational Services
Base	To be completed on recruitment

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Operations Manager
Reports to: Name Line Manager	Operational Services Deputy Manager – Trust catering Lead.
Professionally Responsible to:	Operations Manager

Accountable	<ul style="list-style-type: none"> • Do what you say you are going to do • Be personally and professionally responsible • Fulfil your role and deliver high quality outcomes • Feel empowered to take action and challenge inappropriate behaviour
Bold	<ul style="list-style-type: none"> • Be ambitious, innovative & able to take decisive action • Choose to do the right thing & not the easy thing • Have a 'Can Do' and proactive approach
Caring	<ul style="list-style-type: none"> • Be kind, respectful & make people feel their views have been taken seriously • Be inclusive and equitable, valuing all contributions • Demonstrate excellence in clinical interventions
Dynamic	<ul style="list-style-type: none"> • Be agile & flexible, responsive and adaptable to change • Be Innovative & creative, always look for opportunities to improve • Positively engage with change, collaborative & willing • Be resilient & ready to adapt

Job Summary/Job Purpose:
Job Purpose

To provide a comprehensive efficient and effective Administration role supporting the Operational Services Management team, Providing an administrative role supporting all new developments and projects for a number of key solutions and the functionality of the Velindre Cancer Centre in similar services.

DUTIES/RESPONSIBILITIES:

Communication & Relationship Skills

Provide a professional, friendly and customer focused service, welcoming and receiving contractors and visitors and dealing with enquires.

Receiving incoming calls via e-mail or telephone, liaising with members of the operations/estates teams, contacting contractors when required, and assisting in the collation of information and receipting of goods

Draft replies, or reply to straightforward correspondence without referral the Operational Services Management Team

Provide full and effective administrative assistance to the Operational Services Management Team and Operational Services Department, to ensure comprehensive support in execution of their duties, consisting of but not restricted to; taking minutes of meetings, organising meetings, typing of reports, updating spreadsheets etc.

Service improvement Management

To work closely with project teams across Velindre Cancer Centre, engaging with services users to communicate change management projects and programmes.

Preparation of communications for project plans and engaging with key stakeholders to arrange project and development meetings ,

Develop and maintain an asset database for all equipment purchased as part of any new development and project schemes within the department.

Research and retrieve information as necessary to assist in the effective management of the projects.

Deal with straightforward queries without referral to the Operational Services Management Team

Receive telephone calls, personal callers and deal with where possible. Ensure messages are correctly transcribed and relayed in a timely manner.

Produce presentation materials, spreadsheets and graphs as directed and to agreed timescales.

Undertake full administrative support as necessary; including typing, minute-taking, dealing with mail, telephone, personal and e-mail queries in an efficient, courteous, professional and timely manner.

Manage an effective 'bring forward' and follow up system to ensure timely action of project development plans as directed by the Operational Services Management Team.

Regularly and accurately, update the manual and computerised records systems.

Helpdesk in regards to the synbiotix systems or similar digital software systems.

Experience in the operations of Digital Security card system and the administration of said system from requests to completion.

Information Processing

Ensure the maintenance of an efficient and effective filing system

Maintain the strictest confidentiality in all dealings and ensure compliance with the Data Protection Act.

Produce presentations on PowerPoint and utilise Excel for the production of reports.

Ensure any external contractor engaging with the operational services teams for new innovation in relation to service dates of equipment, insurance documentation, qualifications etc. are all recorded and actively managed to ensure compliance

Financial & Physical Resources

Ensuring any quotes obtained from suppliers in line with any project schemes are managed in line with financial instruction under the direction of the Deputy Operational Services Manager , using the ORACLE ordering system, checking and passing invoices in conjunction with Finance departments ensuring compliance with Trust Standard Financial Instructions and Standing Orders.

Process invoices for payment in accordance with the agreed cost centre and coding in line with Operational Services budgets.

Service Improvement

Assess and prioritise information and workload in order to maintain an efficient service.

Assess and prioritise calls

Ensure decisions made at management meetings are followed up and actions arising from meetings are carried

To respond to requests or queries appropriately, with advice and information, both verbally and written, in an accurate and timely manner, involving others where necessary.

Maintain accurate diary systems for the Operational Services Management Team

Arrange and book meetings, courses and associated functions (i.e. travel, accommodation etc) as and when required.

Co-ordination of suppliers to site to deliver planned goods and service requirements.

Co-ordination of other departments in the provision of information to enable the site to be efficiently managed with accurate information during times of change management.

Maintain records and documentation to legal requirements and arrange appropriate archiving when required.

Courteously receive patients, their relatives and visitors into the Cancer Centre, providing assistance and directions as required.

