

Job description and Person Specification – Non Clinical Roles

Thank you for considering a role at [Cambridge University Hospitals NHS Foundation Trust](#), which includes Addenbrooke's and the Rosie Hospitals.

About Us

The Trust is one of the largest and busiest hospitals in the country and is a leading clinical and academic centre with a national and international reputation for excellence. Recognised as providing 'outstanding' care to our patients and rated 'Good' overall by the Care Quality Commissioner, is testament to the skill and dedication of the people who work here. It is their teamwork, energy, commitment and imagination that make us one of the best hospitals in the UK.

Our Values

The Trust's philosophy is to keep the patient at the heart of everything we do and we expect staff to uphold our values of **Together - Safe, Kind, Excellent** at all times. The Trust's Values and Behaviour Standard is attached to this job description; it provides more information about the type of behaviour we expect and love to see, and those we do not want to see. In considering whether to apply for the post you should consider whether you understand and feel able to live our Values.

Supporting you to be the best you can be

The Trust is committed to bringing the best out of its employees. We want everyone who works here to enjoy job satisfaction and feel proud to be an employee of the Trust. Each pay band has a set of Performance Standards which explains the level of competency and standard of delivery required to perform the role, you can download the performance standard for this post with the application pack. The Trust is committed to providing on-going feedback, development and an annual appraisal discussion.

Your Health and Well-Being

As a world leading healthcare organisation, CUH is a champion of good health and is committed to providing a smoke free campus to protect its staff, patients and visitors. Smoking is not permitted on the CUH campus and all employees must comply with the requirements of the CUH No Smoking Policy and support the processes and practices in place in relation to patients and visitors.

Your health and well-being are important to us. If you have any concerns about a health condition or disability that you have please read this Job Description and Person Specification carefully to ensure that you would not be putting yourself at risk.

We offer an extensive staff benefits package, including childcare, flexible-working schemes and the NHS pension scheme along with a range of facilities that includes on-site sport and leisure facilities. Do visit our website for more information about working at CUH and living in Cambridge: [Working for us](#)

Submitting your application

Please read this job description thoroughly before submitting your application. As well as meeting the essential requirements of the person specification, be sure that you can demonstrate commitment to our Values, teamwork, reliable attendance, dedication and the ability to show compassion, care and respect to our patients, visitors and colleagues.

We recommend that you download the 'Information for Applicants - Completing your application' document which provides further details about how to complete each section of your application form and further information about the application process.



Job title:	Assurance Team Lead
Band:	4
Hours of work:	37.5 Monday - Friday
Location:	Occupational Health and Wellbeing
To whom responsible:	Support Services Co-ordinator
Job summary:	<p>To line manage the Assurance team and ensure that Trust and business pre-employment, immunisations and health surveillance programs are coordinated fully and effectively.</p> <p>To support the Development Officer in ensuring the department's administration runs effectively and efficiently and ensure the bespoke Occupational Health system's data is maintained to a high standard to allow for accurate reporting and to ensure information is processed in accordance with Trust policies and procedures.</p>

<u>Key duties and responsibilities:</u>	<u>Tasks include:</u>
<ol style="list-style-type: none"> 1. Responsible for contributing to the management of a professional administration and or reception service to patients, relatives, colleagues and Trust Staff 2. Use a wide range of effective communication skills modifying and adapting to a range of situations including the use of persuasion and tact. 3. Effectively role modelling a professional and welcoming service treating patients, relatives, colleagues and Trust Staff in a friendly and courteous manner presenting a good image of yourself through your attitude, behaviour and appearance. 4. Be accountable for ensuring and monitoring work produced by yourself and the team is of the quality and quantity required ensuring expected Trust and department standards and deadlines are met. 5. Interpret and adapt work processes offering guidance and supervision as required. 	<p>To be the line manager of the Assurance Team, taking active daily operational control and support of the team's activities.</p> <p>Identify and assess training needs within team, tackle them ad hoc, organize relevant sessions or escalate to the Office Manager where appropriate.</p> <p>Ensure Team is working closely and constructively with other admin and clinical teams in the department.</p> <p>Support team with personal development and undertake reviews and yearly appraisals.</p> <p>Provide an escalation point for queries that are of a sensitive nature or require additional senior input.</p> <p>Support the recruitment process of new staff, including shortlisting, interviewing, local induction training, liaising with IT for access rights within good time of a member of staff starting and organizing a comprehensive training program.</p>

