



JOB DESCRIPTION

Section 1	
JOB TITLE:	Team Administrator
PAY BAND:	Band 3
Section 2	
AREA OF WORK:	West Administration Team
ACCOUNTABLE TO:	Admin & Business Information Officer
REPORTS TO:	Admin & Business Information Officer
RESPONSIBLE FOR:	n/a
JOB SUMMARY:	To provide a quality, comprehensive administrative, secretarial, and organisational support to the team and may be required to cover reception
LIAISES WITH:	Team members, service users, carers, other Trust departments and outside agencies
Section 3	
<u>KEY RESPONSIBILITIES:</u>	
<ol style="list-style-type: none">1. To undertake word processing of correspondence, reports, agendas and minutes. Produce other documents and presentations using the most appropriate element of Microsoft Office. These can be produced by copy typing or audio.2. Where applicable maintain departmental/service intranet/extranet page.3. To organise and prioritise own workload on a daily basis to ensure that time deadlines are met and that urgent work is accommodated.4. To receive and provide information from a variety of sources, either paper documentation, telephone or direct contact or provide information and advice to all staff/clients and external agencies as required by ensuring these are dealt with within the agreed timescales.5. Maintaining up to date and accurate diaries which involves making service related appointments, interviews, arranging meetings/events/hearings, booking venues and arranging travel requirements.6. Support/assist in the organisation of seminars, training events, conferences, workshops etc.7. To maintain strict confidentiality in all aspects of the work, complying with policies and procedures on the safeguarding of personally identifiable information.8. Where applicable may be required to assist in the preparation and circulation of rotas.9. To be responsible for inputting, maintaining and retrieval of information from/to relevant databases and to assist in the preparation of statistical and audit information.10. Provide comprehensive advice to managers/clients regarding service related processes and ensure all managers and clients are informed of changes to processes either verbally or in writing.11. Where appropriate co-ordinate and or carryout checks for staff including the issue of /arrangement of appropriate Trust security pass and smartcard passes.12. Where appropriate co-ordinate the assessment of clients by clinical staff in conjunction with external agencies13. Assist in time limited projects as requested.14. To manage and maintain departmental/client current and archive files where appropriate in line with	

Trust policies and to assist with the safe transfer of patient information. Where applicable staff working in library services will be required to maintain an electronic system in order to deliver the service.

15. To prepare for meetings and to participate, take accurate notes and follow up actions, produce minutes and circulate as per Trust Guidance.
16. Where applicable, to supervise and support junior administration staff.
17. To support the team in the reporting of staff absence, supervision, training and Personal Development Plan using the relevant Trust systems.
18. To undertake general office duties for example distribution of incoming mail, photocopying, filing and communicating/circulating information to Department members as required.
19. To monitor and maintain stationery/stock supplies.
20. To support the Manager in organising and supporting the administrative function of the team in periods of absence and peak in workloads.
21. To contribute to the admin induction of temporary admin staff, new staff and trainees on placement as required.
22. To participate in the regular testing of any local alarm systems and maintain safe systems of work in relation to the general work environment and maintain security.
23. Where applicable to assist in the process of financial information and petty cash in accordance with the Trusts standing financial instructions.
24. Ensure rooms are maintained to an acceptable standard and report any maintenance faults to IT or Estates as appropriate, following these up to ensure work has been carried out.
25. To keep working practices under constant review to improve efficiency and effectiveness and be involved in new developments to redesign and modernise office systems.
26. To undertake any training and development necessary to fulfil the requirements of the post.

Section 4

1. HEALTH AND SAFETY

All staff have a general duty to take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions. All safety rules, regulations and codes of practice relating to the work area should be observed.

2. INFECTION PREVENTION AND CONTROL

Infection Prevention and Control (IPC) is everybody's responsibility. All staff, both clinical and non clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection prevention and control at all times, thereby reducing the burden of Healthcare Associated Infections including MRSA and Clostridium Difficile in accordance with the Hygiene Code - Code of Practice for the Prevention and Control of Healthcare Associated Infections (DH 2008).

All staff employed by Cheshire and Wirral Partnership NHS Foundation Trust have the following key responsibilities:

- Staff must wash their hands or use alcohol gel on entry and exit from all clinical areas, between each service user contact and after any clinical or cleaning task.
- Staff members must attend mandatory infection prevention and control training provided for them by the Trust.
- Staff members who develop an infection (other than common colds and illness) that may be transmittable to others have a duty to contact the IPCT and Occupational Health.

3. EQUALITY AND DIVERSITY

To value diversity and promote equality of opportunity ensuring that individuals are treated fairly and

respected for their contribution in terms of experience, knowledge and skills.
4. COMPETENCY OF HEALTH PROFESSIONALS To maintain professional registration (as appropriate) and to act in accordance with professional codes of practice and guidelines. To follow Trust policies and procedures and maintain up to date skills and knowledge through participation in Continuing Professional Development.
5. STAFF INVOLVEMENT - INDIVIDUAL RIGHTS & RESPONSIBILITIES To work in partnership to achieve service objectives and promote a culture of working together through good communications, openness and honesty.
6. SAFEGUARDING Everyone within CWP has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm. Every adult has a responsibility to protect children and as employees of the Trust we are duty bound always to act in the best interest of a child about whom we may have concerns.
7. KSF The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post.
8. SUPERVISION To take responsibility for personal development by accessing appropriate supervision and personal development as per CWP supervision policy.

Section 5

PERSON SPECIFICATION

	<i>Essential</i>	<i>Desirable</i>	<i>Method of Assessment</i>
Qualifications	<ul style="list-style-type: none"> Evidence of good typing skills e.g. RSA 111/NVQ Level III in an admin related subject or equivalent 	<ul style="list-style-type: none"> ECDL 	<ul style="list-style-type: none"> Certificates and questioning at interview
Knowledge and Expertise	<ul style="list-style-type: none"> Working knowledge of software programmes e.g. Microsoft office applications Knowledge and understanding of confidentiality 	<ul style="list-style-type: none"> Audio typing skills Minute/note taking experience 	<ul style="list-style-type: none"> Formal typing test and questioning at interview Certificates
Experience	<ul style="list-style-type: none"> Experience of providing secretarial/administrative duties 	<ul style="list-style-type: none"> Experience of working in a health environment Experience of working as a member of a team in an office environment Experience of general finance systems Experience of processes and procedures within this service area Experience of supporting the organisation of seminars, conferences, workshops etc. 	<ul style="list-style-type: none"> Application and questioning at interview
Analytical and judgemental skills	<ul style="list-style-type: none"> Be able to exercise judgement when dealing with enquiries in relation to service requirements 		<ul style="list-style-type: none"> Questioning at interview
Personal skills	<ul style="list-style-type: none"> Organisational skills and the ability to prioritise work and meet deadlines and use own initiative Educated to an appropriate standard of English Language to undertake the job role Flexible adaptable and “can do” approach to adapt to rapidly changing priorities and a variety of tasks Empathy and sensitivity to client group Clear and accurate written and verbal communication 		<ul style="list-style-type: none"> Questioning at interview On application

Section 5**PERSON SPECIFICATION**

	<i>Essential</i>	<i>Desirable</i>	<i>Method of Assessment</i>
	skills <ul style="list-style-type: none">• Managing workload and able to act independently• Access to transport for work purposes		

To be completed by HR

Job Number:	0918G(18)	Version No:		Issue Date:	01/05/2018
KSF Number:		Version No:		Issue Date:	
Jurisdiction of JD:	Trust Wide				