

## Job Description

### 1. Job Identification

**Job Title:** Team Secretary

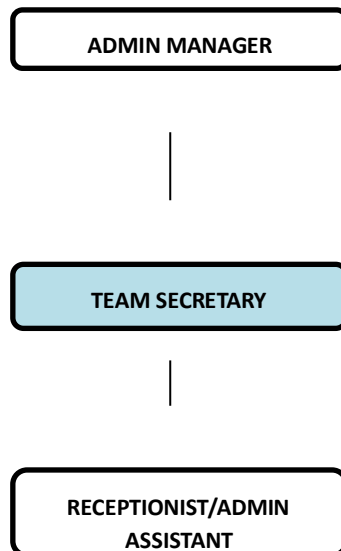
**Department:** Rotherham Care Group

**Band:** Band 3

### 2. Job Purpose

The post holder will provide an efficient, effective and confidential secretarial and administrative support service including all secretarial and administrative duties to the Mental Health Teams

### 3. Organisational Position



### 4. Scope and Range

To be responsible for providing an efficient secretarial and administrative support service to the Mental Health and or Learning disability teams. The post holder will be the initial liaison contact for staff and deal with correspondence and the effective dissemination of information.

### 5. Main Duties / Responsibilities

#### Team Support

- Provide comprehensive secretarial and administrative support to the teams as appropriate
- Deal with routine correspondence and telephone calls.
- To provide administration support to identified work within the pathway as requested

- Distribute relevant information to internal and external organisations on behalf of Team Manager
- To undertake any duties in line with the Team Manager or service's requirements as requested.
- Participate in ensuring efficient day to day management of the administration office, including booking meetings, events and meeting rooms.
- Supporting the Team or Service Managers with requests for information.

### **Information Systems**

- Ensure timely recording and collation of statistical information about the pathway / services as required / requested by the Pathway Leadership Team
- Maintain a log of all basepoint telephone numbers and staff mobile numbers and appropriate provider accounts for invoicing
- Maintain an email distribution list for the specific teams/services.
- Monitoring and collation of informal complaints, YOCs and written compliments, logging, forwarding and responding accordingly
- Link with the Administration Managers and Development Support Team to ensure all required service information is appropriately recorded and deadlines met.

### **Meetings Administration**

- Organisation of service / team meetings including taking notes and producing minutes, ensuring accurate records of attendance are kept and timely dissemination of agendas and meetings papers
- Administration of Investigation meetings including letters and meeting notes as requested
- Administration of additional meetings as required and requested by the management team

### **Line Management**

- Link in with the Administration Manager and Development Support Team on development and direction of the administration function and for support with identified issues
- Supervision of Band 2 Administration staff where appropriate.
- Assist with the induction of new members of administration staff.

### **Other**

- Maintain petty cash float, be responsible for recording and completion of appropriate paperwork
- Management of resources, stock control and purchasing equipment for area teams. Online ordering of any stock and supplies or non-stock items as appropriate.
- General typing and document creation using Word, Excel and PowerPoint as required
- Contribute ideas for improving the planning of service activities, processes and systems
- Liaising with multi agencies in line with partnership working
- Act as Fire Marshall for the building where appropriate
- Act as a First aider within the building where appropriate
- Cross cover for administration team when on leave /sickness
- Support the service and organisation with the implementation of new initiatives.
- Proactively contribute ideas for improving the planning of service activities and/or administrative/clerical systems.
- To participate in regular supervision and annual PDR.
- To be responsible for own development and seek opportunities to develop knowledge and skills.

- To be prepared to temporarily work in a different area from usual base point if required for the continuity of service delivery.
- To maintain appearance and behaviour in keeping with a member of the professional team and cooperate with and gain an understanding of the professional roles of others.
- Other duties appropriate to grade, as identified to support the functioning of the service.

## **6. Systems and Equipment**

- Microsoft Office packages; Outlook, Word, Excel, Power Point
- SystemOne, TPP
- Online Ordering and requisitioning system
- Photocopier
- Printers
- Scanners
- Shredder
- ESR
- Safeguard

## **7. Decisions and Judgements**

- Use own initiative within set boundaries of the post
- Organisational and prioritising skills used as appropriate
- Use discretion when dealing with members of the public and outside agencies
- Ability to prioritise workload and manage conflicting demands

## **8. Communications and Relationships**

- Professional staff and colleagues across the organisation
- Patients and general public
- Outside agencies
- Management

## **9. Physical Demands of the Job**

- The physical demands of the job are minimal and involve periods of sitting whilst typing • Keyboard skills
- Occasional lifting, carrying, moving of large files, boxes of leaflets etc. in office.
- Transportation and setting up of IT equipment for presentations.
- Hot desking if working across different sites

Must complete / review:

- Complete moving and handling (object) training
- VDU risk assessment carried out at base
- Access to Health and safety policy manual

## **10. Most Challenging / Difficult Parts of the Job**

- Prioritising workload and multi tasking
- Working to tight deadlines and meeting staff demands within timescales

- Communicating effectively with the public, patients and other agencies

## 11. Knowledge, Training and Experience Required to do the Job

Essential:

- Educated to NVQ 2 level or equivalent in appropriate subject e.g. Business Admin.
- Demonstrable experience of working in a busy environment, office procedures, and workload management
- RSA II Typing or equivalent experience including autonomous working
- RSA stage II Audio Typing Qualification or equivalent
- Knowledge and experience of using Microsoft Office applications
- Experience of office procedures, i.e. filing, photocopying, message taking, typing
- Experience in accessing internet / email facilities
- Possess excellent verbal and written communication, negotiation and presentation skills and the ability to employ these skills to maintain effective relationships
- Ability to work as part of a team or on own initiative and unsupervised at times
- Ability to work under pressure and to strict deadlines
- Flexible and adaptable approach
- Good standard of education (minimum 5 GCSEs, including English and Maths or equivalent desirable)
- A willingness to attend new courses on new IT software packages and the desire to learn and develop new skills
- Experience of liaising with staff across different disciplines
- Thorough understanding of confidentiality and security of information

Desirable:

- Previous NHS experience or other large public sector organisation would be an advantage • ECDL or equivalent qualifications
- Experience of supervising / leading a team
- Use of online patient record system such as SystmOne would be an advantage

## 12. Health and Safety

The post holder is required to take reasonable care for his/her own health and safety and that of other persons who may be affected by his/her acts or omissions. The post holder is also required to co-operate with Supervisory and Managerial staff to ensure that all relevant statutory regulations, Policies, Codes of Practice and departmental safety procedures are adhered to, and to attend relevant training programmes.

## 13. Prevention and Control of Infection

*The prevention and control of infection is an integral part of the role of all health care personnel. Staff members, in conjunction with all relevant professionals will contribute to the prevention and control of infection through standard infection control practices and compliance with the Trust's infection control policies*

## 14. Patient and public engagement and involvement

RDASH is committed to promoting and embedding equality, diversity and inclusiveness and expects that the post holder will actively promote and engage this commitment in all that they do. The post holder should ensure that in all their behaviours, attitudes and working they recognise and take

account of the health needs and rights of all sections of the community including ethnicity, disability, gender, age, sexual orientation and religion/belief. The post holder will be expected to engage the public and patients where relevant and adhere to the RDASH policies and procedures governing zero tolerance to discrimination, harassment, bullying, stereotyping and prejudicial treatment.

### **15. Job Description Agreement**

A separate job description will need to be signed off by each job holder to whom the job description applies. *Please note the job holders and Head of Department signatures should be on a separate page to the rest of the job description.*

**Job Holders Signature:**

**Head of Department Signature:**