<p>6. Take responsibility to monitor that the environment is safe and of a professional appearance taking appropriate action to report any problems, organising repairs/collection of waste as appropriate and maintaining efficient and effective use of resources.</p> <p>7. Work effectively and efficiently proactively identifying better ways of working, sharing ideas with others to improve service delivery and transformation.</p>	<p>Act as Team Leader for other Cambridge Health at Work Teams during periods of absence and holiday.</p> <p>Support the Development Officer and Head of Service with the implementation and improvement of core modules of our bespoke Occupational Health system including regular liaison with the software supplier and the department's users.</p> <p>Assist in designing training and process materials for system users.</p> <p>Support the roll-out of new applications/modules.</p> <p>Setting up new user accounts and profiles and dealing with password issues.</p> <p>To investigate routine system enquiries and queries from staff and provide assistance and advice as required.</p> <p>Testing and evaluating new technology</p> <p>Working continuously on a task until completion (or referral to third parties, if appropriate)</p> <p>Prioritizing and managing many open cases at one time</p> <p>Regular update and maintenance of OH Intranet page on Connect for anything related to assurance.</p> <p>Maintain good working relationships with the department's clinical team.</p> <p>To ensure that all interactions and work is in accordance with the Trust's values: Together – safe, kind, excellent.</p> <p>Assist with any queries with the Assurance Team and provide regular input of immunization, health surveillance and pre-employment data onto OH database to maintain skills and assist processing work during peak times.</p> <p>The post holder should be fully conversant of Trust IT and records management policies.</p> <p>Produce reports as and when requested on key performance indicators for your team for both Trust and business clients.</p> <p>Produce ad hoc reports for Trust committees and development where needed.</p>
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Support the Development Officer in delivering departmental projects for improving processes, reviewing procedures, implementing new system modules, and any other projects implemented for the development of the department and business.

Support Cambridge Health at Work with Trust-wide Occupational Health and Health and Wellbeing programs.

General Compliance:

1. To comply with all Trust Policies and Procedures, with particular regard to

- Risk Management	- Health & Safety	- Information Governance
- Confidentiality	- Data Quality	- Freedom of Information
- Equal Opportunities	- No Smoking	- Being Open: a duty to be candid
2. All staff have a responsibility to comply with the current infection prevention and control policies, procedures and standards and ensure they have received an annual update on infection prevention and control issues including hand hygiene. All staff should practice and encourage appropriate hand hygiene and act professionally to ensure the hospital environment is clean, safe and tidy.
3. To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
4. To follow all the Trust Security policies and procedures and be vigilant to ensure the safety and secure environment for care.
5. All staff that have access to or transfers any data are responsible for those data, it must be kept secure and they must comply with the requirements of the Data Protection Act 2018 and the General Data Protection EU Directive (GDPR). All data must be kept in line with the Trust's policies and procedures. Data includes all types of data i.e. patient, employee, financial, electronic, hard copies of printed data or handwritten data etc.
6. The post holder is responsible for data quality and complying with the policies, procedures and accountability arrangements throughout the Trust for maintaining accuracy and probity in the recording of the Trust's activities.
7. The Trust is committed to carefully screening all staff who work with children and vulnerable adults. If this applies to this post, the appointment will be subject to a satisfactory Disclosure and Barring Service disclosure (formerly the CRB disclosure) of the appropriate Level.
8. All staff will receive training on Child Protection -Safeguarding Children Policies and Procedures as part of Induction and updates, this will equip the post holder with the knowledge of what you will need to do if you have concerns about the welfare of a child/young person under aged 18.
9. Participate in an annual Appraisal and Development Review meeting and ensure you are meeting the Trust's Performance Standard for the post.
10. CUH is a smoke free campus. All employees must comply with the requirements of the No Smoking Policy and support the processes and practices in place in relation to patients and visitors
11. To uphold the Trust Values and Behaviours standard.
12. Perform any other duties that may be required from time to time.

Every post holder can make a difference to a patient's experience. You will come across patients as you walk around the hospital; we rely on all our staff to be helpful, kind and courteous to patients, visitors and each other.

This job description may be altered to meet changing service needs, and will be reviewed in consultation with the post holder.

