

JOB DESCRIPTION

<u>JOB TITLE:</u>	Administration Manager
<u>GRADE:</u>	Band 5
<u>DEPARTMENT:</u>	Patient and Carer Involvement Service
<u>LOCATION:</u>	As Designated
<u>RESPONSIBLE TO:</u>	Head of Patient and Carer Involvement
<u>ACCOUNTABLE TO</u>	Associate Director for Involvement and Lived Experience

MAIN PURPOSE OF THE JOB

To be a key member of the Patient and Carer Involvement Service providing day to day support to Managers, Facilitators and admin staff alike; communicate with Senior Managers and represent administrative staff at meetings as and when required.

To have operational responsibility for administration services within the Patient and Carer Involvement Service ensuring all delivery and performance objectives are met and be responsible for the management and leadership of administration staff.

To support the Patient and Carer Involvement Service in the achievement of its financial, performance and operational objectives, ensuring workforce, accommodation and equipment resources are used optimally throughout.

To support the Patient and Carer Involvement Service in the formulation and development of business cases relevant to the aims of the service. Be expected to analyse, collate and present business sensitive information, working collaboratively with staff at all levels.

Fact finding of complaints, grievances and disciplinary action relating to administration staff within the service. Present findings to the Head of Involvement or investigatory panel's when/if identified as the lead professional for administration. .

Develop and manage a comprehensive efficient and effective administration and clerical service on behalf of the service to include meetings, individual staff performance reviews and admin professional development planning, coordinate and deliver admin staff training.

To create and maintain effective systems and procedures for all areas of work within the Involvement Core Business team.

To lead on recruitment and selection of administration staff within the service and to deliver probation and personal development plans.

To initiate discussions with professional groups to develop service improvement, share ideas to accommodate new ways of working which will positively benefit and improve the service we provide.

Be accountable for the overall performance of the Involvement Core Business team including managing elements of the allocated budget within financial controls in collaboration with the Head of Involvement.

Ensure a pro-active and comprehensive administration support is provided to the Patient and Carer Involvement team within the area of responsibility and ensure the administration processes work in a timely manner that supports all objectives and targets relevant to the service.

Accountable for the effective running of the Involvement Bank by ensuring adequate administrative support is provided to register service users and carers, co-ordinate all requested Trust activities and ensure all recognition payments are processed and paid in a timely manner.

Ensure appropriate administration support is provided for the Trustwide Patient and Carer Involvement and Experience Group and the Service User and Carer Reference Group.

Working together with the Head of Involvement to build and maintain key relationships within and outside the organisation relevant to the delivery of admin functions.

Ensure all administration staff adhere to the values and standards of behaviour expected by the organisation.

Comply with and implement Trust policies and procedures within the Patient and Carer Involvement Service within the role.

Improve value for the Trust by ensuring the appropriate administration staff, skill mix and resources are realigned to deliver the service we provide to service users, carers and Peer Supporters.

VISION AND VALUES

Our Vision is: “To work together, with compassion and care, to keep you well over the whole of your life.”

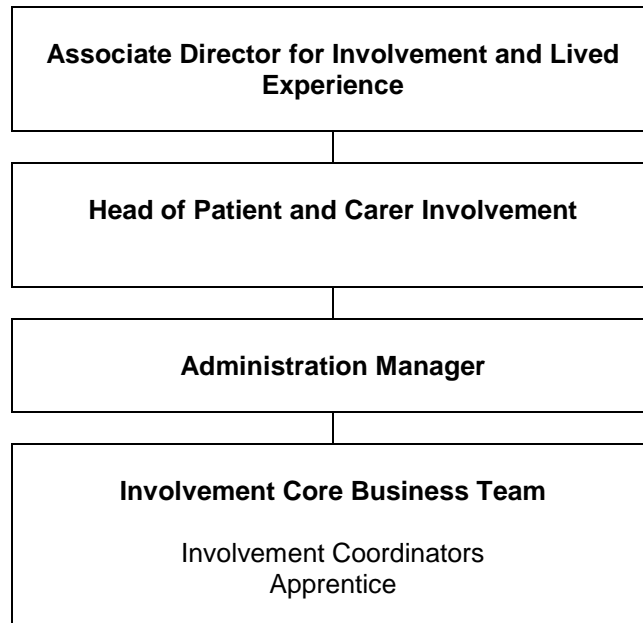
Our Values are:-

- Caring Compassionate

- Respectful
- Honest and Transparent

OUR SHARED PURPOSE IS TO MAXIMISE OUR CONTRIBUTION TO **HIGH QUALITY, COMPASSIONATE CARE** AND TO ACHIEVE **EXCELLENT HEALTH AND WELLBEING OUTCOMES**