Ensure Patient Confidentiality at all times.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Good general education to GCSE qualification or equivalent certificates</p> <p>NVQ Level 3 or equivalent in experience.</p> <p>Business administration project management etc</p>	RSA level 2 or equivalent	Application form and pre-employment checks
Experience	<p>Administrative/secretarial experience</p> <p>Maintaining computerised and paper record keeping systems</p> <p>Understanding of confidentiality</p>	Work in a Healthcare environment	Application form and interview
Aptitude and Abilities	<p>Enthusiastic/motivated</p> <p>Attention to detail</p> <p>Good organisational skills</p> <p>Able to prioritise</p> <p>Flexible in re-prioritising own work due to unplanned events and/or urgent requests for work</p> <p>Team player</p> <p>Good Communication Skills</p>	Welsh language Level 1	Interview
Knowledge & Skills	<p>ECDL or equivalent</p> <p>Willingness to learn new skills</p> <p>Good communication and interpersonal skills</p> <p>Ability to prioritise work in a</p>		Application Form Interview References

	developing environment of competing priorities Understand the importance of confidentiality. Formal minute taking Advanced keyboard skills.		
Values			Application form and interview

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Trust are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you

are responsible for participating in an Annual Performance Development Review of the post.

- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for
all records that they gather, create or use as part of their work within the organisation (including
patient health, staff health or injury, financial, personal and administrative),
whether paper based or
on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB
to promote equality for people with protected characteristics, both as an

employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.

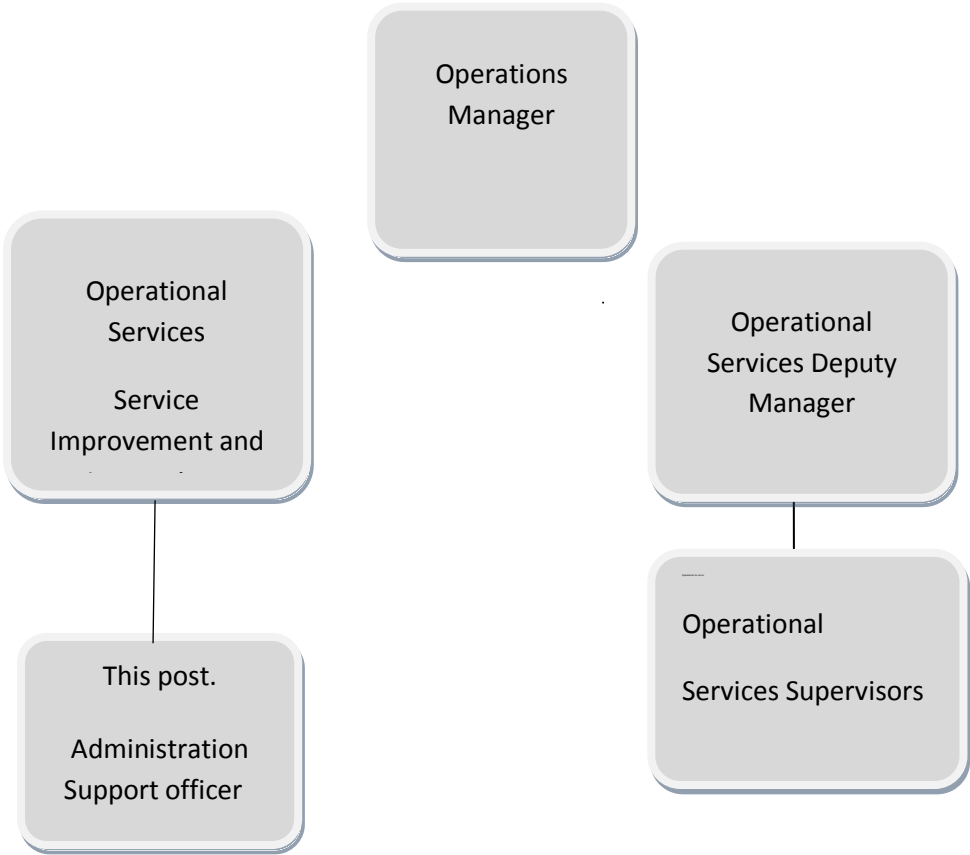
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have direct patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau Enhanced Disclosure Check as part of the Trust's pre-employment check procedure.
- Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Job Title:___Administration Support Officer

Organisational Chart

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.



Job Title: Admin Support Officer

Supplementary Job Description Information

Physical Effort

Examples of Typical effort(s)	How often per day / week /	For how long?	Additional Comments
<ul style="list-style-type: none">• The role requires significant periods of VDU work including sitting and keyboard use.	Daily	5hrs	
<ul style="list-style-type: none">• Undertake word-processing, excel spreadsheet entry and database entry.• Ability to effectively “liaise with suppliers in the timely	Daily	2.5hrs	

Mental Effort

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Mental Effort <ul style="list-style-type: none">Sustained periods of concentration are necessary in order to undertake this role, including for the purposes	Daily	Throughout the shift	

Emotional Effort

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
<ul style="list-style-type: none">The post-holder is required to be resilient when dealing with assertive requests for no-urgent, non-essential operational services requests.	Daily	Throughout the shift	

Working Conditions

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Required to use VDU for most of the day	Daily	Up to 7 hours daily	N/A
Able to travel to other sites when required	Monthly	Varies	N/A