JOB DESCRIPTION

Section One

Job Title: Business Administrator

AFC Band: 4

Directorate: Digital & Data

Accountable to: Digital & Data Relationship & Engagement Manager

Responsible to: Senior Business Administrator

Responsible for: The post holder will undertake a broad range of duties to support the Digital & Data Department, ensuring the business functions in the most effective efficient way possible. Engaging and organising improvement activities to help improve our culture and patient care which makes TEWV a great place to work.

Organisation Chart:

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┌─────────────────────────┐
│   Chief Information      │
│        Officer          │
└─────────────────────────┘
            │
┌─────────────────────────┐
│     Digital & Data       │
│     Relationship &       │
│   Engagement Manager     │
└─────────────────────────┘
            │
┌─────────────────────────┐
│    Senior Business       │
│     Administrator        │
└─────────────────────────┘
            │
┌─────────────────────────┐
│       Business           │
│    Administrators        │
└─────────────────────────┘
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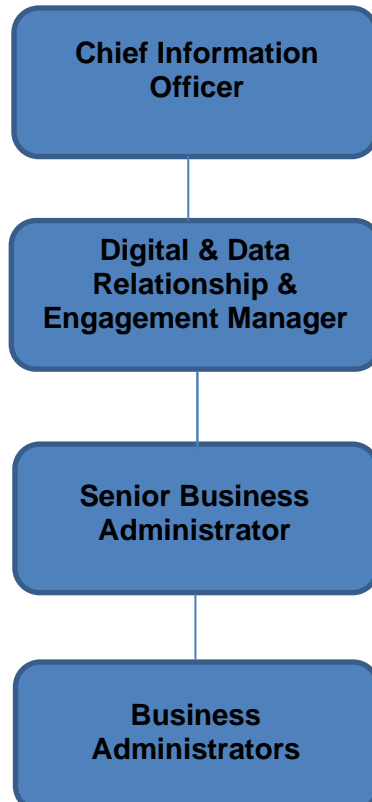
2.0 Job Summary

2.1 To provide a comprehensive high quality confidential business support service to the Digital & Data department, which may include both routine and non-routine activities and supporting relevant Senior Managers within the department.

2.2 Prepare and distribute agendas, take, and distribute minutes of meetings as defined by the CCIO, Relationship & Engagement Manager, Improvement Manager and Senior Administrator.

2.3 Support project management teams in relation to co-ordination activities and projects meetings as and when required.

2.4 Organise and plan events as directed.

2.5 Act as a point of contact for the team, dealing with complex queries from stakeholders.

2.6 Run and collate reports from a wide range of sources and systems.

2.7 Co-ordinate communications across the Digital & Data department.

2.8 Lead on pieces of business administration service improvement work, utilising MS Teams, PowerPoint and extensive Excel skills.

2.9 Support the Digital & Data Improvement Manager in organising and taking part in Quality Improvement events.

2.10 Develop and maintain effective electronic and paper filing systems (for personal records) to ensure that information is kept securely.

2.11 Responsible for ordering stationary and non-catalogued items and services as requested by the department.

2.12 To carry out other appropriate delegated duties as required.

2.13 To promote a positive image of people with mental health conditions and learning disabilities.

2.14 To promote a positive image of the Digital & Data department and the wider Trust.

3.0 Main Duties and Responsibilities

3.1 Clinical Responsibilities, Patient Contact

3.1.1 Patient contact is incidental.

3.2 Administrative Responsibilities

3.2.1 Provides a full range of admin support duties for Digital & Data department, including administering and monitoring annual leave, booking attendance at training events and conferences, making required travel/accommodation arrangements, and preparing expense claims.

3.2.2 Organise and plan events independently, ensuring all requirements are met and the best value for money is achieved for the Trust.

3.2.3 Provides a full range of admin support duties in conjunction with the Chief Information Officer (CIO) and Chief Clinical Information Officer (CCIO) including triaging of e-mails, diary management, administering annual leave and booking attendance at training events and conferences, making

required travel/accommodation arrangements, and preparing expense claims.

