



UK Health
Security
Agency

Health Protection Administrative Officer, Business Support, Regions

UK Health Security Agency



Closing date: 23:50 on 07 May 2024

Accomplished



Why join the UK Health Security Agency?

Dame Dr Jenny Harries, Chief Executive Officer

**Thank you for considering a role
at the UK Health Security Agency**



Our mission is ambitious - we exist to save lives and provide health security for the nation. Should you be successful in your application you will be joining an extraordinary and diverse team at an exciting time in our development.

The UK Health Security Agency (UKHSA) is an organisation with a clear remit. It is the UKHSA's job to stay ahead of all threats to health, both present and future. This could be an infectious disease, antimicrobial resistance or a chemical, radiological or environmental hazard.

Whatever the threat, we will be impactful and insightful, and we will be inclusive in our approach.

To help us achieve this vital goal, we have a remarkable science capacity with some of the most prestigious lab facilities in the world. This is backed up with our greatest asset, our people. We have some of the brightest scientists, data analysts, coordinators, clinicians, logisticians and technicians.

I wish you luck in your application and look forward to working with you as together we work to protect the nation's health.

Best wishes,

Jenny

About the UK Health Security Agency

COVID-19 has reinforced the impact that threats to health can have on society and the economy and driven health security as a critical component of our national security architecture.

The United Kingdom Health Security Agency (UKHSA) is responsible for protecting every member of every community from the impact of infectious diseases, chemical, biological, radiological and nuclear incidents and other health threats. We provide intellectual, scientific and operational leadership at national and local level, as well as on the global stage, to make the nation's health secure.

We are a system leader for health security; taking action internationally to strengthen global health security, providing trusted advice to government and the public and reducing inequalities in the way different communities experience and are impacted by infectious disease, environmental hazards, and other threats to health. As the nation's expert national health security agency UKHSA will:

- Prevent: anticipate threats to health and help build the nation's

readiness, defences and health security

- Detect: use cutting edge environmental and biological surveillance to proactively detect and monitor infectious diseases and threats to health
- Analyse: use world-class science and data analytics to assess and continually monitor threats to health, identifying how best to control and mitigate the risks
- Respond: take rapid, collaborative and effective actions nationally and locally to mitigate threats to health when they materialise
- Lead: lead strong and sustainable global, national, regional and local partnerships designed to save lives, protect the nation from public health threats, and reduce inequalities

Our immediate and most important priority is to continue the response to the COVID-19 pandemic. In the longer term, UKHSA

will build on the legacy of the COVID-19 response to ensure resilient and scalable infrastructure to secure the UK in the strongest position to protect the public from future threats to health.

UKHSA's mission is challenging, innovative and in the spotlight. To achieve our objectives effectively and fairly, we commit to representing modern Britain and all its diversity. We recognise that diversity of background and life experience brings different insights, creates challenge and encourages change and innovation. This in turn produces more accountable and trusted public services and better decisions.

More information about the UKHSA can be found [here](#).

About the role

Job Title

Health Protection Administrative Officer,
Business Support, Regions

Location

One of 9 designated UKHSA Regions. With regular travel within geographical area of responsibility and travel elsewhere / nationally as maybe required by the post.

Salary

£22,370 - £24,184 per annum

Existing Civil Servants will be appointed in line with the Civil Service pay rules.

Contract Type

1 x Permanent

The Role

The Administrative Officer's job purpose is to work collaboratively within our established business support team (BST) providing an accurate and effective administrative support service to the UKHSA Region. The post holder will work with minimal supervision and be expected to work flexibly as part of a multi-disciplinary team providing a wide range of specific administrative duties. Your duties will include complex data inputting as part of the region's acute health protection response, handling incoming phone calls and enquiries and appropriately entering these on the clinical case management system. You will regularly be expected to record accurate and comprehensive minutes at a range of meetings with internal and external stakeholders.

The post holder may work with colleagues who are based across the country at different sites and / or who work remotely.

Specific duties of the role may vary depending on the site and teams / functions.

Key Responsibilities

As an Administrative Officer your main responsibilities will include:

Administrative Support

1. Provide comprehensive administrative support to teams across the Directorate, including diary management of one or more senior staff, if required.
2. To be responsible for dealing with telephone enquiries and other communications that may require a high degree of tact, diplomacy, and confidentiality.
3. Action routine correspondence, prepare acknowledgements and response letters as requested.
4. Collate information and data to produce reports and documents as required; some may be confidential and/or complex.
5. Assist with the dissemination and/or collation of information/returns for business operations in a timely manner.
6. Provide Incident Co-ordination administrative cover on rotation as required (if applicable)
7. Improve the quality of services and contribute to the improvement of the administration service.
8. To be responsible for organising and controlling own workload ensuring deadlines are observed and duties performed efficiently.
9. Provide cover as directed by line manager for other members of the team in their absence and assist with their workloads as necessary.

