

## Job Description

<b>Job Title:</b>	Administrator
<b>Band:</b>	Band 3
<b>Responsible to:</b>	Admin Lead
<b>Department:</b>	Adult & Specialist Directorate North Admin Hub
<b>Directorate:</b>	Adult and Specialist

### Our Values

	<b>Behaviour</b>	<b>How we will demonstrate this behaviour</b>
<b>Professionalism</b>	We will maintain the highest standards and develop ourselves and others	By demonstrating compassion and showing care, honesty and flexibility
<b>Respect</b>	We will create positive relationships	By being kind, open and collaborative
<b>Innovation</b>	We are forward thinking, research focused and effective	By using evidence to shape the way we work
<b>Dignity</b>	We will treat you as an individual	By taking the time to hear, listen and understand
<b>Empowerment</b>	We will support you	By enabling you to make effective, informed decisions and to build your resilience and independence

### Job Purpose

The post holder will provide a comprehensive administrative service within their team.

### Key Responsibilities

#### Clinical / Service Specific

1. Word processing of all forms of correspondence, reports and summaries that are required by the team.
2. Undertake diary management for clinicians and/or managers, as required.
3. Organise clinics and associated appointments for clinics, using appropriate brought

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forward systems to manage work.

4. Provide operational support to colleagues, and supervision of Band 2 administration staff within the team, if required, as directed by Line Manager.
5. Deal with staff and service user requests that may be part of a cash office functions as and when required, and in accordance with Trust procedures.
6. Inputting and updating service user information and service user/team activity on computerised information systems, creating service user notes where necessary and according to policy.
7. Maintain filing in both paper and electronic records, ensuring that it is kept up to date at all times. In accordance with Trust procedures, track and receive notes in a timely manner.
8. Ensure good customer service by providing a professional and effective telephone service, taking accurate messages and providing information and signposting as requested and appropriate.
9. Undertake training of new staff as directed by Line Manager and/or other managers.
10. Provide cover as directed by Line Manager for other members of the admin team in their absence and assist with their workloads as necessary and undertake such other duties as may be reasonably required commensurate with the grade of the post.

### **Essential Behaviours and Attitudes**

Models behaviours that treat others with dignity, respect and compassion.

Listens actively and respectfully to others.

Identifies and challenges unacceptable practice of peers and colleagues respectfully, and takes appropriate action to resolve.

Improves the quality of services and contributes to the improvement of the service user experience.

Treats individuals with respect and kindness.

Works in partnership and collaboration with others; respects their rights and promotes equality at all times.

Responds to an individual's situation, needs and preferences and does not stereotype people.

Develops trust with service users and colleagues through delivering what they say they will and having a flexible approach to their work.

### **Systems**

Monitor and maintain stocks of stationery and resources, acting as authorised requisitioner to ensure that stocks are replenished.

Assist in the effective use and maintenance of the office environment and clinical room space in the base, and leading on the introduction of, and work with, systems to manage this effectively.

Train in the use of new technology which may be introduced into the department, and

support other staff where required.

Support communication with colleagues and users of the service through negotiation, influencing, listening and understanding, to ensure effective joint working.

Be aware of the Trusts Incident reporting systems in line with Health and Safety and Risk policy requirements.

### **Training & Development**

- To participate in regular supervision in accordance with good practice guidelines and Trust policy.
- To participate in the Trust's annual Appraisal process.
- To attend all relevant mandatory training as and when required to do so.

### **Quality & Patient Safety**

- Protection of Children & Vulnerable Adults – To promote and safeguard the welfare of children, young people and vulnerable adults.
- Implementation of NICE guidance and other statutory / best practice guidelines. (if appropriate)
- Infection Control - To be responsible for the prevention and control of infection.
- Incident reporting - To report any incidents of harm or near miss in line with the Trust's incident reporting policy ensuring appropriate actions are taken to reduce the risk of reoccurrence.
- To contribute to the identification, management and reduction of risk in the area of responsibility.
- To ensure day to day practice reflects the highest standards of governance, clinical effectiveness, safety and patient experience.
- To ensure monitoring of quality and compliance with standards is demonstrable within the service on an ongoing basis.
- To be aware of the responsibility of all employees to maintain a safe and healthy environment for patients/ clients, visitors and staff.