Our Trust values and behaviours

Values	Behaviours	Love to see	Expect to see	Don't want to see
Safe I never walk past, I always speak up	Safety	Shares lessons learned to help others to improve safety.	Always follows agreed safety and wellbeing procedures. Learns from mistakes and asks for help if they need it.	Shows a lack of focus on safety and wellbeing in their day-to-day work.
	Raising concerns	Encourages others to raise concerns about safety or attitude.	Speaks up every time standards on safety, care or dignity are not met. Welcomes feedback.	Keeps concerns to themselves, and rejects feedback about their own behaviour.
	Communication	Seeks ways to enhance understanding of information being communicated to meet people's needs.	Keeps people informed and gives clear explanations in ways people can understand.	Doesn't give people the information they need. Uses jargon inappropriately.
	Teamwork	Encourage others to contribute and demonstrates better ways of working within and across teams.	Works as part of a team. Co-operates and communicates with colleagues. Values other people's views.	Excludes others and works in isolation.
	Reassuringly professional	Is constantly aware that what they say and do affects how safe other people feel.	Is calm, patient and puts people at ease. Takes pride in their own appearance and our environment.	Passes on their negativity/stress. Is critical of other teams or colleagues in front of others. Displays unprofessional appearance.
Kind I always take care of the people around me	Welcoming	Goes out of their way to make people feel welcome.	Is polite, friendly, makes eye contact, smiles where appropriate and introduces themselves. 'Hello my name is...'	Ignores or avoids people. Is rude or abrupt, appears unapproachable/moody.
	Respectful	Applies a broader understanding of the diverse needs of patients/colleagues. Supports others to be themselves.	Treats everyone as an equal and valued individual. Acts to protect people's dignity.	Ignores people's feelings or pain. Makes people feel bullied, belittled or judged.
	Helpful	Thinks about the needs of others. Goes the 'extra mile' for other people.	Is attentive and compassionate, helps people who need help, or finds someone who can. Never walks by.	Makes people feel like a burden: 'It's not my patient / job / problem'.
	Listen	Makes time to listen to people even when busy.	Listens to people in an attentive and responsive manner.	Disinterested, dismissive or talks over people.
	Appreciate	Goes out of their way to make people feel valued for their efforts and achievements.	Encourages people's efforts. Notices when people live up to our values, says thank you.	Doesn't notice or appreciate people's efforts.
Excellent I'm always looking for a better way	Aiming high	Their positive attitude inspires others to achieve the highest levels of quality.	Always aims to achieve the best results.	Accepts mediocrity or moans without looking for solutions.
	Improving	Helps others to find creative solutions to problems and shares good practice.	Suggests ideas for better ways of doing things and looks for opportunities to learn.	Resists change: 'we've always done it this way'.
	Responsible	Shows enthusiasm and energy to achieve excellent results.	Takes responsibility and has a positive attitude.	Avoids responsibility. Blames or criticises others.
	Timely	Always respects the value of other people's time.	Is on time, efficient, organised and tidy. Apologises and explains if people are kept waiting.	Misses deadlines or keeps people waiting, without explanation/apology.
	Makes connections	Helps others to understand how services connect.	Thinks beyond their own job and team to make things easier for people.	Focuses on their own department needs to the detriment of the people they serve.

Together-**Safe** | **Kind** | **Excellent**

Post Title: Assurance Team Lead

Band 4

Department: Occupational Health and Well-being

How evidenced: **A** = Application Form **I** = Interview **T** = Test

Factors	Essential Criteria	How Evidenced	Desirable Criteria	How Evidenced
1 Qualifications	<p>Educated to A level or NVQ level 3 Customer Service/ Business Admin /ITQ or equivalent</p> <p>Typing qualification or equivalent experience (if applicable)</p> <p>Specific technical/professional qualification (if applicable)</p>	<p>A</p> <p>A</p> <p>A</p>	<p>Secretary qualification or equivalent</p> <p>Team leader/management qualification</p>	<p>A</p> <p>A</p>
2 Experience	<p>Leading a small team or can demonstrate leading in a professional capacity</p> <p>Following a part of a process or procedure which spans multiple people/teams and ensuring it has been completed in a timely manner</p> <p>Data quality checking/exception reporting</p> <p>The ability to present data in a suitable format dependent on the target audience</p> <p>Understanding of the importance of data quality and standards</p>	<p>A/I</p>	<p>Previous experience of working in an occupational health setting</p> <p>Previous NHS experience</p> <p>Previous experience supporting long term projects with multiple stakeholders</p>	<p>A/I</p>

