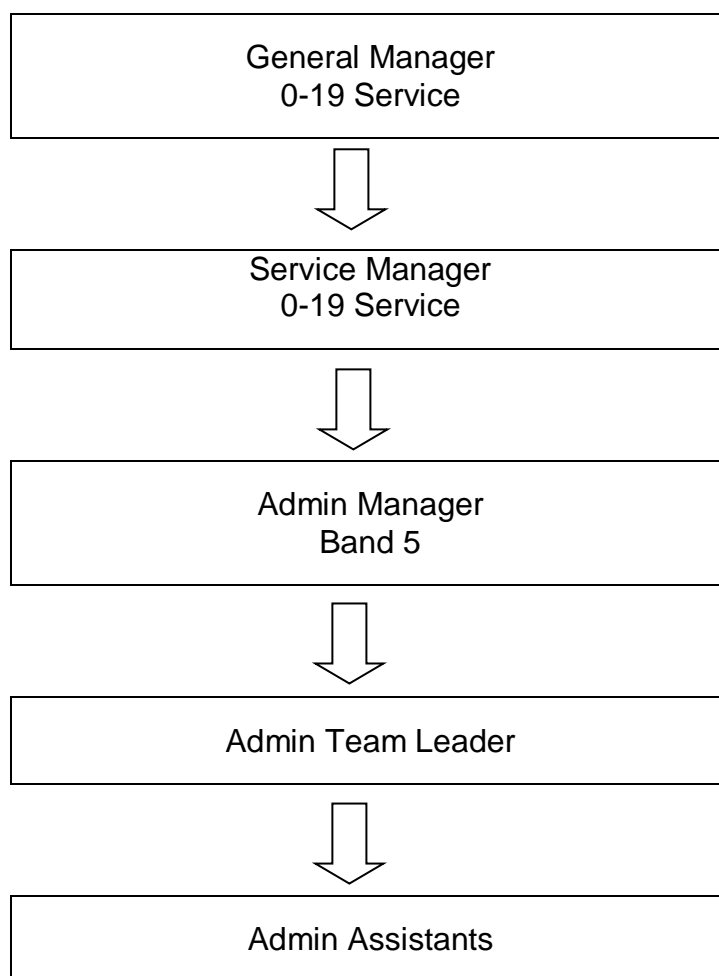


<b>1. JOB DETAILS</b>	
<b>Job title:</b>	<b>Admin Team Lead</b>
<b>Accountable to:</b>	<b>Admin Manager</b>
<b>Managerially (if required)</b>	
<b>Professionally (If required)</b>	
<b>Agenda for Change Band:</b>	<b>Band 4</b>
<b>Location:</b>	<b>North Yorkshire</b>
<b>2. JOB SUMMARY</b> (A brief description of the main purpose of the post)	
<ul style="list-style-type: none"> <li>• To provide a comprehensive office administration service for the 0 - 19 Healthy Child Service using discretion and judgement combined with practical office management skills.</li> <li>• To work as a member of the Admin Team and supervise the Administration Team</li> <li>• To provide administrative support to the Management Team in the 0 - 19 Healthy Child Service</li> <li>• The post holder will be expected on a day to day basis to allocate work to members of the admin team, supervise their work, and to prioritise and coordinate their work in order to meeting the needs of the department.</li> <li>• Post holder will also need to develop and implement staff rotas to ensure that adequate levels of administrative support are maintained. As well as to implement changes in the team to improve the patients' experience and to keep all staff fully trained and up to date with regards to service developments.</li> <li>• The post holder will also be expected to ensure that tasks are completed accurately and in a timely manner.</li> <li>• Post holder will be responsible for the quality of the service that is delivered by the administrative staff. This includes booking / rebooking appointments, scanning and uploading documentation, dealing with patient enquiries.</li> <li>• Liaison with key partners in relation to estates and administrative processes</li> <li>• To be familiar with, and work to, the protocols and policies of the 0 - 19 Healthy Child Service and Trust policies.</li> <li>• To maintain the dignity and self-respect of all patients/clients by ensuring equal access to services in order to achieve a high standard of care and documentation to high standard.</li> <li>• To be aware of the Health and Safety aspects of staff, patients, and visitors to the department.</li> </ul>	
<b>3. ROLE OF DEPARTMENT</b> (The function of the department in which the post holder works)	
0-19 Healthy Child Service	

#### 4. ORGANISATIONAL CHART

(Including in diagrammatic form to whom the post is responsible to and any posts which are responsible to the post holder)



#### 5. KEY WORKING RELATIONSHIPS

(The range of individuals and organisations the post holder has contact with, how regularly and for what purpose)

- To work in conjunction with all other staff within the department – clinical, nursing and administrative and clerical staff.
- To forge positive working relationships with other staff within the Trust and other Acute Trusts. To liaise with Switchboard at Harrogate Hospital to arrange interpreters via the Trust's approved service provider. To communicate with GP Practices, Safeguarding Team, Public Health, Senior Managers.

