



Lincolnshire Partnership
NHS Foundation Trust

JOB DESCRIPTION

Adult Community Division
Senior Locality Administrator

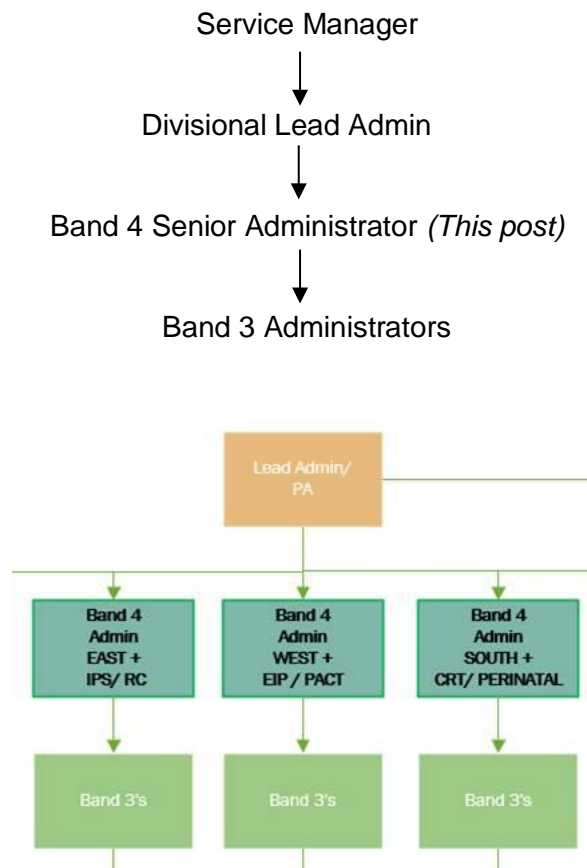
Reviewed
February 2024

LINCOLNSHIRE PARTNERSHIP NHS FOUNDATION TRUST

Job Description

1. Job Details
<p>Job Title: Senior Locality Administrator</p> <p>Pay Band: Band 4</p> <p>Reports to (Title): Divisional Lead Admin</p> <p>Accountable to (Title): Locality Service Manager</p> <p>Location/Site/Base: County Wide (locality based)</p>
2. Job Purpose
<p>To provide efficient and effective direct support to the Locality Service Manager, including diary management, minute taking and meeting preparation, along with ordering of IT equipment and other resources, in addition to other tasks when needed.</p> <p>Supporting team administrators within the locality. The postholder will be expected to act on their own initiative, providing cover/support and supervision for the team administrators as necessary to facilitate effective service function</p> <p>To undertake administrative duties in support of clinical and non-clinical activity in the locality, ensuring administrative support is available to management and members of the team as appropriate.</p> <p>This will include, but is not limited to:</p> <ul style="list-style-type: none">• Overseeing the band 3 administrators workloads• Providing supervisions and appraisals for band 3 administrators• Identifying and maintaining Training Needs Analysis for the service• Accessing, running and developing reporting tools• Representing the service at appropriate meetings and forums
3. Nature of the Service
<ul style="list-style-type: none">• Our success is built on individual's performance, not only what you deliver, but the way you deliver it.• Work by the trust values.• An understanding of the professional conduct commensurate with your role, ensuring we minimise risk and ensure we adhere to our priority, patient care.• Maintain an awareness of IT and information security related issues and ensure compliance with LPFT IT Security Policy and procedure within the area of responsibility.• Participate in performance review, supervision and undertake mandatory training and personal development as required of the post including competency development.• Service operates between the core hours Monday-Friday 9am-5pm

4. Organisation Chart



5. Duties

To provide full administrative support to the locality Service Manager, including where needed Team Managers. This may include dealing with incoming mail, the provision of minute taking, preparation and distribution service and maintaining details of the team's whereabouts and ensuring good communication flows both internal and external to the service and the Trust.

In addition to item 2 (Job Purpose) above, duties will include:

- Organising training schedules
- Diary management
- Supporting and preparing training sessions
- Liaising with internal and external providers, including Education Providers
- Gathering information
- Inputting data accurately
- Navigating and updating clinical systems and electronic databases
- Supporting meetings, including the arranging, distribution of papers and note / minute taking
- Ensuring good communication flows at all times through effective liaison
- Maintaining the services' shared online workspace
- To respond to queries and incoming calls, emails and face to face interactions on a daily basis
- To ensure confidentiality is maintained at all times adhering to Trust and national policy regarding same.
- Managing own workload, seeking advice when required
- Performing routine office procedures including typing of reports, letters and other documents, opening and distributing correspondence, dealing with outgoing post, photocopying, filing, scanning and faxing in accordance with current trust procedures.
- Using communication, word processing and organisation skills

