

## JOB DESCRIPTION

### JOB DETAILS:

Job Title:	Neighbourhood Services Office Assistant
Band:	Band 2
Directorate:	Neighborhood and primary care
Department:	Taunton and West Somerset
Base:	Harrison House
Responsible for:	
Responsible to:	Senior Administrator
JD updated:	January 24

### Department Core Purpose

#### Job Purpose:

To work as part of the Taunton and West Somerset Neighbourhood integrated administration team, comprehensive administration/reception services including, management of admin inbox, greeting visitors, both internal and external stakeholders, typing, scanning, filing, managing incoming and outgoing mail, setting up and maintaining IT equipment, ordering, stock taking, general house keeping of the office and meeting rooms, ensuring effective communication and courtesy at all times, supporting the multi professional team members with administrative tasks and generally assisting in the coordination of the smooth running of the team and office as a whole.



### Duties and Responsibilities

#### Communication and Key Working Relationships

To deal efficiently and effectively with a wide range of enquiries from within and outside the NHS whilst promoting and developing good relationships and a positive image.

To use a range of communication tools effectively including email, letter, telephone.



To receive visitors, ensuring effective communication and courtesy at all times.

To work with the Administration Team Lead and Integrated Team Managers with admin support

Assist team members, team managers in arranging meetings and venues.

### **Planning and Organisation**

To collate and distribute incoming and outgoing post on a daily basis.

To undertake scanning on behalf of the multi-disciplinary team.

To support the Integrated admin team, including, ID badges, car park permits, laptop and phone allocation, ordering and stock taking

To maintain and support room booking system for meetings and appointments for the team members.

Make judgements when dealing with enquiries, to resolve problems and respond in a timely fashion.

To devise, implement and maintain effective and efficient office systems including filing, post, diaries etc.

To assist in ensuring relevant files, papers, refreshments etc, are available for meetings.

To take initiative where necessary, prioritising the workload to ensure deadlines are met.

To maintain confidentiality and to ensure working practices are secure.

To compile standard letters as required.

Ordering agreed items.

Attend mandatory training as required.

Attend training courses as agreed with the Administration Team Lead.

### **Information Resources & Administrative Duties**

**Undertake a range of Database Administration tasks.**

**Use computers for data input and retrieval as appropriate.**

To maintain and support room booking system for meetings and appointments for the team members.

To assist with entering data, using the Trust's computer network, regarding referrals, appointments etc.



If required, to attend meetings, take **notes** and carrying out actions as requested.

#### **Any Other Specific Tasks Required**

**Responsibility for Patient/Client Care: Incidental contact.** Greeting visitors, both internal and external stakeholders,  
Attend admin team meetings.

Adheres to Somerset NHS Foundation Trust policies and procedures particularly in relation to confidentiality, health and safety and financial instructions.

**Undertake surveys or audits, as necessary to own work.**

**To undertake additional tasks as required throughout the day.**



## **Review of this Job Description**

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

## **General Information**

At all times promote and maintain the safety of children by working according to the Trust's Child Protection Policy and supporting guidance. Being pro-active and responsive to child protection concerns by early reporting, recording and referral of issues according to Trust arrangements. Attending child protection training that is appropriate to your role.

## **Confidentiality**

The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business, and also to personal information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the Data Protection Act (2018), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

## **Equality & Diversity**

Somerset NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.

## **Safeguarding**

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Trust's procedure for raising concerns about the welfare of anyone with whom they have contact.

## **Risk Management / Health and Safety**

Employees must be aware of the responsibilities placed on them for ensuring the safety of our patients, service users, visitors and colleagues under the Trust's Risk Management Strategy and policy and under the Health & Safety at Work Act 1974. All employees are expected to be familiar with and comply with the Trust's risk and health and safety policies and procedures and all other policies and procedures relevant to their role

## **Records Management**

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

## **Clinical Governance**

The post holder will be expected to participate in clinical governance activities to assist the Trust to provide high quality services.



### **Prevention and Control of Healthcare Associated Infection**

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

### **Policies & Procedures**

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or external website or via your manager.

### **Sustainability Clause**

Somerset NHS Foundation Trust is committed to creating a sustainable business. Staff employed by the Trust, are required to think about their actions in the course of their work and make positive steps to reducing, reusing and recycling wherever and whenever possible.

### **Review of Job Description**

This job description is not an exhaustive list of duties, but is intended to give a general indication of the range of work undertaken within this new role. Work will vary in detail in the light of changing demands and priorities, and therefore the duties identified will be subject to periodic change/review, in consultation with the post holder. All employees have a responsibility to abide by all Trust Policies.



### Person Specification

Requirement	Essential / Desirable	How Assessed
<b><u>BEHAVIOURS ALIGNED WITH TRUST VALUES</u></b> <ul style="list-style-type: none"> <li>Outstanding care</li> <li>Listening and leading</li> <li>Working together</li> </ul>	E E E	<b>Interview &amp; Application form</b>
<b><u>QUALIFICATIONS &amp; TRAINING</u></b> <p><b>A Qualifications and Credit Framework (QCF) Level 2. This could be a Vocational NVQ, BTEC or equivalent experience.</b></p> <p><b>Typing (minimum RSA 11 or equivalent), experience of databases and computer literacy</b></p> <p><b>Range of work procedures and practices, base level of theoretical knowledge plus experience relevant to the post (e.g., RiO, Integra, E-roster)</b></p>	E  E   E	<b>Application/ interview</b>
<b><u>KNOWLEDGE &amp; EXPERIENCE</u></b> <p>Knowledge of information technology packages including Microsoft Word, Excel, Outlook and PowerPoint</p> <p><b>Knowledge of administrative systems, procedures, data input acquired through on-the-job training.</b> Experience of using electronic systems</p> <p>Experience of setting up and maintaining office systems</p> <p>Appropriate and <b>proven</b> amount of administrative experience</p> <p>Proven teamwork experience.</p>	E  E E E E E	
<b><u>SKILLS &amp; ABILITIES</u></b> <p><b><u>Communication Skills</u></b></p> <p>Able to demonstrate a good standard of English language Excellent verbal and written communication skills</p>	E	<b>Application/ interview</b>