Financial and Resource management

1. Assist with the procurement of goods and services in-line with UKHSA policies and procedures, including overseeing ordering of stationery and general equipment supplies for the office; ensuring appropriate levels of stock are maintained; and arranging travel and hotel bookings.

Meetings and Events

1. Arrange, attend, and provide secretariat support to teams and other internal and external meetings and/or networks as required. This will include booking venues; organising hospitality; preparing and producing paperwork, i.e., agendas, action logs, collating and distributing all necessary information and documentation electronically and taking minutes or action notes as required. Ensuring all minutes or action notes are issued in a timely manner and agreed actions are appropriately recorded.
2. Assist with organising external and/or internal conferences, away days and training days, including registration, and preparing resources.

Information Governance and Information Management

1. Operate and update a range of databases and computerised case management / surveillance systems. Input data and information accurately and completely, using the correct formats consistently with legislation, policies, and procedures.
2. Adhere to clinical governance and security of information arrangements at all times.
3. Assist in the effective use and maintenance of the office environment and systems and support the introduction of, and working with, systems to manage these effectively; this will include organising and maintaining comprehensive electronic filing systems and using digital tools, for example JIRA.

Personal and Professional Development

1. Identify, discuss, and action own professional performance and training/development needs with your line manager through appraisal/individual development plan. Attending internal/external training events
2. To participate in all mandatory training as required, i.e., fire safety, information governance and all other mandatory training.

Communication and Key Working Relationships

1. The post holder will develop effective working relationships and communicate regularly with a wide range of individuals via phone, email and face to face including, local team members and managers, clinical and non-clinical staff and scientists. The post holder may also take phone calls and/or emails from members of the public and/or stakeholders.

Other

1. In addition to the job specific requirements above, this role will require adherence to all UKHSA Policies and Procedures. A full list of these is available on UKHSA Pulse and form part of the employment contract.
2. All staff will adhere to the UKHSA People Charter actively demonstrating the positive behaviours
3. All staff are expected to contribute to the delivery of corporate goals and objectives.
4. The role holder may be expected to support corporate service activity as set out in the Corporate Services Standard Operating Procedures
5. As a Category 1 responder under the Civil Contingencies Act 2004, UKHSA has a set of civil protection responsibilities which it must fulfil in the response to any emergency or major incident. Staff may be asked to contribute to the preparedness for and response to major incidents and emergencies (as defined in the UKHSA Concept of Operations) as required.
6. This document provides an outline of the tasks, responsibility and outcomes required of the role. The job holder will carry out any other duties that may reasonably be required by their line manager.
7. The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the team or Directorate and the Organisation.

Civil Service Code

The [Civil Service Code](#) sets out the standards of behaviour expected of you and other civil servants. These are based on the core values which are set out in legislation.

As a civil servant, you are expected to carry out your role with dedication and a commitment to the Civil Service and its core values of:

- 'integrity' - putting the obligations of public service above your own personal interests.
- 'honesty' - being truthful and open.
- 'objectivity' - basing your advice and decisions on rigorous analysis of the evidence.
- 'impartiality' - acting solely according to the merits of the case and serving equally well governments of different political persuasions.

These core values support good government and ensure the achievement of the highest possible standards in all that the Civil Service does. This in turn helps the Civil Service to gain and retain the respect of ministers, Parliament, the public and its customers.

Person Specification

This vacancy will use competency-based questions to assess the behaviours, experience, ability, technical skills / qualifications, strengths and commitment to equality and diversity detailed in the essential person specification.

It is important through your CV and Statement of Suitability of 1500 words that you give evidence and examples of proven experience of each of the following criteria:

Essential Criteria

- Educated to a level 2 qualification and / or relevant experience working at a similar level
- Experience of using Microsoft Office software i.e., Word, Excel, Outlook, and PowerPoint or equivalent.
- Ability to communicate clearly and concisely both orally and in writing. Take time to consider the best communication channel to use for the audience, including making the best of digital resources and considering value for money.
- Ability to prioritise own work and work with minimal supervision.
- Ability to produce work that is accurate in a timely fashion, whilst multi-tasking and working in a busy environment.
- Ability to follow guidance, policies, and processes, including handling sensitive and confidential data.
- Ability to handle telephone enquiries and receive visitors.
- Ability to work well as part of a team.
- An understanding of and commitment to equality of opportunity and good working relationships.

Benefits of working for the Civil Service

Whatever your role, we take your career and development seriously, and want to enable you to build a really successful career with the Department and wider Civil Service. It is crucial that our employees have the right skills to develop their careers and meet the challenges ahead, and you'll benefit from regular performance and development reviews to ensure this development is ongoing. As a Civil Service employee, you'll be entitled to a large range of benefits.

Equality, Diversity and Inclusion

The Civil Service values and supports all its employees.