3.2.4   Coordinate communications produced by the Leadership Team eg. Social Media posts, SMS messaging, posters.

3.2.5   Prepares draft responses to internal and external correspondence as necessary using own initiative and knowledge of the subject on behalf of the department.

3.2.6   Deals professionally and courteously in all aspects of the role. This may include a wide range of enquiries, which may be complex, complaints, queries or concerns and which require signposting appropriately. Determines priority and urgency of messages and ensures all are communicated accurately in an appropriate and timely manner.

3.2.7   Undertakes general office duties as required, including faxing, photocopying, filing etc.

3.2.8   Undertakes personnel filing and classification for senior managers, coordinates meetings for highly sensitive issues relating to senior managers and staff i.e. disciplinary, grievances, bullying, harassment issues.

3.2.9   Manages the Health and Safety process on behalf of the Digital & Data department, ensuring compliance with the Trust policies and procedures. This includes Display Screen Equipment (DSE) assessments, and clear paperwork and filing structures.

3.2.10   Reports on the annual leave process across the department, highlighting peaks and troughs and ensuring leave is taken in a timely fashion throughout the year.

3.2.11   Receives and logs audit reports on to the department's central system, monitors and provide updates to the Senior Team to ensure compliance with audit recommendations.

3.3   Responsibility for Information & Information Systems

3.3.1   Provides a comprehensive action log, attendance tracker and minutes from meetings (including recordings) accurately and in a timely manner.

3.3.2   Accurately inputs, updates and retrieves data using a variety of data collection systems (electronic and paper-based) including Datix, Assure and Cardea and new systems that may be introduced in the future. Drafts letters on behalf of the senior team, types up presentations and keeps spreadsheets up to date.

3.3.3   Takes and transcribes formal and or summary minutes of meetings and distributes appropriately. Undertakes any administrative follow-up actions as required including updating of action logs.

3.3.4   Sets up and maintains filing systems ensuring documents are correctly classified and filed for ease of reference and retrieval. Establishes document control procedures, ensuring that documents are up to date and clearly labelled with appropriate version control.

3.3.5   Assists in the preparation and drafting of reports, presentations, action plans and correspondence to the highest standard of accuracy using statistical and graphical tools as required.

3.3.6　　Extracts reports from the Integrated Information Centre to identify KPI statistics for the senior team. Updates visual control boards to monitor performance information. Alerts manager to data quality issues as necessary.

3.3.7　　Extracts and updates information from relevant sources to assist senior managers in monitoring work planning deliverables.

3.3.8　　Prepares and formats appropriately Power Point presentations for internal and external seminars and workshops.

3.3.9　　Assists in the collation of evidence for the Data Protection and Security Toolkit and supports the Information Asset Administrator (IAA) by:
- ensuring that all policies and procedures relating to information assets are followed by all staff in the designated area
- ensuring that information asset registers are accurate and up to date.

3.4　　Responsibility for Planning/Organising & Strategic/Business Development

3.4.1　　Delivers key work objectives by effective planning, communication, monitoring progress and working across departmental and organisational boundaries. This includes managing customer expectations, ensuring that others play their part in delivering a satisfactory outcome.

3.4.2　　Prioritises organises own workload on a day-to-day basis. Frequently needs to change to accommodate urgent requests from department senior managers.

3.4.3　　Assists the Senior Business Administrator in maintaining a high standard service, responding to requests in a pro-active, enthusiastic way. Taking ownership and responsibility of tasks and seeing them through till resolution.

3.4.4　　Arranges meetings of groups and boards on a regular basis. Takes minutes and ensures subsequent actions and papers are prepared and circulated as appropriate and in a timely manner. Highlighting any issues to the chair and reminding the chair and members of actions and papers.

3.4.5　　Organises meetings which may involve external partner companies, this includes evaluating costs, suitability and availability of locations and taking formal minutes for circulation.

