

## JOB DESCRIPTION

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**POST TITLE:** Administrator

**BASE:** Band 4

**BAND:** London House, London Road, Bracknell, RG12 2UT

**LINE MANAGER:** Business and Performance Manager

**PROFESSIONAL ACCOUNTABILITY:** Out of Area Placements Team

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### OUR VISION AND VALUES

Our **vision** is to **be a great place to get care, a great place to give care.**

Our values are:

- **Caring** for and about you is our top priority
- **Committed** to providing good quality, safe services
- working **Together** with you to develop innovative solutions

### JOB SUMMARY

The post holder will provide administration and secretarial support and will work as a key member of the multi-disciplinary team and assist in the promotion of high-quality service whilst adhering to the Trust's core standards.

### Main Duties

1. To provide a high quality and comprehensive business support service to the Business and Performance Manager and the BOB Placement Review Team and other areas of OAPs as delegated.
2. To provide cover as required, responding to callers by telephone or in person in a friendly and professional manner and accurately relay messages for team members.
3. To deputise and assist the Business and Performance Manager where required.
4. To provide highly accurate typing and word processing, covering a range of typing and layouts, some

of which may be of a highly confidential nature.

5. To provide accurate minutes of meetings which can be complex in nature.
6. To coordinate the meetings and managing generic mailbox in receiving and monitoring incoming emails and referrals.
7. To input and update information on RiO.
8. To maintain an accurate record of all clients related invoices including a system to monitor inputting, processing and distribution.
9. Undertake any photocopying, collating and distribution of documents as required. Including scanning and securing of confidential information.
10. To monitor lone worker usage and provide statistical information to the Senior Managers as required.
11. To have a proficient understanding of MS packages including Publisher, Power Point, Word and Excel. To be able to assist and design service flow charts, leaflets as required.
12. To actively participate in the RiO Superuser Forums and workshops. To provide feedback to other administrative staff regarding updates within the system.
13. To gather and collate data as required by the Senior Management Team.
14. To ensure the Health & Safety at Work Act is observed within the sphere of responsibility.
15. To participate in supervision and be responsible for own personal development.
16. Any other duties as requested.

## **RESPONSIBILITIES**

- To be a central point of contact and maintain relationships across the service, assisting the team in the development and maintenance of efficient and effective office procedures.
- Plan and arrange meetings, events and logistics (including attendance logs) internal and external to the service.
- Attend designated meetings where the information may be complex and sensitive, taking and transcribing minutes. Distribute information prior to and coming out of meetings.
- Ensures all office systems are maintained to a high standard, both electronically and hard copy across the service, developing systems to ensure services run smoothly and to the satisfaction of service users.

- Ensure service areas are clean and tidy safe and secure at all times throughout the day.
- Provide dedicated planning, coordinating and experienced administrative support to service leads, as required, including diary management.
- Promote effective communication channels across the service, including procedures for answering telephones and taking messages. Reporting all faults with the telecommunications system, including voicemail, to the relevant parties and monitor until issues are resolved.
- Manage the distribution of service user and staff communications and information across the service as required.
- To proactively contribute to Trust involvement and engagement strategies for services and staff and promoting opportunities to enhance quality of life.
- To motivationally reflect on own areas of development, on development for less experienced administrators and engage in regular support and individual supervision.
- To contribute towards the development and facilitation, with clinical leads, of service development; clinical groups, training sessions and workshops as appropriate.
- To measure own personal goals and ensure they align to the wider Trust goals and strategic objectives.
- The post holder must comply with all national, statutory, legislative, professional and local policy.
- To support and maintain, where required, elements of health, safety and security requirements across the service.
- To support projects and ad-hoc work requirements by undertaking a variety of administration and clerical tasks.
- Undertake any ad hoc duties as required by service lead / managers.

## **GENERAL**

1. This is a varied role where you'll be expected to undertake the range of responsibilities specified above, working together with your line manager and colleagues to ensure that the activities of this post make a real difference to our patients. Your line manager may ask you to undertake other reasonable duties to facilitate the smooth running of your service or team.
2. We are an equal opportunities employer and you'll be expected to role model equality of opportunity, live the values and always operate in accordance with our Equal Opportunities Policy.
3. Health and Safety at work is important to us and we would like you to role model the highest standards of behaviour and go above and beyond by adopting excellent practice where it links to the health and

wellbeing of our colleagues. It is important that you cooperate with us to ensure that statutory and departmental safety regulations are adhered to.

## **BEHAVIOURS**

In addition to the responsibilities and requirements outlined in this job description, you should refer to the associated and expected behaviours that are relevant to this role - your line manager will be able to provide you with this detail.

Our values define the behaviours we are all expected to display during the course of our work and they underpin our organisational recruitment, appraisal, reward and development processes.

## **LOCATION/MOBILITY**

We may require you to work at or from a different work base or location from time to time, to meet service demands and deliver an operational service. Given the geographical nature of the Trust, you may be required to travel between Trust premises as part of your role.

We also may need to change your work base on a permanent basis and if this is the case, we will consult with you in line with our policies and procedures.

## **FLEXIBILITY**

We may need to amend your job description and/or your duties from time to time in order that we can continue to provide the best possible service to our patients. It is important that you work with us to deliver our services, by complying with lawful and reasonable instructions, by adapting to new ways of working, and by attending training courses as requested from time to time.

## **CONTINUING PROFESSIONAL DEVELOPMENT**

You'll be expected to attend and contribute to staff meetings and forums, supervision sessions, training courses, seminars and workshops, all of which will contribute to the development and enhancement of our current working practices.

