

Job Description

Post:	Administrator
Band:	3
Responsible to:	Line Manager
Main Contacts:	Internal or external contacts

Job Summary

To provide high quality administrative support ensuring that the highest standards are maintained in line with the Trust's policies and procedures

Main Duties and Responsibilities

May consist of some or all of the following

- To receive and deal with all incoming telephone calls and take messages as appropriate in a professional, polite and efficient, in a manner that is consistent with Trust policies and procedures whilst presenting a positive image of the service
- Retrieving voicemail messages and responding to callers.
- Communicate professionally and effectively with internal and external contacts using a variety of methods.
- Collect, collate, input and extract data into/from NHS systems as directed by Team Manager (e.g. Paris, Theseus and associated systems, SMART, CHIS, Electronic Staffing Records, Team activity, referral/discharge stats).
- Responsible for the safe storage of data and information in accordance with Trust policies ensuring guidelines regarding confidentiality, disclosure of information and Data Protection are observed at all times
- Maintain administrative systems set up in team offices to ensure an organised and efficient working environment for staff.
- Undertaking various clerical duties such as, photocopying, faxing, filing and dealing with incoming and outgoing post
- Basic word processing, which may include letter, memos, notes, record cards, messages and email communication.
- Notify patients of appointments and cancellations by issuing computerised letters. Update in house systems and e-referral as required.
- Undertake reception duties within the department

- To order stock and non-stock items for the department
- Collate, provide, receive and appropriately store (manually and electronically) sensitive and confidential information.
- To work flexibly to cover secretarial/administrative duties in the absence of colleagues and where appropriate, deputise for your line manager.
- To work as part of a team, relate and interact effectively with colleagues.
- Effectively work within the team to collectively complete daily tasks and also prioritise personal workload and manage time effectively, using initiative but seeking clarification from senior members of staff when required, to achieve personal and departmental objectives
- Actively contribute to own personal development by producing a personal development plan with line manager, identifying training needs to continually develop skills and experiences to become an exceptional team member.
- Responsible for the safe use of all equipment ensuring a healthy, safe and secure working environment and reporting any risks, incidents or complaints following Trust policies and procedures
- To work flexibly from other Community Services sites as required. You may also be required to work from sites across the Trust footprint.

Training

- To complete 'Core & Essential Skills Training' (CEST) and ensure compliance with renewal requirements e.g. Manual Handling, Fire Lectures, CPR.
- To complete any other training to enable the post holder to adhere to the Trust Policies and Procedures.

This job description is not exhaustive, but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process

General Duties of all post holders

- To undertake any other reasonable duty, which is appropriate to the band, when requested by Senior Staff.
- To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.
- To be aware of and work towards the Trusts strategic goals.

Standards of Business Conduct

- The post holder will be required to comply with the organisations standing order and standing financial instructions and at all times, deal honestly with the organisation with colleagues and all those who have dealing with the organisation including patients, relative and suppliers.

- The post holder must ensure that their behaviour and interests inside and outside work do not conflict with their Trust position, duties and/or responsibilities.
- The post holder must comply with and support the development of the performance standards within the service/department to ensure the service is responsive to and meets the needs of its customers.
- The post holder will be required to develop and maintain good working relationships with all patients, service users, staff, contractors and where appropriate, members of the public.
- The Trust aims to maintain the good will and confidence of its own staff, patients, service users, NHS contractors and the general public. To assist in achieving this objective it is essential that at all times, the post holder carries out their duties in a courteous, sympathetic and professional manner.
- All post holders who are members of a professional body must comply with standards of professional practice / conduct. It is the post holders' responsibilities to ensure they are both familiar with and adhere to these requirements and maintain their professional membership to the relevant body.

Equality and Diversity and Equal Opportunities

- The post holder must carry out all duties and responsibilities of the post in accordance with the Trust's Equal Opportunities and Equality and Diversity policies, avoiding unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and all other stakeholders.
- The post holder must promote awareness of and respect for equality and diversity in accordance with Trust policies and procedures.
- The post holder is responsible for treating all staff, patients, service users, NHS contractors and the general public with dignity and respect at all times.

Safeguarding

- Appointments to regulated and controlled activities require an enhanced DBS disclosure.
- Pennine Care NHS Foundation Trust (PCFT) employees have a statutory duty to promote the welfare of children and young people and to protect adults; enabling them to live free from harm, abuse and neglect.
- Engagement with safeguarding training, in line with responsibilities, is mandatory for all PCFT employees. PCFT employees must familiarise themselves with policies and procedures and adhere to these.
- It is the responsibility of all staff to report safeguarding concerns and familiarise themselves with who to contact in order to do this or seek further guidance.

Professional and Personal Development

- The post holder must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction Programme.
- The post holder will be involved in a formal appraisal and yearly conversations review with their manager at least every 12 months. Once performance / training objectives have been set, the staff member's progress will be reviewed on a regular basis, so that new objectives can be agreed and set, in order to maintain progress in the service delivery.
- The post holder will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Confidentiality and Information Governance

- Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to confidential documents and information relating to patients, service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the NHS unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence has been established.
- All information obtained or held during the post-holders period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.
- The post holder must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date. The post holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- The post holder must work to the requirements of data protection laws as applicable to the UK, which includes the General Data Protection Regulations (GDPR).

Health and Safety at Work

- The post holder is required to take reasonable care of the health and safety of themselves and other persons who may be affected by their acts or omissions at work and to co-operate with the Trust in adhering to statutory and departmental safety regulations.
- The post holder is responsible for ensuring that they do not intentionally or recklessly misuse or interfere with anything provided in the interests of health safety or welfare e.g. misuse of equipment.

- The post holder is required to contribute to the control of risk and must report immediately, using the Trust Incident reporting system, any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public.
- All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy.

Infection Control

- Infection Prevention and Control is the responsibility of all Trust staff.
- All staff members have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.

Sustainability / Net Zero Carbon

Pennine Care are committed to sustainable development, social value and achieving the NHS Net Zero Carbon reduction targets. All employees must play their part and adhere to the principals in the Green Plan, this will ensure our services are efficient, sustainable and carbon emissions are reduced. As an employee you will be expected to conserve energy / water, minimise wastage in all formats, actively promote biodiversity and use sustainable transport whenever possible.

Energy: Switch off non-essential electrical equipment / lighting when not in use. Report heating issues, building too hot / too cold to the Estates Team.

Water: Do not leave taps running and report all drips, leaks, and condensation issues to the Estates Team.

Waste: Follow the Trust waste policy – Reduce – Reuse – Recycle do not overorder equipment / medicines. Healthcare waste must be disposed of in line with the Trust's waste management policy.

Biodiversity: Enhancing biodiversity has a wealth of positive outcomes for our colleagues, services users and the environment. Think of your site, can an area be improved to have a quality green space, specific planting for habitat improvement or the installation of a couple of bird boxes? Contact the estate team for further details

Transport & Travel: Where possible lift share, cycle, walk or use public transport