3.4.6　　Coordination events such as workshops that may include the identification and booking of venues, attendees, catering and equipment. This frequently involves external organisations and necessitates a high level of sensitivity and confidentiality in planning arrangements and typing and updating detailed documentation when needed e.g. competitive dialogues regarding tenders.

3.4.7　　Provides secretarial support for a wide range of meetings, this includes organising meeting venues, dates and times, notifying attendees of required papers and actions, taking personal responsibility for drafting agendas and coordinating necessary equipment, catering and updating and maintaining action logs.

3.4.8　　Plans and organises any necessary travel and overnight accommodation for the Digital & Data department as required. Acts as one of the Trust's dedicated travel bookers.

3.4.9   Assists in recruitment (e.g., verification of authenticity of identity documents and educational qualifications). Organises interview schedules, room bookings and equipment and undertakes tours for candidates.

3.4.10   Provides or organises cross cover for absent colleagues.

3.4.11   Ability to work at pace in a busy working environment and able to multitask.

3.5   Policy Development

3.5.1   Proactive in proposing improvements to administrative processes or procedures within own work area and implements changes, involving or advising other Digital & Data department staff as appropriate.

3.5.2   Implements and communicates new Standard Operating Procedures (SOP's) in the department ensuring, where applicable, compliance by all members of the department.

3.6   Service Development, Project Management

3.6.1   Responsible for specific quality improvement projects in own area as delegated by line manager, using QIS methodology as appropriate in line with the Trust's approach to quality improvement. Undertakes relevant QIS training and keeps up to date with amendments to suggested methodology.

3.6.2   Participates in QI events as appropriate, to achieve quality improvements in the department or to contribute to quality improvements in other related areas.

3.6.3   Evaluates current ways of working and takes action to promote improvements.

3.6.4   Contributes to the review, improvement and operation of internal processes to ensure the efficient provision of administration service.

3.6.5   Effective team worker with the ability to proactively adapt to complex, changing project requirements.

3.7   Financial Responsibilities

3.7.1   Personal duty of care to complete mileage forms, expense claim sheets etc. accurately and in a timely manner, providing receipts as required.

3.7.2   Responsible for overseeing and analysing stationary stock levels and item usage. Raises requisitions to maintain appropriate levels of stationary supplies, utilising the Trust's electronic ordering system. Submits non-stock requisitions using the electronic CARDEA system for the purchase of non-stock requisitions.

3.7.3   Inputs and receipts invoices on Cardea including liaising with external suppliers and financial services staff members to resolve queries when needed. Orders goods and services for the department dealing with invoices and transaction logs.

3.8   Responsibility for Physical Resources, Estates, Hotel Services

3.8.1   Has a personal duty of care to ensure all equipment is used safely and effectively, following manufacturer's instructions, immediately reporting any defects in accordance with local procedures.

3.8.2   Uses available resources efficiently and effectively.

3.8.3 Responsible for ensuring the efficient and effective use of available resources by others and the safe use of equipment by others.

3.8.4 Moves and stores stationery items.

3.9 Research, Audit and Governance

3.9.1 Undertakes surveys and audits as necessary to own work.

3.9.2 Monitors and updates audit reports to ensure audit recommendations are compliant.

3.9.3 May undertake literature searches to support the work of service user focus groups.

3.9.4 Occasionally participates in the testing of new IT systems and equipment and products that have been updated with new versions (laptops, phones etc.).

3.9.5 Updates best practice guidance and protocols.

3.9.6 Responsible for ensuring audit information is kept up to date, accurate and escalates issues to the most appropriate senior manager.

3.10 Analysis, Judgement and Decision Making

3.10.1 Uses judgement when managing diaries.

3.10.2 Uses judgement when prioritising and dealing with emails, tasks and post.

3.10.3 Uses judgement when monitoring performance information, audits, risks and issues and health and safety requirements e.g. to identify when management action is required and alert accordingly.

3.10.4 Analyses information and makes judgements when deciding the most appropriate course of action to take when dealing with enquiries from members of staff and professionals from other organisations. This may include resolving the issue directly using own initiative, signposting to an appropriate person or escalating to senior staff.