#### 6. DUTIES AND RESPONSIBILITIES OF THE POST

##### Administration and Clerical:

- Record keeping and ensuring all documentation, both written and electronic, is accurately completed using a variety of software.
- To be an integral team member for ensuring patients receive high standards of care.
- Effectively manage diaries on behalf of and in the 0 - 19 Healthy Child Service Management Team.
- Ensure Batch reports are processed within allocated timescales.
- Process Legal requests for information within Trust Guidelines

- Ensure the maintenance of medical equipment.
- Ensure all asset information is accurate and up to date.
- Distribute incoming correspondence.
- Receive and deal with telephone enquiries on behalf of the 0-19 Service.
- Arrange meetings, including booking venues, as required, for both internal and external meetings for the 0 - 19 Healthy Child Service Management Team.
- Assist with the production of agendas and papers for meetings, ensuring they are issued in a timely manner.
- Take minutes of meetings and transcribe as required, including the follow up of post meeting actions.
- Process order requisitions and marry up invoices maintaining stock control using authorised on-line ordering system.
- Support the 0 - 19 Healthy Child Service Management Team with administrative support for recruitment of staff.
- Ability to input complex information, including clinical information, and data into a computer throughout the working day accurately and effectively with interruptions from telephone calls and staff management responsibilities.
- Ability to multitask in a demanding and pressurised working environment.
- Travel countywide to manage and support Admin staff, minute meetings both internal and multiagency, and distribute resources and assets.
- To provide cover in times of absence for all members of the community administration (including safeguarding admin) team as appropriate offering support and assistance as required.
- To manage the complex filing systems required for the safe handling of child protection information and flagging of records.
- To support the gathering of demographic information for safeguarding procedures eg; MARAC, MAPPA.

#### Governance:

- Observe the rule of confidentiality with regard to patient data.
- Be familiar with Trust and department codes of practice relating to:
- Health and Safety at Work Act.
- The COSHH Regulations.
- Infection Control.
- Fire Procedure.
- Basic Life Support.
- Complies with the requirements of the Caldicott report, the Data Protection Act,
- Access to Health Records Act and subsequent legislation issued in relation to computer retained data.
- Adhere to the Trust Risk Management Policy.
- Ensure equal access to services for patients by developing and monitoring robust interpreter booking service.
- Undertake audits, as requested, within own work area and supports research and development within the department, where appropriate.

#### Communication:

- To use SystmOne to maximum benefit.
- Be the first point of contact for a wide range of queries and requests from varied internal and external bodies.
- Adhere to patient confidentiality and Data Protection Act.
- Liaise with various staff across the Trust to ensure patients care is of a high standard.
- Use a range of media to communicate with others including:
- Face to face.

- Electronic mail.
- Telephone/Minicom/Typetalk.
- letters – electronic.
- Receive visitors to the department.
- Co-ordinate activities with outside agencies, such as interpreting services, to meet patient and department requirements.

#### Supervision/Management/Leadership:

- To supervise the Admin Team
- Participate in the appraisal of team members, in accordance with the Trust's Appraisal Policy.
- To monitor and distribute the workload within the team, ensuring cover arrangements are in place where necessary.
- Co-ordination of temporary cover and holiday planning
- Provide a comprehensive induction to all new permanent, bank and agency staff to their work area.
- Managing HR issues for the administration team ensure they are aware of relevant policies, procedures guidelines.
- Assist with recruitment process.
- Act as a support for other staff within the department to ensure smooth running of Admin Team.
- Plan and prioritise own workload and assist colleagues, providing a reasonable level of clerical and administrative support to the department.
- To train and supervise the Admin Team in the 0 - 19 Healthy Child Service and act as assessor to candidates undertaking NVQ in Administration.
- Support the implementation of policies and procedures within the service and ensure staff without access to e-mail are informed of any policy/procedure changes.
- To undertake any delegated duties as appropriate to grading of post.
- To lead on implementation of national and local initiatives which affect the 0 - 19 Healthy Child Service
- To monitor performance of the department and recommend areas for improvement.
- Education and Development:
- Self-development and participation in continuous and post-basic education.
- Assist in the development and delivery of training for new staff members as agreed.
- Participate in mandatory training courses and any training identified during appraisal.
- Involvement in departmental teams modernising and standardising patient services.

