

# Ashford and St. Peter's Hospitals

NHS Foundation Trust

## JOB DESCRIPTION

Job Title:	Bank Administrative & Clerical Worker
Department:	Bank — Various
Division:	Workforce and Organisational Development Department
Band:	Bands 2, 3 and 4
Hours:	As & when agreed
Responsible to:	Manager of area of work placement
Accountable to:	Temporary Staffing Team Leader
Base:	St. Peter's Hospital or Ashford Hospital with the ability to work on both sites if/when required by the work placement
Disclosure and Barring Service Required:	Yes
Job Summary:	<p>The post holder will:</p> <ul style="list-style-type: none"><li>• Be a flexible worker</li><li>• Be able to work to the banding and undertake the job role as assigned to them</li></ul>
Key working relationships	<p>The post holder will develop effective working relationships with:</p> <ul style="list-style-type: none"><li>• The Temporary Staffing Team Leader or Other members of the Temporary Staffing Team</li><li>• Managers of work placements</li><li>• Other colleagues within placements</li></ul>
Key Result Areas:	To have made an effective contribution to reaching the Trust's vision, strategic objectives and key work programmes.
Date of last review:	February 2017

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### Band 4 Posts typically include:

Any of the above and:

Provide fast accurate audio and word processing service, using specialist knowledge of medical terminology to produce clinical letters to GPs/other clinicians. Prepares straightforward replies and requests for consultant or team with proficient use of appropriate software to meet the required departmental standards of work.

- Provide secretarial/administrative support
- Organise meetings and agendas as required and maintain diary
- To co-ordinate and record annual leave, study leave requests and sickness absence
- Using IT packages assists with PowerPoint presentations including scanning of photographic slides and burning onto CDs.
- Use of Excel
  - Responsible for co-ordinating and preparation of presentations etc. In addition, responsible for making all the booking arrangements necessary for events held at ASPH.
  - Sorts, distributes and prioritises incoming post, using judgement and experience to decide which documents are to be passed to consultant and which may be passed to other areas for information or action.
  - Responsible for liaising with hospital workers to manage waiting lists to ensure management of admissions is in line with clinical need and the Trusts' waiting list policy and targets.
  - Competent use of Patient Administration System (PAS)
  - Any other task included within that specific work placement

Factors	Essential				Desirable				Assessed by:
		Band 2	Band 3	Band 4		Band 2	Band 3	Band 4	
<b>Qualifications and Further Training (Cont'd)</b>	<ul style="list-style-type: none"> <li>• 4 GCSEs or equivalent to include English and Maths</li> <li>• NVQ Level 3/RSA or equivalent</li> <li>• 2 GCSEs or equivalent to include English &amp; Maths</li> </ul>		✓	✓	<ul style="list-style-type: none"> <li>• ECDL or equivalent.</li> <li>• Customer Care Qualification</li> <li>• PAS (Patient Administration System)</li> </ul>	✓	✓	✓	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Minimum 2 years secretarial or administrative experience</li> </ul>		✓	✓	<ul style="list-style-type: none"> <li>• NHS Experience</li> <li>• Experience in dealing with the public</li> <li>• Minimum 6 months administrative experience</li> </ul>	✓	✓	✓	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• NHS Constitution</li> <li>• Trust vision, values, strategic objectives and key work programmes</li> </ul>	✓	✓	✓	<ul style="list-style-type: none"> <li>• Knowledge of data input</li> </ul>	✓	✓	✓	Application form and interview

Factors	Essential				Desirable				Assessed by:
		Band 2	Band 3	Band 4		Band 2	Band 3	Band 4	
<b>Skills continued</b>	<ul style="list-style-type: none"> <li>• Ability to work cooperatively within a team</li> <li>• Able to organise own work meet deadlines</li> <li>• Able to work independently once instructed</li> <li>• Able to understand and work to quality standards</li> <li>• Able to work flexibly and adapt to changing workloads and work processes.</li> <li>• Able to file accurately</li> </ul>	✓	✓	✓	<ul style="list-style-type: none"> <li>• Able to communicate courteously, concisely and effectively with all levels of staff and with the public</li> <li>• Able to demonstrate good interpersonal skills and customer service skills.</li> </ul>	✓	✓	✓	Application form, interview and skills tests.
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>• Must be able to demonstrate that you are honest, reliable, trustworthy &amp; treat people who use the services, and colleagues, with respect.</li> <li>• Calm, helpful and efficient</li> <li>• Willing to learn</li> <li>• Confident and professional</li> </ul>	✓	✓	✓					Application form and interview

## B. Summary of Trust Policies

The information listed below is a summary reference guide for candidates and members of staff. It is the personal responsibility of all employees to be aware of their duties and responsibilities under the Trust policies, which outline expected standards of behaviour. Full details of all policies can be found on the Trust intranet site, Trustnet. All employees can access Trustnet, candidates and employees can contact the Workforce & Organisational Development Team for a copy of any Trust workforce policy.