3.10.5 Uses analysis and judgement when resolving day to day problems.

3.10.6 Uses judgement when resolving staff issues.

3.10.7 The post holder is managed by the Senior Business Administrator, working alongside other Business Administrators to ensure all tasks are completed, while organising own daily workload in line with priorities identified by manager.

3.10.8 The post holder is required to act on own initiative and make decisions independently within Trust policies and procedures.

3.10.9 The team acts as a central hub for the Digital & Data department being responsible for owning tasks until resolved and seeking help to resolve.

3.10.10 Ability to work without supervision and on own initiative, organising and prioritising own workloads to changing and often tight deadlines.

3.11 Staff Management, Training and Development, HR

3.11.1   Where applicable, participates in recruitment and selection of administrative staff and organises inductions for new starters. Organises training for staff as required.

3.11.2   Maintains up to date and accurate staff records. Maintains Digital & Data staff's personal files as well as maintaining filing systems, ensuring documents are correctly classified and filed or ease of reference and retrieval. Ensures personal files of staff members who have left the Trust are archived according to the Trust's Records management - records retention and disposition procedure.

3.11.3   Manages the departments digital files using MS Teams and O365 functionality.

3.12 Communication

3.12.1   Communicates in a way which recognises difference and ensures that people feel included and their individual communication needs are met.

3.12.2   Always communicates in a professional and courteous manner using tact and persuasive skills when needed. Communication may be face to face, virtual or over the telephone.

3.12.3   Assists in the promotion of a digital culture throughout the Trust.

3.12.4   Types confidential letters, responses to complaints, reports relating to disciplinary and personnel matters for the senior team when required.

3.12.5   Provides and receives business sensitive data (e.g. potential bid and contract financial and staff information), the disclosure of which could seriously prejudice the Trust.

3.12.6   Works within the wider team showing willingness to listen to others and actively promote the use of collaborative working, displaying sensitivity to the needs of other team members. Actively participates in Team huddles within Section.

3.12.7   Develops good communication links with external contacts such as Care Board's, Integrated Care System's, and other Trusts.

4.0 <u>Personal Responsibilities</u>

The post holder must:

4.1   There will be an expectation for the post holder to be highly motivated, flexible and enthusiastic with excellent organisational and secretarial skills

4.2   Comply with the terms of the contract of employment, the Trust values and Behaviours.

4.3   Be aware of, comply with and keep up to date with all Trust Policies and Procedures and other communications relevant to the role.

4.4   Maintain registration with the appropriate professional body where applicable and comply with the relevant code of conduct and standards of professional practice.

4.5 Fully participate in management, clinical and professional supervision sessions relevant to the role, as required by the Trust.

4.6 Fully participate in annual appraisal and appraisal reviews.

4.7 Maintain up to date knowledge and competency in the skills required to perform safely and effectively in the role. Undertake relevant training (including statutory and mandatory training) and be responsible for personal development agreed with the line manager.

4.8 Data Quality is a personal responsibility for all employees.

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, relevant, legible (if hand written), captured and recorded in a timely manner, complete, up to date and appropriately stored.

5.0 Other Requirements

5.1 The post holder may be required to undertake duties not specified in the job description, but which are commensurate with the role and/or band as required by service need.