- Providing support to the service manager and team, including reports, letters, e-mails and minutes.
- To have a thorough working knowledge of electronic systems including e mail, online workspaces, Clinical systems and Datix and to update these systems in a timely and accurate manner where required.
- To ensure essential paperwork and policies within the team are kept up to date, informing staff of changes and new policies.
- To prepare and process documentation in respect of the electronic ordering, receipting and payment of stationary and goods in accordance with Standing Financial Instructions.
- To maintain a records system within the area of responsibility including the accurate scanning of documents and compilation of records, in accordance with the Trust Records Management and Information Governance Policy.
- To maintain, distribute and collate accurate information and statistics to ensure optimum usage of facilities and assist the Service Manager in monitoring statistics, supporting to ensure that statutory performance and contracting data is up to date.
- To recognise the need for flexibility and be willing to undertake extra duties, as and when required, that are commensurate with the grade and responsibilities of the post. This could include providing cover for other admin staff within the service, including those in other areas, across the county.
- To work flexibly to meet the needs of the locality teams.
- You may occasionally be asked to undertake such other duties that are deemed necessary in order to support business continuity within the Trust. This will only include tasks where you are appropriately trained.

6. Skills Required for the Post

Communication and relationship skills

- Always act in a dignified and responsible manner with service users, families/carers and colleagues, using appropriate language and communication skills, which acknowledge barriers to understanding, cultural differences and diversity.
- Disseminate communication and information externally and internally, ensuring change of policy or procedure is robustly embedded in service
- Be able to influence and persuade people to encourage smarter ways of working and / or change management
- Develop and maintain communication with other teams, external agencies and management team, in order to promote good care and a safe service.
- Able to communicate with people on all levels, including those with communication challenges
- Maintain strict confidentiality of complex and sensitive service user information at all times.

Analytical and Judgment skills

- Supporting the team to design training packages and evaluate the training on an on-going basis to ensure continuous quality improvements and customer satisfaction.
- Use and analysis of data to provide evidence of compliance, or areas requiring development
- Ability to select and/or develop appropriate method for identifying information

Planning and Organisational skills

- Able to demonstrate excellent organisational and time management skills
- Able to schedule and plan training sessions as required
- To support complex training sessions
- To develop and maintain effective record keeping systems
- To organise and plan activities relating to own workload, and that of team members workload, of on a day to day basis, some ongoing, adjusting own workload as required
- Ability to reprioritise effectively, often at short notice

Physical skills

- Be able to support service around the county, working at other site/bases where required.
- Proficient in the use of IT and ability to use a computer

7. Responsibilities of the Post Holder

Responsibilities for Direct/Indirect Patient Care

- Provide general non clinical information to service users and carers when authorised by team members
- Support the team and Service Manager in the delivery of service for a geographical area.
- Promote and support the participation of service users in developing local services, information and guidelines through effective communication, consultation and to promote opportunities for service users and their families to contribute at all levels.

Responsibilities for policy and service development implementation

- Take responsibility for the policies in the service area.
- Propose any policy or service changes and awareness of the effects of these on the other services/areas of own area of activity.
- Promote the mission and values of the Trust.

Responsibilities for financial and physical resources

- Use safely in accordance with manufacturer's guidance any equipment in the performance of their work to appropriate high standards of practice.
- To undertake the timely and accurate reporting onto information and clinical systems
- To ensure procurement and finance procedures are acted upon in a timely manner.

Responsibilities for information resources

- Responsible for data entry, text processing or storage of data. Use of clinical system when required.
- Responsible for collating data related to training records and key performance indicators.
- Supporting to produce team reports as required.
- To be a local expert in information systems including clinical information systems.

Responsibilities for research and development

- Participate in audit and research as required and contribute to quality improvement initiatives, policy review and practice development.

Responsibility for Human Resources

- To provide regular supervisions and appraisals to the band 3 Administrators
- To provide training and guidance in administration procedures to the team as required.

8. Freedom to Act

To carry out duties in accordance with Standing Financial Instructions and LPFT Policies and Procedures working under guidance from Supervisor who may not be in the building using initiative where required.

9. Effort & Environment

Physical effort

- There is an occasional requirement to exert moderate physical effort for long periods, such as, supporting all day training or meetings.
- There is an expectation that the post holder will support the delivery of training at various sites, therefore the ability to drive, or transport oneself, requiring early starts and late finishes.
- You may be required to take equipment as part of the training delivery, so need to be physically able to lift and transport items.
- There will be regular travel between the team bases.