ORGANISATIONAL CHART



COMMUNICATION & RELATIONSHIPS

Communicate effectively with all levels of staff within the Trust, with external agencies, and with patients/carers to deal with appropriate enquiries relating to administrative and clerical issues which may be confidential, contentious, challenging and or of a sensitive nature.

Support the service to ensure comprehensive and effective communication processes operate within the administration services in the service. .

Adhere to the Involvement Service customer care standards and ensure they are adopted by staff within the administration teams.

Work as part of the team on issues such as workload reviews, alteration to local processes and the production of guidelines for administration services.

Ensure the timely distribution of Trust information, e.g. policy change.

Lead and co-ordinate regular staff communication meetings and events with administration staff across the service to ensure staff are always up to date on service development and organisational objectives.

KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE

Degree Level qualification, Management Certificate or equivalent management experience.

Evidence of continuous professional development.

Excellent communication, organisational, people management, time management, negotiation, analytical skills, decision making, problem solving and report writing skills.

Significant experience in administration and secretarial management. Must have experience managing staff and dealing with the public.

Knowledge of issues of working with confidential information and understanding the need for confidentiality.

ANALYTICAL AND JUDGEMENTAL SKILLS

Exercise's judgement and initiative on a daily basis in situations which require problem solving that affect the running of the Involvement Core Business team.

Ability to use own initiative.

PLANNING AND ORGANISATIONAL SKILLS

Organise own workload without supervision on a daily basis, including meetings and appointments, ensuring consistent service provision within the parameters of a consistently changing workload.

Able to work under pressure, meet deadlines and be self-motivated.

Organise cover for annual leave, sick and short notice leave by administrative staff.

Ensure all new staff within the Involvement Core Business team have local induction.

Plan and deliver the personal development of administrative staff and undertake annual appraisals, supervisions and probations.

Manage service improvement projects within the service relating to administration services in conjunction with the Head of Involvement, delivery of specific projects as required with effective engagement of stakeholders.

PHYSICAL SKILLS

Standard keyboard skills.

RESPONSIBILITIES FOR PATIENT/CLIENT CARE

Incidental service user and carer contact with a responsibility to ensure their administrative team members who have regular contact with service users and carers adhere to local customer care standards and patient confidentiality in accordance with Trust policy.

To provide information and support in a non-clinical capacity to support the delivery of quality care throughout the Involvement Core Business team.

Liaising with service users and carers regarding complaints relating to administration errors which leads to breaches of information as and when necessary.

POLICY AND SERVICE DEVELOPMENT

Comply, implement and adhere to Trust policies and procedures.

Develop, implement and lead on local administrative protocols and process across the service.

To propose and comment on changes which apply to administration services within the service.

Participate and contribute to changes and improvements of service development within the service.

Ensure Patient and Carer Involvement service objectives, Trust policies and directives are communicated and implemented in a timely and appropriate manner within the Involvement Core Business team.

FINANCIAL AND PHYSICAL RESOURCES

Responsible for stationery and equipment requirements to maintain stock levels and facilitate the smooth-running of the department, uses electronic stock ordering systems.

Support the Head of Involvement in administering and prioritising the delegated administrative budget to ensure the most efficient use across the locality.

Liaise with Head of Involvement to ensure effective monitoring of the administration budget.

Initiate recruitment processes for Core Business staff ensuring a timely and cost-effective outcome are achieved.

Support the preparation of business cases as and when required.

Authoriser of Core Business staff expenses.

To work in collaboration with the Head of Involvement to identify and implement potential schemes for improved cost effectiveness whilst maintaining standards of care.