### **General**

- To maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health.
- To comply with the Professional Codes of Conduct and to be aware of changes in these. To maintain up to date knowledge of all relevant legislation and local policies and procedures implementing this.
- To ensure that all duties are carried out to the highest standard and in accordance with currently quality initiatives within the work area.
- To comply with all relevant Trust policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information and to be aware of any changes in these.
- To comply at all times with the Trust's Information Governance related policies. Staffs are required to respect the confidentiality of information about staff, patients and Trust business and in particular the confidentiality and security of personal identifiable information in line with the Data Protection Act. All staff are responsible for ensuring that any data created by them is timely, comprehensive, accurate, and fit for the purposes for which it is intended.

### **Equality & Diversity**

The Trust is committed to equality and diversity and works hard to make sure all staff and service users have access to an environment that is open and a free from discrimination. As a Trust we value the diversity of our staff and service users, and therefore recognise and appreciate that everyone associated with the Trust is different and so should be treated in ways that are consistent with their needs and preferences.

Therefore all staff are required to be aware of the Trust's Equality and Diversity Policy and the commitments and responsibilities the Trust has to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

We firmly believe that it makes good business sense to have a workforce representative of the communities we serve and so encourage applications from all sections of the community.

**To be noted:**

- This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with the manager.
- This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.
- This post is subject to the Rehabilitation of Offenders Act 1974 (Exemption Order 1975) and as such it will be necessary for a submission for disclosure to be made to the Criminal Records Bureau to check for previous criminal convictions. The Trust is committed to the fair treatment of its staff, potential staff or users in line with its Equal Opportunities Policy and policy statement on the recruitment of ex-offenders.

## Person Specification

<b>Job Title:</b>	Administrator
<b>Band:</b>	3
<b>Responsible to:</b>	Directorate Admin Manager
<b>Department:</b>	Admin Hub

Criteria	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> <li>Educated to GCE/GCSE standard.</li> <li>RSA Stage II/NVQ Level 2 in Administration or equivalent.</li> <li>Good command of written English.</li> </ul>	
Experience	<ul style="list-style-type: none"> <li>Experience of working in a busy and demanding office/customer facing environment.</li> <li>Experience of planning and organising own workload and of staff within own span of control.</li> <li>Experience of supporting a multi-disciplinary team.</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience of working in a NHS Office environment.</li> <li>Experience in using computer programmes including health care IT systems.</li> <li>Lived experience of mental health.</li> </ul>
Skills & Abilities	<ul style="list-style-type: none"> <li>Excellent customer care skills.</li> <li>Excellent standard of typing/audio skills (50wpm).</li> <li>Good IT skills (MS Office).</li> <li>Good organisational skills.</li> <li>Excellent telephone manner.</li> <li>Ability to adopt an appropriate style and method of communication and deal</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of medical terminology.</li> <li>Knowledge of Data Protection Act.</li> </ul>

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	<p>effectively with people.</p> <ul style="list-style-type: none"> <li>• Ability to work on own initiative.</li> <li>• Ability to work under occasional pressure/stress.</li> <li>• Ability to deal with typing letters or reports which may contain distressing information.</li> <li>• Ability to work as part of a team.</li> <li>• Good listening skills.</li> <li>• Flexible approach to work.</li> <li>• Professional attitude towards service users and their families.</li> <li>• Friendly and approachable.</li> </ul>	
Knowledge & Understanding	<ul style="list-style-type: none"> <li>• Clear understanding of confidentiality and the importance of maintaining confidentiality for patients.</li> </ul>	
Other requirements	<ul style="list-style-type: none"> <li>• Ability to travel to other Trust sites, if required.</li> </ul>	

The Trust 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. The Trust believes in treating everyone with dignity and respect and encourages applications from all sectors of the community. We guarantee an interview to candidates with disabilities who meet the minimum essential criteria.