#### Patient/Client/Customer Focus:

- To use own initiative and respond appropriately to changes in the condition of patients in the service.
- To be aware of own limitations and when to seek assistance.
- Treat patients with empathy and reassurance.
- Ensure that patients are kept informed at all times.
- Assist with the reception and care of patients, relatives and all visitors to the service.
- Assist in the development of public and patient involvement and feedback within the department liaising with PALS Manager in an appropriate and timely manner.
- Ensure that patients have dignity and privacy whilst at the Trust.
- To act as a resource and support for other staff members.
- Provide non-clinical information and guidance to patients, carers and other members of the team.

#### Housekeeping:

- Report for duty attired and of appearance so as to conform with the department's

standards.

- Report faulty equipment for repair and withdraw from use.

## **7. WORK SETTING AND REVIEW**

(Who is responsible for setting and reviewing the work, the extent to which the post holder works unsupervised, and the extent to which they are free to act without direct reference to a more senior person)

- In the main the Admin Manager is responsible for setting and reviewing the work for this post, although the postholder will also take directive from other Senior Managers and Team Leaders within the 0 - 19 Healthy Child Service.
- The postholder will spend the majority of the time working unsupervised.
- The postholder is expected to act on behalf of the Service Manager assessing and evaluating the opportunity to deal directly with enquiries, e-mails and correspondence.
- Escalate any concerns appropriately.
- The postholder will manage and prioritise own workload to a high degree, ensuring deadlines are met.

## **8. JOB DESCRIPTION AGREEMENT**

Post holder's signature .....

Date .....

Line Manager's signature .....

Date .....

## PERSON SPECIFICATION

POST TITLE: Children's Services Admin Team Lead

Factor	Essential	Desirable
Education/Training and Qualifications	<ul style="list-style-type: none"> <li>• Good standard of general education to GCSE level or equivalent</li> <li>• NVQ Level 4 in Administration or relevant knowledge and experience</li> </ul>	<ul style="list-style-type: none"> <li>• ECDL or equivalent computer literacy qualifications</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Previous experience in Administration and Management</li> <li>• Previous experience of using SystmOne</li> <li>• Meeting deadlines and targets</li> <li>• Dealing with Health Professionals</li> <li>• Knowledge of Data Protection Policies and issue</li> </ul>	<p>Previous experience and knowledge of NHS administration processes</p> <ul style="list-style-type: none"> <li>• Examples of managing transformational service change</li> <li>• Previous supervisory experience</li> </ul>
Skills/aptitude	<ul style="list-style-type: none"> <li>• The ability to work on own initiative, problem solving and making decisions without supervision</li> <li>• Excellent verbal and written communication skills</li> <li>• Excellent Microsoft office package skills/experience and use of bespoke systems</li> <li>• The ability to develop existing systems and processes</li> <li>• Proven experience of handling sensitive and confidential issues</li> <li>• Team player with leadership skills and the ability to motivate others</li> <li>• Ability to manage and deliver workload to strict deadlines</li> <li>• Proven planning, organisational and motivational skills</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent presentation of all documents, reports etc</li> </ul>
Personal Circumstances	<ul style="list-style-type: none"> <li>• Ability to communicate effectively with a wide variety of staff groups</li> <li>• Ability to adapt to change</li> <li>• Able to follow Trust policies and procedures</li> </ul>	
Other requirements	<ul style="list-style-type: none"> <li>• Ability to work under pressure</li> <li>• The postholder must be able to make own travel</li> </ul>	

	arrangements for business usage <ul style="list-style-type: none"> <li>• A high level of accuracy</li> <li>• Satisfactory occupational health clearance</li> <li>• Satisfactory DBS clearance</li> </ul>	
PERSON SPECIFICATION AGREEMENT Post holder ..... Date ..... Line Manager ..... Date .....		

Each of the above points should be considered in the light of minimum requirements listed in the job description