We have strong and pro-active staff networks, special leave policies for hospital appointments, flexible working policies, workplace adjustments put in place for those who need them, and talent programmes to help everyone irrespective of background, to achieve their potential and thrive.

Pension

Your pension is a valuable part of your total reward package.

A competitive contributory pension scheme that you can enter as soon as you join where we will make a significant contribution to the cost of your pension; where your contributions come out of your salary before any tax is taken; and where your pension will continue to provide valuable benefits for you and your family if you are too ill to continue to work or die before you retire. Visit [Civil Service Pension Scheme](#) for more details. If joining on Medical & Dental terms and conditions you will retain your NHS pension arrangements.

Generous Annual Leave and Bank Holiday Allowance

26 days annual leave on entry, increasing to 28 days after 5 years' service and 32 days after 10 years' service. This is in addition to 8 public holidays.

This will be complemented by one further day paid privilege entitlement to mark the King's Birthday.

Staff Wellbeing

Flexible Working Schemes allowing you to vary your working day as long as you work your total hours.

Generous **paid maternity and paternity leave** which is notably more than the statutory minimum offered by many other employers.

Onsite facilities Opportunity to use onsite facilities including fitness centres and staff canteens (where applicable).

Season Ticket and Bicycle Loan

Interest-free loans allowing you to spread the cost of an annual travel season ticket or a new bicycle.

Sick Pay

Occupational sick pay.

The Recruitment Process

Application

To apply for this post, you will need to complete the online application process accessed via the advertisement listed for this role. This should be completed by no later than 23:50 on 07 May 2024 and will involve completing the following application form sections:

1. An **Employer/Activity section**. This is equivalent to the information you would provide on a CV, setting out your career history, with key responsibilities and achievements and relevant professional qualifications. Please ensure you have provided reasons for any gaps within the last two years; and
2. A **Statement of Suitability** (no more than 1500 words) explaining how you consider your personal skills, qualities and experience provide evidence of your suitability for the role, with particular reference to the criteria in the person specification.

Failure to submit a full application will mean the panel only have limited information on which to assess your application against the criteria in the person specification.

Please ensure that your application form contains your full name.

As part of the online application process, you will be asked a number of diversity-related questions. If you do not wish to provide a declaration on any of the particular characteristics, you will have the option to select 'prefer not to say'. The information you provide when submitting your application will help us monitor our progress towards the Civil Service becoming an inclusive employer and a great place to work. See the [Civil Service Diversity and Inclusion Strategy](#) for more information or go to [Equality and Diversity](#).

Should you encounter any issues with your online application or are unable to apply online please contact NW-HR@UKHSA.gov.uk

Shortlist

You will receive an acknowledgment of your application through the online process.

The panel will then assess your application to select those demonstrating the best fit with the role by considering the evidence you have provided against the criteria set out in the 'Person Specification' section. Failure to address any or all of these may affect your application.

The timeline later in this pack indicates the date by which decisions are expected to be made, and all shortlisted candidates will be advised of the outcome as soon as possible thereafter.

A long list stage may be introduced if we receive a large number of very credible applications.

Assessment

This competition will involve two stages:

The first stage requires completion of the application form. This will be assessed in line with the advertised criteria – please do provide evidence of how you meet this.

As part of the application process, you will be asked to provide a Statement of Suitability in no more than 1500 words outlining why you will be suitable for the role.

Your personal statement should outline your skills, experience, and achievements, providing evidence of your suitability for the role, with reference to the essential criteria (outlined in the person specification section).

If you are successful at this stage, you will progress to an interview. You will be asked to attend a panel interview in order to have a more in-depth discussion of your previous experience and professional competence in relation to the criteria set out in the Person Specification. The interview will consist of competency-based questions.

In the Civil Service we are challenging ourselves to become a more diverse and inclusive organisation. We recognise that recruitment and inclusion of individuals with diverse skills, perspectives and backgrounds will bring real strength to the organisation, the wider Civil Service and to society. To help support this aspiration all selection panels will have both female and ethnic minority and/or disabled membership.

Offer

Regardless of the outcome, we will notify all candidates as soon as possible after the final interview.

Expected Timeline

We will try and offer as much flexibility as we can, but it may not be possible to offer alternative dates for assessments or interviews. You are therefore asked to note the below timetable, exercising flexibility through the recruitment and selection process, in order to meet the dates given. Please note that these dates are indicative and may be subject to change.

The anticipated timetable is as follows:

Advert Closing Date	23:50 on 07 May 2024
Shortlist Meeting	Week Commencing 13 May 2024
Final Interviews	Week Commencing 27 May 2024 (indicative date)

FAQs

Can I apply if I am not currently a civil servant?

Yes. This role is open to suitably qualified people in the external market as well as existing civil servants.

Can I join on secondment terms?