<p>3 Knowledge</p>	<p>Knowledge of Microsoft Office applications</p> <p>Demonstrates continuous professional development through training opportunities and/or vocational qualifications</p> <p>Understanding of the principles of confidentiality</p>	<p>A/I</p>	<p>Knowledge of Microsoft Excel for the uses of data manipulation and presentation (pivot tables, graphs, etc)</p> <p>Knowledge of clinical processes and patient pathways</p> <p>Knowledge of a patient administration system and/or relevant hospital system</p> <p>Understanding of complex data sets and data relationships in a large organisation</p>	<p>A/I</p>
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<p>4 Skills</p>	<p>Effective communication with multiple teams (internal and external) and staff at all levels</p> <p>Explain a complex solution in a non-complex way for users at any level of previous knowledge or skill to understand</p> <p>Identify root causes of issues and suggest appropriate course of action by applying creative problem solving</p> <p>Ability to stay calm under pressure</p> <p>High attention to detail</p> <p>Understanding that actions/changes to a process may have direct impact on others and how they work and having the ability to minimise disruption</p> <p>Ability to complete tasks to a deadline and organise workload effectively</p>	<p>A/I</p>		
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<p>5 Additional Requirements</p>	<p>The ability to understand and behave at all times, towards patients, visitors and colleagues according to the Trust values of <i>safe, kind, excellent.</i></p> <p>Ability to work as part of a multi disciplinary team</p> <p>Ability to self motivate, organise and priotise own workload</p> <p>Understands Information Governance procedures and the importance of confidentiality</p>	<p>A/I</p>		
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Information for Applicants - Terms and Conditions of Employment

This information is a summary of the main terms and conditions for pay, annual leave, hours and pension that is governed by the NHS Terms and Conditions of Service Handbook.

Pay

The advertisement provided the information about the pay band for this role. All pay bands have a minimum and maximum point with opportunity for progression to the next pay step point when a minimum length of service has been reached. This is subject to meeting expected levels of performance. For more information about Agenda for Change Pay please visit:

<http://www.nhsemployers.org/your-workforce/pay-and-reward/pay/agenda-for-change-pay>

New entrants to the NHS will normally commence on the minimum point of the pay band. Only in exceptional circumstances where the employee has considerable relevant experience to the post can a higher starting salary be considered. If a current NHS employee applies for a post at a higher band they move onto the higher band receiving a promotional increase in accordance with NHS Terms and Conditions. Current NHS employees transferring on the same pay band retain the same salary.

Pay Progression

Employees will receive progression to the next pay step point (where available) subject to meeting expected performance and compliance requirements. If you are an existing NHS employee applying for a role on the same band, progression will be awarded in accordance with the Trust's current ADR and Pay Progression policy. If you are new to the Trust or are applying for a promotion, progression will be awarded in accordance with the new national framework agreement.

Hours

Full time is 37.5 hours per week and is in accordance with the working patterns/rota patterns within the ward/department. These may be changed from time to time depending upon patient / service needs. If the post you have applied for is part time, the salary will be calculated pro rata to 37.5 hours.

If you are required to work nights/weekends/public holidays you will receive the appropriate unsocial hour's enhancements.

Annual Leave Entitlement

This is dependent on complete years of NHS service.

Years NHS service	Annual leave entitlement per year
0-5 years completed NHS service	202.5 hours (based on 27 days x 7.5 hrs per day) plus public holidays (pro rata for part time)
5-10 years completed NHS service	217.5 hours (based on 29 days x 7.5 hrs per day) plus public holidays (pro rata for part time)
Over 10 years completed NHS service	247.5 hours (based on 33 days x 7.5 hrs per day) plus public holidays (pro rata for part time)

Pension

Employees are automatically enrolled onto the NHS Pension Scheme upon commencement. There is both an employer and an employee financial contribution to the pension scheme, with the employee contribution ranging from 5% to 14.5% depending upon your salary. New employees will receive a detailed information pack on commencement. For further information about the scheme and how to opt out following commencement, please visit www.nhsbsa.nhs.uk