Compassionate – exceptional interpersonal skills with the ability to communicate effectively with patients, carers and relatives, remaining sensitive and empathetic	E  E	
<b><u>PLANNING &amp; ORGANISING SKILLS</u></b>		
<b>Ability to prioritise workload with limited supervision and using own initiative, to meet the targets or deadlines.</b>  Ability to recognise and manage challenging situations in a calm and professional manner  Ability to work under pressure  Ability to produce accurate and concise work  Able to take instruction and direction and work effectively as part of a team  Experience of co-ordinating meetings  Ability to take <b>notes</b>  Accuracy and grammatical awareness  Good problem-solving skills and patience  Act in ways that support equality and diversity	E   E E  E   E E E  E E E	Application/ interview
<b><u>PHYSICAL SKILLS</u></b>		
<b>Keyboard Skills</b>	E	Application/ interview
<b>OTHER</b> Willingness to use technology to improve standards of care and support to our patients  Conscientious and reliable with a willingness to be flexible in order to meet the needs of the service  Access to transport to travel in connection with the post to attend meetings or training events across the country.	E  E  E	
<b><u>SUPPORTING BEHAVIOURS</u></b>		
To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values.		



<ul style="list-style-type: none"> <li>• Kindness</li> <li>• Respect</li> <li>• Teamwork</li> </ul>		
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## SUPPLEMENTARY INFORMATION

Physical Effort	Yes	No	If yes – Specify details here - including duration and frequency
Working in uncomfortable / unpleasant physical conditions			
Working in physically cramped conditions			
Lifting weights, equipment or patients with mechanical aids			
Lifting or weights / equipment without mechanical aids			Setting up equipment and arranging meeting rooms as required. Movement of files within the work area.
Moving patients without mechanical aids			
Making repetitive movements	X		
Climbing or crawling			
Manipulating objects			
Manual digging			
Running			
Standing / sitting with limited scope for movements for long periods of time	X		This post requires the use of computer networks which will entail sitting in a restricted position for long periods so care must be taken to observe Trust guidelines on the use of VDUs and keyboards. Ability to spend periods of time sitting down to use VDU. Ability to operate machines, e.g., fax and photocopier.
Kneeling, crouching, twisting, bending or stretching			
Standing / walking for substantial periods of time			
Heavy duty cleaning			
Pushing / pulling trolleys or similar			





Working at heights			
Restraint ie: jobs requiring training / certification in physical interventions			
<b>Mental Effort</b>	<b>Yes</b>	<b>No</b>	<b>If yes - Specify details here - including duration and frequency</b>
Interruptions and the requirement to change from one task to another ( give examples)	X		Frequent unforeseen interruptions which may require immediate assessment and action. Concentration for long periods of time
Carry out formal student / trainee assessments			
Carry out clinical / social care interventions			
Analyse statistics			
Operate equipment / machinery	X		
Give evidence in a court / tribunal / formal hearings			
Attend meetings (describe role)	X		
Carry out screening tests / microscope work			
Prepare detailed reports			
Check documents	X		
Drive a vehicle	X		
Carry out calculations	X		
Carry out clinical diagnosis			
Carry out non-clinical fault finding	X		
<b>Emotional Effort</b>	<b>Yes</b>	<b>No</b>	<b>If yes - Specify details here - including duration and frequency</b>
Processing (eg: typing / transmitting) news of highly distressing events	X		Indirect exposure to distressing circumstances.
Giving unwelcome news to patients / clients / carers / staff	X		
Caring for the terminally ill			
Dealing with difficult situations / circumstances	X		
Designated to provide emotional support to front line staff			
Communicating life changing events			
Dealing with people with challenging behaviour	X		



Arriving at the scene of a serious incident			
<b>Working conditions – does this post involve working in any of the following:</b>	<b>Yes</b>	<b>No</b>	<b>If yes - Specify details here - including duration and frequency</b>
Inclement weather			
Excessive temperatures			
Unpleasant smells or odours			
Noxious fumes			
Excessive noise &/or vibration			
Use of VDU more or less continuously	X		The work will involve sitting at a VDU for approximately 80% of time.
Unpleasant substances / non household waste			
Infectious Material / Foul linen			
Body fluids, faeces, vomit			
Dust / Dirt			
Humidity			
Contaminated equipment or work areas			
Driving / being driven in <b>Normal</b> situations	X		
Driving / being driven in <b>Emergency</b> situations			
Fleas or Lice			
Exposure to dangerous chemicals / substances in / not in containers			
Exposure to Aggressive Verbal behaviour			
Exposure to Aggressive Physical behaviour	X		

The Knowledge and Skills Framework (KSF) outline for this post which demonstrates the skills and competencies required once in post should be considered in conjunction with this document.

### Job Profile Agreement

Agreed and Signed:	(Manager)	Date:	
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Agreed and Signed:	(Post Holder)	Date:	
Date Role Description is Effective From:			