HUMAN RESOURCES

To provide professional leadership and line management to all Core Business staff working within the service and to provide a supportive and productive working environment for staff managing any problems or disciplinary issues appropriately. Working to ensure performance targets are met.

Working collaboratively with the service and Workforce to undertake appropriate HR functions.

To ensure the effective operation of the Trust appraisal scheme for staff making sure they have equitable access to appropriate development opportunities.

To provide key support to the service on specific delegated pieces of work.

Supporting Core Business staff to be informed and prepared for external inspections and developments.

INFORMATION RESOURCES

Demonstrates proficient ability in the use of IT systems applicable to job role, e.g., Microsoft Outlook, Word, Excel, Power Point, RiO, Dashboards, Team Prevent, etc.

Produces presentations and graphical information using a variety of computer software including Microsoft Power Point and Excel, assists in the production of accessible information as required.

Ensures administrative staff have access to appropriate IT systems to support service delivery.

Monitor Dashboards for workforce, finance and quality and performance.

Use of Incident reporting system to monitor and action any errors.

RESEARCH AND DEVELOPMENT

Contributes positively to all quality initiatives, taking part in surveys and audits, and contributing ideas to improve the quality of services.

Participates in Trust audits and surveys, e.g., Staff Survey, Weekly Questions.

Undertake surveys or administrative audits when requested and present findings to Head of Involvement.

FREEDOM TO ACT

Manage own workload on a daily basis, with objectives and parameters agreed with Head of Involvement.

Work independently on agreed performance objectives within Trust Policies and Procedures.

Manages the Involvement Core Business team in the service and when necessary seeks guidance from the Head of Involvement.

Risk assessor for the Core Business administration within the service i.e. Stress Risk Assessments, Impact of Change, etc.

PHYSICAL EFFORT

Frequent requirement for sitting for long periods.

Required to lift and carry items of equipment i.e. mobile kit.

May be required to travel long periods and distances.

Required to use VDUs and laptops for long periods of time.

MENTAL EFFORT

Concentrates when checking reports or managing conflicting priorities

Able to deal with a predictable work pattern with frequent interruptions.

Overcoming barriers to communication including Speech, Hearing, and Language.

Problem solving on a daily basis, for example, staff shortages, equipment breaking down.

EMOTIONAL EFFORT

Ability to use discretion with sensitive issues and uphold confidentiality is essential.

Provide support and assistance to Core Business staff in dealing with difficult and conflicting situations, including those that are both personal and work related.

Occasionally dealing directly or indirectly with distressed, angry, or aggressive patients and carers.

WORKING CONDITIONS

Frequent exposure to VDU and laptop screens for long periods during every shift.

Occasional exposure to verbal aggression by patients and carers.

Remote working and hot desking as required

SAFEGUARDING

Every employee has a responsibility for safeguarding and protecting adults and children from abuse, regardless of the setting in which the care takes place. It is every employee's responsibility to be aware of relevant Trust Policies. All employees should take part in training in order to maintain their skills. Front line practitioners should access regular supervision and support in line with local procedures.

HEALTH AND SAFETY

Contribute to maintaining a safe environment of care through effective risk management. Identify risks and develop appropriate strategies to manage the risks including responding appropriately to untoward/emergency situations.

TRUST CLINICAL GOVERNANCE STRATEGY

It is the responsibility of all health care professionals to play an active role in delivering the clinical governance agenda. There is a specific responsibility for individual health care professionals to be involved in auditing their own and their team's clinical performance, and to engage in activities, which continuously improve, the quality of services they provide.

Information of a Confidential Nature or Access to Confidential Information

"To be aware of the nature of information dealt within the NHS and to work in a manner which ensures confidentiality and security of this information"

INFECTION CONTROL

All Trust staff (clinical and non-clinical, including locum and agency staff employed by external contractors) have a personal responsibility to ensure the risk of infection to themselves, service users and visitors is minimised by ensuring that they (1) are familiar and adhere to, current Trust policy and guidance on infection prevention and control, (2) participate in the Trusts induction programme and statutory/required training in infection prevention and control and (3) consider infection prevention and control as part of their appraisal and/or personal development plans'.

