

## **HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST**

### **JOB DESCRIPTION FORMAT**

<b>Job Title:</b>	Team Administrator
<b>Grade/Band:</b>	4
<b>Department:</b>	East & North Adult Community Mental Health Services
<b>Responsible to:</b>	Community Service Manager
<b>Accountable to:</b>	Office Manager
<b>Base:</b>	Oxford House, Bishop's Stortford

### **Hertfordshire Partnerships University NHS Foundation Trust**

- Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an exceptional organisation with big ambitions, our aim is to be the leading provider of mental health and specialist learning disability services in the country.
- With a workforce of around 3,500 people and an annual income of some £330million this year, the Trust provides integrated health and social care services through a network of community and inpatient settings, serving diverse communities across Buckinghamshire, Essex, Hertfordshire and Norfolk. As a university NHS foundation trust, HPFT continues to develop strong links with the University of Hertfordshire, providing excellent learning and development opportunities, as well as strengthening our clinical research capability.
- Whilst it is a challenging period for the NHS, there has never been a more exciting time to join HPFT following our CQC rating of Outstanding awarded to us in April 2019.

### **Our Services**

We provide mental health and social care services - including Adults of Working Age, Older Adults, Children and Adolescents and Specialist Learning Disabilities services.

The Trust works in close partnership with Hertfordshire County Council and also with other NHS organisations to promote and support mental health in the community. We also provide specialist learning disability services in Norfolk and North Essex.



The Trust provides:

- Community Services including local teams for mental health.
- Acute and Rehabilitation Services including inpatient services and crisis team.
- Specialist Services such as mental health services for older people, eating disorders, and our mother and baby unit.
- Learning Disability and Forensic Services.

## Our Mission

**“We support people to live their lives to their full potential by enabling them to keep mentally and physically well.”**

Everything we do is aimed at providing consistently high quality, joined up care, support and treatment that:

- Empowers individuals to manage their mental and physical wellbeing.
- Keeps people safe from avoidable harm.
- Is effective and ensures the very best clinical and individual recovery outcomes.
- Provides the best possible experience.

## Our Vision

Our conversations with service users, carers, staff, commissioners and the wider communities we serve have informed a simple but ambitious vision:

***“Delivering great care, achieving great outcomes - together”.***

We will achieve our vision by:

- Putting the people who need our care, support, and treatment at the heart of everything we do – always.
- Consistently achieving the outcomes that matter to the individuals who use our services, and their families and carers, by working in partnership with them and others who support them.
- Providing the very best experience of joined-up care in line with what service users and carers have told us makes ‘Great Care’.

## Great Together

Great Together, our Trust strategy for 2023 – 2028, has been developed and co-produced with our service users, carers, staff, partners and local communities and gives us a clear roadmap to achieve our vision of great care and great outcomes.

Great Together places service users and carers at the centre of what we do; commits us to addressing inequalities and achieving equity; focuses on developing our people and creating a vibrant learning organisation whilst working in strong partnerships to deliver high



quality care.

## Values and Behaviours

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values, we will deliver our ambition to be a leading provider for everyone we work with.

	<i>we are...</i>	<i>you feel...</i>
Our Values	<b>Welcoming</b>	✔ Valued as an individual
	<b>Kind</b>	✔ Cared for
	<b>Positive</b>	✔ Supported and included
	<b>Respectful</b>	✔ Listened to and heard
	<b>Professional</b>	✔ Safe and confident

### Our values set the tone for:

- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise, and develop our staff.

## Job Summary

Team Administrator will lead in the provision of comprehensive, professional and effective administrative service to the whole team. This includes transcribing letters, answering the telephone, note taking, updating and setting up systems for administration, records, on-going database management and daily email management. The post holder will be required to provide monthly reports for senior management, work independently using their initiative, and applying a high degree of confidentiality to all of their work.

All staff should comply with the Trust's Anti-Discriminatory Statement, Employee Charter, Trust Policies and Procedures, Code of Conduct and Equality and Diversity.

## Key Relationships

- Managing Director
- Service Line Leads
- Service Managers
- Team Leaders
- Administration Staff
- Clinical Staff at all levels

## Duties and Responsibilities

- To organise and maintain the Care Plan Approach Meetings for the team.
- To update skills as necessary and attend mandatory training.

- To produce spreadsheets and KPI's using Microsoft excel
- Maintain reports to present to senior management
- To be highly skilled and experienced in the full range of secretarial work practices, software programs.
- To use appropriate programs on a daily basis to create a variety of documents to meet the diverse needs of the team.
- To transcribe formal minutes of meetings and distribute and store/file as necessary.
- To be responsible for the accurate storage and retrieval of information according to the Data Protection Act 1984 and Freedom of Information Act 2000 and archiving where possible
- Responsible for a number of data bases and filing systems
- To use knowledge, and experience to meet the needs of the service by completing tasks on a daily basis
- Providing reception cover during absences

### **Communications**

- To communicate effectively with colleagues at all levels in different professions.
- To relay confidential, sensitive information to colleagues and outside agencies, in person or on the telephone.
- To be experienced with a range of communication methods including telephone, e-mail and scanner, Telephone conferencing.
- To use a range of communication skills to develop effective relationships with managers, teams and colleagues.