Mental effort

- Able to concentrate when being frequently unpredictably interrupted by staff and external parties with requests and problems
- Able to concentrate, on occasion, for prolonged periods when checking detailed documents

Emotional effort

- Contact with service users and carers can on occasion involve verbal aggression or barriers to understanding, however, exposure to distressing or emotional circumstances is rare

Working conditions

- Occasional requirement to use road transportation to training sites and other bases
- To be able to travel independently without the use of public transport to participate in meetings and training in other parts of the county, along with visiting locality teams.

10. Equality and Diversity

All staff through their behaviours and actions will ensure that our services and employment practices are respectful of individual needs and differences including those characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex and Sexual Orientation).

11. General

You must uphold the Trust's Purpose, Vision and Values:

Our Vision- To support people to live well in their communities.

Values**Behaviours**

Compassion- Acting with kindness

Treating people with respect, showing empathy and a desire to be helpful.
Paying attention to others and listening to them.
Responding appropriately, being mindful of the language we use to do this.

Pride- Being passionate about what we do

Challenging poor practise.
Being a patient and carer advocate.
Recognising and praising good care.

Integrity- Leading by example

Doing what I say I am going to do.
Being honest.
Taking responsibility for my actions.

Valuing everybody- Using an inclusive approach

Supporting every person however different to me to achieve their best.

Challenging discrimination and supporting others to understand why it is everybody's business to do this.
Recognising and challenging my own assumptions.

Innovation- Aspiring for excellence in all we do

Using service improvement methodology.
Learning with people who use our services, research, best practise and evidence.
Sharing the learning internally and contributing to research where relevant.

Collaboration- Listening to each other and working together

Working in partnership to promote recovery, supporting and encouraging independence.
Working as one team.
Valuing lived experience as an equal partnership.

In addition you must:

- Highlight concerns in accordance with the Trust's Whistleblowing Policy where it is felt poor practice or general wrong doing has not been dealt with appropriately. Staff may make such disclosures without fear of criticism or retribution.
- Maintain an awareness of information governance and information security related issues and ensure compliance with LPFT Records and Information Policies.
- Participate in performance review, supervision and undertake mandatory training and personal development as required of the post
- Take personal responsibility for your own Health and Safety at work in accordance with Trust Policies and Procedures, in particular Security, Health and Safety and Risk Management
- Be committed to safeguarding and promoting the welfare of children, young people, vulnerable adults and people experiencing domestic abuse, both as service users and visitors to Trust premises. All staff have an absolute responsibility to safeguard and promote the welfare of children and adults. The post holder, in conjunction with their line manager, will be responsible for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities. They must be aware of their obligation to work within and do nothing to prejudice the safeguarding policies of the Trust.
- This job description is not exhaustive and as a term of employment you may be required to undertake such other duties as may reasonably be required.



PERSON SPECIFICATION

JOB REQUIREMENTS			
	ESSENTIAL	DESIRABLE	HOW ASSESSED (eg Application Form, Interview Test, Reference)
Qualifications	<ul style="list-style-type: none">• Professional level / Diploma qualification in Word processing and equivalent in typing/word-processing.• NVQ 4 in Business Administration or equivalent.• GCSE (or equivalent) English and/or Maths Grade A-C or Grade 9-4	<ul style="list-style-type: none">• Customer Service Qualification• I.T Qualification• Management Qualification	A / I
Experience	<ul style="list-style-type: none">• Word processing/IT skills• Advanced use and knowledge of Microsoft Office, particularly Word/Excel/PowerPoint/Publisher/electronic diary management• Extensive amount of working in an administrative position, or within a senior administration position• Communicating with people on all levels• Advanced/strong Minute Taking skills• Supervising / Managing staff• Organising events	<ul style="list-style-type: none">• Knowledge of Trust database systems• Planning and scheduling experience• NHS Experience• Change Management	A / I

Skills	<ul style="list-style-type: none"> • Ability to persuade and influence others to enable collaborative working • Demonstrate good written and verbal communication skills • Use own initiative and manage time effectively • Able to demonstrate good organisational skills • Approachable manner 	<ul style="list-style-type: none"> • Professional, calm manner 	A / I
Special Requirements	<ul style="list-style-type: none"> • Smart professional appearance • Able to be flexible if required • To be able to travel independently without the use of public transport to participate in meetings and training in other parts of the county, along with visiting locality teams. • A positive, Can-Do attitude 		I