### 1. Communication and Confidentiality (Information Governance)

Effective communication is essential through active listening and responding to what people are saying:

- a) check information from other people and check its accuracy
- b) establish any help people require and act on this appropriately
- c) ensure confidentiality at all times

Employees of the Trust must not without prior permission disclose any information regarding patients or staff obtained during the course of employment except to authorised bodies or individuals acting in an official capacity. The Data Protection Act may render an individual liable for prosecution in the event of unauthorised disclosure of information. The latest Confidentiality Policy, Information Governance Policy, Freedom of Information Policy can be found on Trustnet, along with the Trust's Information and Technology Policies for employees who use computer systems at work. All staff should update their Information Governance training annually.

### 2. Diversity and Rights

All staff have a duty to promote people's equality, diversity and rights, and treat others with dignity and respect. The Trust is unreservedly opposed to any form of discrimination being practiced against its employees whether on the grounds of gender, ethnicity, marital status, sexual orientation, disability, race, religion, or national origin or age.

A copy of the Trust's Single Integrated Equality Scheme is available on the Trust's Intranet site.

### 3. Monitoring and Maintaining Good Health and Safety

The safety of patients, staff and visitors is paramount. All staff have a duty to recognise safety as a fundamental element of their role and to comply with Trust policies, procedures, protocols and guidelines related to safety and well-being, and to keep up to date with Health & Safety training. Under the Health and Safety at Work Act 1974, all employees have a duty:

- a) to take reasonable care of ourselves and others at work
- b) to co-operate in meeting the requirements of the law
- c) not intentionally or recklessly interfere with or misuse anything provided in the interests of health safety or welfare

Familiarise yourself with the Trust's Health and Safety Policies on Trustnet. There will be local, department policies that cover your department/workplace and you should make sure your line manager explains these to you during your local induction.

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The Public Interest Disclosure Act 1998 governs the making of disclosures concerning workplace activities and is intended to protect employees who blow the whistle on bad practice from being subjected to any detriment or unfairly dismissed as a result. In providing this protection, the Act also reinforces the

obligations of all persons employed by the Trust not to disclose to external sources any trade secrets or confidential information acquired during the course of their employment, unless they fall within the qualifying criteria for protection disclosures. Details of when and how concerns may properly be raised within or outside the Trust are available in the Trust's Whistle-blowing Policy on Trustnet.

We hope that you will be able to raise concerns with your manager or Head of Service. However, we recognise that this may be difficult and therefore the policy enables you to raise a matter directly with Senior Management. The Director of Workforce Transformation is the designated Director for Whistleblowing, but you can approach any member of the Trust Board.

## 7. Requirement for Flexibility in an Emergency Situation

In the event that the Trust is affected by an emergency situation (including but not limited to a flu pandemic or a pandemic of any other disease or illness), whether relating to its staff and/or patients, you agree that the Trust may require you to:

- (a) Carry out additional and/or alternative duties to those contained in your job description; and/or
- (b) Without prejudice to the other terms of your employment, perform duties (including any additional and/or alternative duties as mentioned above) at any other location where NHS services are provided.

## 8. Safeguarding

All Trust employees have a responsibility to take appropriate action if they believe that a child or vulnerable adult is in need of services or in need of protection and they must be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Everyone is responsible for accessing the relevant level of training and following the Trusts local and SSCB's Child Protection and Safeguarding procedures.

Information on Child Protection or on the Abuse or Suspected Abuse of Vulnerable Adults is on Trustnet

The Trust complies with the requirements of the Disclosure and Barring Service (DBS) and the requirement to report safeguarding issues to the Disclosure and Barring Service. All staff required to have a DBS disclosure for their post will undergo a recheck every three years. Employees must cooperate with the renewal process and complete their DBS applications promptly when requested.