### **Other Additional Information**

On occasion the post holder may be required to travel to other sites to attend meetings or training.

The following statement forms part of all job descriptions: -

### **Health and Safety**

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

### **Infection Control**

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

## **Equality and Diversity**

Hertfordshire Partnership University NHS Foundation Trust is committed to providing an environment where all staff, service users and carers enjoy equality of access, provision, opportunity and outcomes.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from harassment. As a result, Hertfordshire Partnership University NHS Foundation Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

## **Confidentiality**

Employees must maintain confidentiality of staff, patients and Trust business and have a responsibility to comply with the General Data Protection Regulations (GDPR) 2018 and be aware of the Caldicott principles. If you are required to process information, you should do so in a fair and lawful way, ensuring accuracy is maintained. You should hold information only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose. You should disclose information only to authorised persons or organisations as instructed. Breaches of confidentiality in relation to information will result in disciplinary action, which may include dismissal. Employees are expected to comply with all Trust policies and procedures and to work in accordance of the General Data Protection Regulations (GDPR) 2018. For those posts where there is management or supervision of other staff it is the responsibility of that employee to ensure that their staff receive appropriate training.

## **Standards of Business Conduct and Conflicts of Interest**

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of all staff to ensure that they act as a role model, by upholding the principle of a leading mental Trust. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

## **Information and Records Management**

The post holder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on the Trust intranet 'HIVE').

## **Safeguarding Adults and Children**

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children and must adhere to them at all times.

### **Organisational Change**

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

### **Flexible Working**

The Trust believes that its staff members are its most valuable asset and is committed to attracting and retaining the very best, and utilising all the talent and experience available. The Trust recognises the importance of helping its employees balance their work and home life by offering flexible working arrangements that enable them to balance their working life with other priorities, including parental and other caring responsibilities, life-long learning, charity work, leisure activities and other interests.

### **Health and Safety**

Health and Safety at Work In accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, staff have a duty to take responsible care to avoid injury to themselves and others by their work activities, to maintain a safe working environment for patients, visitors and employees and to co-operate in meeting statutory requirements

### **Review**

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.

## PERSON SPECIFICATION

The person specification must detail the level at which a person should have reached before you recruit them. You should use the dimensions and levels for the second gateway subset of the relevant KSF outline to assist with developing the person specification.

Successful candidates **MUST** have the potential to achieve the knowledge and skills requirements of their second gateway.

**Job Title:** Team Administrator

**Department:** East & North Community Services

**Date last reviewed:** 06/06/23

CRITERIA	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS/EDUCATION/TRAINING</b> A good standard of education to secondary level. Advanced IT skills	A/I/T A  A/I/T	A/I/T
<b>PREVIOUS EXPERIENCE</b> Experience of working in an office environment. NVQ3/RSA3 <b>OR</b> equivalent experience. Experience of typing letters Microsoft Office/Word/Excel/Outlook Packages. Experience creating and maintaining spreadsheets	A/I/T A/I   A/I/T  A/I/T	A/I/T  A  A/I/T
<b>SKILLS/KNOWLEDGE/ABILITY</b> <b>As per KSF outline</b> Ability to organise and prioritise own workload. Knowledge of medical terminology. To be	A/I/T    A/I	A/I/T  A/I  A/I

proficient in diary management.	A/I	
To record and transcribe notes, either by hand or on a laptop in meetings.	A/I	
Maintain a filing system, both paper and computerised systems.		
<b>COMMUNICATION SKILLS</b>		
Ability to communicate with a range of people, whilst taking into account the confidential nature of the post.	A/I	
<b>ANALYTICAL SKILLS</b>		
To make judgements, without direct supervision, as to the importance/urgency of workload issues.	A/I	
<b>PHYSICAL SKILLS</b>		
Advanced keyboard skills. Use of photocopier, scanner and Big Hand Dictation equipment	A/I	
Car driver (unless you have a disability as defined by the Equality Act 2010 which prevents you from driving)	A	
<b>PHYSICAL EFFORT</b>		
The post is office based but may be a requirement to work in other units and to in case of emergency and attend different sites to take notes.	A/I	
Use of computer, telephone, scanner.	A/I/T	
<b>MENTAL EFFORT</b>		
Able to cope with a challenging and unpredictable workload.	A/I	
Ability to cope with frequent interruptions which may require the post holder to change from one task to another.	A/I	
<b>EMOTIONAL EFFORT</b>		
Able to deal with occasional exposure to emotional circumstances when dealing with service users/relatives and distressing information contained in assessment reports.	A/I	



ADDITIONAL INFORMATION	A/I/T	A/I/T
<b>Values/Motivational/Personal Qualities/Diversity</b> <ul style="list-style-type: none"> <li>• Welcoming</li> <li>• Kind</li> <li>• Positive</li> <li>• Respectful</li> <li>• Enthusiastic</li> <li>• Motivated</li> <li>• Attention to detail</li> <li>• Committed to a high quality of service.</li> <li>• Committed to continuing personal development.</li> <li>• A good team player</li> <li>• Punctual and flexible, may be required to work outside normal working hours</li> </ul>	I I I I  A/I A/I A/I/T A/I A/I  A/I A/I	

**A- Application Form**

**I – Interview**

**T – Test**



**Template: July 2023**