Yes, a secondment may be possible for fixed term roles. If you are considering a secondment, contact NW-HR@UKHSA.gov.uk before applying.

Is this role suitable for part-time working?

This role is available for full-time, part-time, job share or flexible working arrangements. The importance and nature of the role makes this a demanding and sometimes time critical work delivery agenda so you should discuss any proposed alternative working pattern with NW-HR@UKHSA.gov.uk before applying.

Will the role involve travel?

Some travel may be required for this role, including to represent the organisation across the UK.

Where will the role be based?

One of 9 designated UKHSA Regional location with regular travel within the geographical area of responsibility and travel elsewhere / nationally as maybe required by the post.

Unfortunately, relocation costs will not be reimbursed.

Can I claim back any expenses incurred during the recruitment process?

No. Unfortunately we will not be able to reimburse you, except in exceptional circumstances and only when agreed in advance.

What nationality do I need to hold in order to apply?

To be eligible for employment to this role you must be a national from the following countries:

- The United Kingdom;
- The Republic of Ireland;
- The Commonwealth*;
- European Economic Area (EEA) nationals with (or eligible for) status under the EU Settlement Scheme;
- Relevant EEA or Turkish nationals already working in the Civil Service;
- Relevant EEA or Turkish nationals who have built up the right to working the Civil Service; and
- Certain family members of the relevant EU and Turkish nationals.

**Individuals will need to demonstrate that they meet the relevant immigration requirements.*

For further information on whether you are eligible to apply, please visit [Gov.UK](https://www.gov.uk).

Is security clearance required?

No. You will be required to undergo Baseline Personnel Security Standard

(BPSS) checks. More information about the vetting process can be found [here](#).

What reasonable adjustments can be made if I have a disability?

We are committed to making reasonable adjustments in order to support disabled job applicants and ensure that you are not disadvantaged in the recruitment and assessment process.

If you feel that you may need a reasonable adjustment to be made, or you would like to discuss your requirements in more detail, please contact NW-HR@UKHSA.gov.uk in the first instance.

Do you offer a Guaranteed Interview Scheme for Disabled Persons?

Disabled applicants who meet the minimum selection criteria in the job specification are guaranteed an interview. Selection will be on merit. If you wish to claim a guaranteed interview under the Disability Commitment, you should complete the relevant section of the online application. It is not necessary to state the nature of your disability.

Will this role be overseen by the Civil Service Commission?

No, this role is not required to be overseen by a Civil Service Commissioner

More detailed information can be found on the Civil Service Commission [website](#).

What do I do if I want to make a complaint?

The law requires that selection for appointment to the Civil Service is on merit on the basis of fair and open competition as outlined in the [Civil Service Commission's Recruitment Principles](#).

If you feel your application has not been treated in accordance with the Recruitment Principles, and you wish to make a complaint, you should contact NW-HR@UKHSA.gov.uk in the first instance

If you are not satisfied with the response you receive from the Department, you can contact the [Civil Service Commission](#).

What should I do if I think that I have a conflict of interest?

Candidates must note the requirement to declare any interests that might cause questions to be raised about their approach to the business of the Department.

If you believe that you may have a conflict of interest, please contact NW-HR@UKHSA.gov.uk before submitting your application.

Diversity & Inclusion

The Civil Service is committed to becoming an exemplar employer on inclusion.



We know that working inclusively and harnessing a range of talents means solving problems better, making better decisions and delivering better public services. We are committed to representing as broad a range of views and backgrounds as we have in UK society, focused not just on the characteristics protected under law but equally committed to greater socioeconomic diversity, greater regional diversity and to building teams where effectively harnessing cognitive diversity is the way decisions are made. We know that diverse perspectives and experiences are critical to an effective, modern Civil Service that delivers policies and services for all of our citizens.

Our vision is to ensure the Civil Service represents modern Britain and is a truly inclusive employer – an example to other employers. We will create an organisation where diversity and fairness are not only respected and valued – but celebrated - and where everyone can see where they belong, and no one feels excluded.

What's in it for me?

We want to maximise the potential of everyone who chooses to work for us – regardless of background, working style or career experience.

If you're interested in becoming a world class leader, developing your career with us – starting with this interesting and challenging role – or doing things differently and inspiring colleagues, then the Civil Service is the place for [you](#).

Our passion for inclusion and equality means creating a work environment for all employees that is welcoming, respectful, fair, engaging, and enriched with opportunities for personal and professional development

What's next?

You've taken the first step and looked through this job pack to understand the skills and experience needed to perform this role. Now join us in achieving our ambitions and let us help you achieve yours. [Read more](#).



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Contact us

Should candidates like to discuss the role in more detail before submitting an application, please contact us via NW-HR@ukhsa.gov.uk to arrange.

Our work is regulated by the Civil Service Commission.

UKHSA is a Disability Confident employer.