You will also be expected to participate in all personal review meetings and to take responsibility for your own personal and professional development and the professional accountability for your role.

## **DATA PROTECTION ACT**

We are all expected to be aware of the Data Protection Act and to follow the local Codes of Practice to ensure appropriate action is taken to safeguard confidential information.

## **HEALTH & SAFETY**

We all have a responsibility for health and safety, risk assessment and workplace inspections, and you will be expected to take reasonable care for your own health and safety and that of others.

You will also be expected to co-operate with your colleagues to ensure that statutory regulations, policies, codes of practice and departmental safety procedures are adhered to, and to attend any training programmes that we consider to be relevant.

## **INFECTION CONTROL**

The Health and Social Care Act 2008: (code of practice on the prevention and control of infections and related guidance) sets out responsibilities for NHS managers, Heads of departments, Clinical Leads and all staff to ensure patients are cared for in a clean and safe environment. Cleanliness and prudent antimicrobial stewardship (AMS) is essential to ensure that people who use health and social care services receive safe and effective care.

Prevention and appropriate management of infection is of paramount importance in the quality and safety of the care of patients and to the safety of staff and visitors. As a core element of the trust's clinical governance and risk programmes, all staff are required to be aware of their responsibilities and comply with infection prevention and control policies and guidelines.

## **CONFIDENTIALITY**

We all have a responsibility to make sure that we don't disclose any information of a confidential nature relating to the services we provide or in respect of any service user, client or third party. This applies both during and after your employment.

You must not remove or copy any documents or tangible items including software which belong to the Trust or which contain any confidential information unless you have specific permission to do so. When you leave our employment, or if you are asked, you must return all documents and tangible items which are in your possession or are under your control, but which belong to us or contain or refer to any confidential information.

You should be aware that a breach of confidentiality may result in your dismissal and that, regardless of any disciplinary action that we may take, a breach of confidence could result in civil action for damages.

## **DATA QUALITY**

We are all responsible for making sure that our data and electronic records are updated, accurate, relevant, reliable, and completed in line with our record keeping standards and policies.

## **CLINICAL GOVERNANCE**

We aim to provide the highest standards of care. To help us achieve this aim, you are expected to follow acceptable working practices as defined in our policies and guidelines. You also have a personal responsibility to your colleagues and patients to keep yourself up to date with any changes to policies and to report any practice that you consider to be unacceptable through the appropriate channels.

## **ASYLUM & IMMIGRATION ACT 1996 AND AMENDMENTS**

We need to make sure that we comply with the Asylum and Immigration Act 1996. To do this, we check the documentation of all applicants to confirm that they have the right to work in the UK. We won't offer employment to any applicant who does not have valid leave to remain and work in the UK or whose leave is subject to conditions which prevent them from taking up employment with us.

If your leave to remain and/or right to work status changes during the course of your employment, we will determine what impact this may have on our ability to continue employing you.

## **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**



We all have a responsibility for safeguarding individuals who come into contact with our services, whether they are a child or young person, a person with Learning Disabilities or an older or vulnerable adult.

We adhere to the Berkshire Local Safeguarding Children Boards Child Protection Procedures, which places a duty of care and responsibility on us all to safeguard and promote the welfare of children.

### **SMOKE FREE**

We operate a smoke free policy which means that smoking is not permitted on any of our sites. This also applies when you are travelling in vehicles (including owned and lease cars) whilst on official business, parked on our premises in privately owned vehicles, or transporting services users or visitors. We will not support taking additional breaks during the working day to smoke off site. Further information can be found in the Staff Smoke Free policy.

**PERSON SPECIFICATION**

CATEGORY	ASSESSMENT METHOD		
	Application Form Essential or Desirable	Interview Essential or Desirable	Selection Tool
<p><b>Education/Qualifications/Training</b></p> <ul style="list-style-type: none"> <li>• Educated to Degree level and/or evidence of further career development.</li> <li>• A high standard of education including minimum GCSE English Language and Mathematics or equivalent qualification.</li> </ul>	<p>E</p> <p>E</p>		
<p><b>Continuous Professional Development</b></p> <ul style="list-style-type: none"> <li>• Good level of IT skills.</li> <li>• First aid training/ fire officer training or willingness to undertake this.</li> </ul>	<p>E</p> <p>E</p>		
<p><b>Previous Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of working and adapting in an ever-changing environment.</li> <li>• Understanding of working in a partnership with related agency professionals to achieve client focussed goals.</li> <li>• Evidence of commitment to ongoing continuous skills development.</li> <li>• Experience of taking complex minutes at senior level</li> <li>• Experience in MS office software including email, word processing, spreadsheet and PowerPoint.</li> <li>• Experience as a self-directed worker with time management skills and ability to prioritise.</li> </ul>	<p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>		

<p><b>Knowledge, Skills &amp; Abilities</b></p> <ul style="list-style-type: none"> <li>• Numeric skills sufficient to interpret and present data in a meaningful, concise and relevant way.</li> <li>• Knowledge and understanding of office and business administration procedures.</li> <li>• Excellent oral and written communication skills.</li> <li>• Demonstrated ability to work independently and in a team environment.</li> <li>• Ability to maintain strong working relationships with other staff.</li> <li>• Ability to multi-task, problem solve and work quickly and under pressure.</li> <li>• Problem solving, minute taking and report writing skills.</li> </ul>	<p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>		
<p><b>Additional Requirements</b></p> <ul style="list-style-type: none"> <li>• Must be able to work on a flexible basis to meet the needs of the service.</li> <li>• Reliable and resilient.</li> </ul>	<p>E</p> <p>D</p>		

**DATE OF ISSUE: August 2020**