5.2 The post holder may be required to work in different locations as required by service need

5.3 The post holder may be required to work flexible hours as required by service need

5.4 There may be a requirement to change the job description in light of developing service needs

6.0 Person Specification

	Essential	Desirable
Qualifications	• **EITHER:** Diploma/NVQ Level 4 in Business Administration **OR:** Diploma/NVQ Level 3 in Business Administration (or equivalent) plus willingness to work towards the Diploma Level 4 (must be achieved within 2 years of commencement in post) **OR**: Equivalent working experience • ITQ Level 2 or equivalent • Key skills in literacy and numeracy Level 2 or O Level / GCSE in Maths and English grade C or above	• ECDL advanced level or equivalent • Shorthand qualification
Experience	• Significant experience of working within an office administration environment • Initiating and maintaining office systems. • Experience of using Cardea or similar procurement and/or purchasing system • Experience of participation in service and quality improvement initiatives • Experience of using Microsoft Office applications; Word, Excel, PowerPoint, Outlook. • Experience of using digital dictation software e.g. Big Hand. • Experience of organising meetings using conferencing facilities e.g. MS Teams functionality.	• Experience working within an NHS environment • Experience of using a help desk system • Experience of supervising or training staff
Knowledge	• Comprehensive knowledge of Microsoft Office applications – Word, Excel, PowerPoint, MS Teams and Outlook. • Understanding of confidentiality and the associated legal and policy requirements • Knowledge of quality improvement system approach(es). • Comprehensive knowledge of secretarial and administrative procedures and the ability to undertake associated tasks ensuring adherence to defined procedures and guidelines.	

Skills	• Strong written and oral communication skills, the ability to deal professionally with stakeholders both internally and externally.	
	• Good computer literacy and keyboard skills	
	• Copy, type and transcribe accurately from audiotape and/or shorthand.	
	• Excellent numeracy, data and problem-solving skills.	
	• Demonstrate organisational and diary management skills to include co-ordination of meetings and associated duties.	
	• Communicate effectively, demonstrate both verbal and written comprehension skill.	
	• Maintain concentration and attention to detail whilst also dealing effectively with interruptions.	
	• Work on own initiative, prioritise work and consistently meet deadlines	
	• Lead, motivate and persuade staff in a positive manner to facilitate delivery of an effective service.	
Personal Attribute	• Able to work in accordance with the Trust values and behaviours.	
	• Able to work flexibly and co-operatively as part of a team.	
	• Able to remain calm and productive under pressure.	
	• Pro-active and committed to continual quality and service improvement.	
	• Self-aware and committed to continual professional and personal development. Able to accept and respond positively to feedback from supervision.	
	• Committed to promoting a positive image of people with mental health conditions and learning disabilities.	
	• Committed to promoting a positive image of the Digital & Data Services department and the wider Trust.	
Other Requirements	• Ability to travel independently in accordance with Trust policies and service need.	

JOB DESCRIPTION AGREEMENT:

Post Holder

Sign... Date..

Print Name...

Line Manager

Sign... Date..

Print N a m e ....

Print Job Title..

Our Journey To Change key messages

It's really important that as we continue to raise awareness and embed Our Journey To Change we use key messages. They will help us to use a shared language to communicate consistently with everyone and to make sure that what we say is simple and human. The key messages below are for use in the communications we share and conversations we have about Our Journey To Change.

Key messages:

- Our Journey To Change sets out why we do what we do, the kind of organisation we want to become and the way we will get there by living our values, all of the time. To help us achieve this we have also committed to three big goals over the next five years.

- Our Journey To Change was created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation. We listened to every piece of feedback – and we will continue to listen.

- Through our conversations it was clear that the experience we provide to our service users, carers and colleagues was not consistently good and partners told us we weren't always easy to work with. We are committed to ensuring that we improve this experience for everyone.

- Change won't happen overnight but Our Journey To Change will be placed at the centre of everything we do and will inspire all actions and decision making at all levels, all of the time.

- This is our journey with you – it's important that everyone continues to be part of this.

Our values - key messages

- We are committed to co-creating safe and personalised care that improves the lives of people by involving them as equal partners. The most important way we will get there is by living our values, all of the time.

- Our values are respect, compassion and responsibility. They were created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation.

- Our values are:
  - respect – we listen, we are inclusive and we work in partnership
  - compassion – we are kind, we are supportive and we recognise and celebrate achievement
  - Responsibility – we are honest, we are always learning and we are ambitious.

- Our values are at the heart of everything we do.

Further information

Further information is available at www.tewv.nhs.uk/about-us/our-journey-to-change

There is also further information for colleagues on our internal staff intranet
https://intranet.tewv.nhs.uk/our-journey-to-change