CALDICOTT RESPONSIBILITIES:

1. **Justify the purpose (s) of every proposed use or transfer** - every proposed use or transfer of patient-identifiable information within an organisation should be clearly defined and scrutinised, with continuing uses regularly reviewed by an appropriate guardian.
2. **Don't use it unless it is absolutely necessary** - Patient-identifiable information should not be used unless there is no alternative, **where this is the case permission should be obtained.**

3. **Use the minimum** necessary - Where use of patient-identifiable information is considered to be essential, each individual item of information should be justified with the aim of reducing identification.
4. Access should be on a strict **need-to-know** basis - Only those individuals who need access to patient-identifiable information should have access to it, and they should only have access to the information items that they need to see.
5. Everyone with access to it should be **aware of their responsibilities** - Action should be taken to ensure that those handling patient-identifiable information are aware of their responsibilities and obligations to respect patient confidentiality.
6. **Understand and comply with the law** - Every use of patient-identifiable information must be lawful. Each department must have someone responsible for ensuring that the organisation complies with legal requirements.

ACCESS TO CONFIDENTIAL INFORMATION:

To be aware of the nature of information dealt with within the NHS, and to work in a manner which ensures confidentiality and security of this information.

This job description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties appropriate to the grade or post.

The post may change over time to meet organisational requirements and the job description may be changed after consultation with the post holder at any time.

JOB DESCRIPTION AGREEMENT

Post Title:

Post Holder's Name:

Post Holder's Signature:**Date:**

Line Manager's Name:

Line Manager's Signature:**Date:**

PERSON SPECIFICATION

	<u>Essential</u>	<u>Desirable</u>
<u>Education and Qualification</u>	<p>Degree Level qualification, Management Certificate or equivalent management experience.</p> <p>Evidence of continuous professional development</p> <p>Good computer skills and a working knowledge of Microsoft applications including Outlook, Word, Excel and PowerPoint and Patient Information Systems e.g. RIO</p>	<p>Line management/supervisory certificate</p>
<u>Knowledge and Experience</u>	<p>Knowledge of issues of working with confidential information and understanding the need for confidentiality</p> <p>Has the ability to relate objectives and actions to the strategic aims of the organisation</p> <p>Significant experience in administration and secretarial management. Must have experience managing staff and dealing with the public</p> <p>Experience of working within a multi-disciplinary team</p> <p>Evidence of implementing and leading on change.</p> <p>Ability to analyse complex problems and to develop practical and workable solutions to address these.</p> <p>Has the ability to relate objectives and actions to the strategic aims of the organisation</p> <p>Is able to build relationships with others and make time available to support them</p>	<p>Previous management experience preferably within the NHS</p> <p>Leading or directing a team or department</p> <p>Experience of dealing with complaints</p> <p>Knowledge of HR policies and procedures</p> <p>Knowledge of a wider range of NHS issues including national targets and finance issues</p> <p>Knowledge of health service management including change management and workforce re-design and modernisation</p>

<u>Skills and Competencies</u>	<p>Able to exercise independent judgement and initiative and take responsibility for actions</p> <p>Ability to demonstrate negotiating and influencing skills.</p> <p>Excellent communication, organisational, people management, time management, negotiation, analytical skills, decision making, problem solving and report writing skills.</p> <p>Able to exercise independent judgement and initiative and take responsibility for actions</p>	
<u>Role/Team specific requirements</u>	<p>Evidence that they are able to behave ethically and actively build relationships with others that enhances people's capability to do their jobs</p> <p>Takes personal responsibility for making things happen by taking control of situations and events where appropriate and which are within the remit of the post</p> <p>Demonstrates integrity and fairness in decision making</p> <p>Is enthusiastic and proactively embraces change to improve service delivery</p>	
<u>Personal Characteristics</u>	<p>Respects the views and actions of others</p> <p>Ability to take an innovative approach to new ways of working.</p> <p>Self-motivated</p>	
<u>Additional Requirements</u>	<p>Able to meet the mobility requirements of the post.</p>	