

Job Description

Job Title:	Administration Team Lead
Band:	5
Responsible to:	Directorate Operational Administrative Manager
Department:	Administration
Directorate:	Adult and Specialist

Our Values

	Behaviour	How we will demonstrate this behaviour
Professionalism	We will maintain the highest standards and develop ourselves and others	By demonstrating compassion and showing care, honesty and flexibility
Respect	We will create positive relationships	By being kind, open and collaborative
Innovation	We are forward thinking, research focused and effective	By using evidence to shape the way we work
Dignity	We will treat you as an individual	By taking the time to hear, listen and understand
Empowerment	We will support you	By enabling you to make effective, informed decisions and to build your resilience and independence

Job Purpose

To act as the Administration Team lead in a team that may include clinical and/or non-clinical staff. Provide administrative support to a range of staff. Supervise a team of administrators and take operational responsibility for them and for the allocation of work.

Key Responsibilities

1. To provide leadership and manage a team of administrative staff including undertaking appraisals, supervision, training and development of Band 3 and Band 4 staff.
2. To Provide leadership and manage a team of administrative staff across a variety of services, including staff rota's.
3. The post holder will support Service and Team Managers by implementing guidelines

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and protocols for administration services. Setting up and developing systems, processes and procedures to support the efficient and effective management of resources against agreed financial and activity targets.

4. The post holder will assist the Deputy Manager to monitor and report on quality, productivity, financial, waiting time, access and CQUIN targets, standards and performance indicators. Provide support to the Deputy/Manager with ongoing contract and budget managements.
5. Supervise triaging of priority of referrals with the support of clinical staff.
6. To be responsible for dealing with telephone complaints/enquiries and other communications with a high degree of tact, diplomacy and confidentiality in line with CPFT procedures and policies.
7. Participate in root cause analyses and trend analyses of complaints, Datix, SI incidents and/or near misses reported engaging the clinical governance department and working with Directorate Managers as appropriate to assist in the investigation. Ensure that all lessons learned from complaints are captured and disseminated across the service area and to a wider audience where relevant.
8. To lead and manage in the recruitment in line with processes and policies for all administrative staff.

Operational and Performance Management

1. Assist the Manager to produce monthly activity and trend reports and analysis that enable accurate forecasting of performance against key financial, service and quality targets, standards and performance indicators.
2. Assist the Manager to monitor and take action to ensure that all quality, productivity and profitability targets for the Service are achieved. Highlight areas of variance and opportunities to improve performance and proactively seek and utilise benchmarking data and other internal/external resources, to compare service targets and other areas of poor performance, under-achievement and risk.
3. Assist the Deputy/Manager to monitor access to services and waiting times and highlight any concerns.
4. To set up and develop administrative systems, processes and procedures to support the efficient and effective management of resources against agreed financial and activity targets.
5. Actively encourage innovation and improvement from others.
6. To maintain effective team working within the Hub and with the clinical managers and teams who are supported by the Administration Hub.
7. To be accountable for ensuring that the Admin Hub maintains clinical and electronic records in line with Trust policies and procedures.
8. Models behaviours that treat others with dignity, respect and compassion.
9. Listens actively and respectfully to others.
10. Identifies and challenges unacceptable practice of peers and colleagues respectfully, and takes appropriate action to resolve.
11. Improves the quality of services and contributes to the improvement of the service user experience.

12. Treats individuals with respect and kindness.
13. Works in partnership and collaboration with others; respects their rights and promotes equality at all times.
14. Responds to an individual's situation, needs and preferences and does not stereotype people.
15. Develops trust with service users and colleagues through delivering what they say they will and having a flexible approach to their work.

Systems

1. Acts as authoriser for stationery and resources, if appropriate.
2. Work with the Deputy/Manager in the development and implementation of Standard Operating Procedures and Work Manuals.
3. Assist in the effective use and maintenance of the office environment and clinical room, and leading on the introduction of, and working with, systems to manage this effectively.
4. Train in the use of new technology which may be introduced into the department, and support other staff when required.
5. Support communication with colleagues and users of the service through negotiation, influencing, listening and understanding, to ensure effective joint working.
6. Be aware of the Trust's incident reporting systems in line with the Health and Safety and Risk Policy requirements.
7. The post holder will at all times carry out his/her duties with regard to the Trust's Equal Opportunities Policy.
8. The post holder will ensure that all duties are carried out to the highest standard and in accordance with the current quality initiatives within the work area.
9. This list is only an indication of the main tasks required to be performed. It is not an exhaustive list of duties and responsibilities and may be subject to change in consultation with the post holder and dependent on service need.
10. Maintain own educational knowledge and expertise by participating in self and peer review, on-going education and through research projects.
11. To participate in CPFT appraisal and performance review process ensuring objectives are met and a personal development plan is maintained and evaluated.
12. Act as a supervisor, role model and mentor for the service area's administration workforce.

Personal

1. The post holder will at all times carry out his/her duties with regard to the Trust's Equal Opportunities Policy.
2. The post holder will ensure that all duties are carried out to the highest standard and in accordance with the current quality initiatives within the work area.
3. This list is only an indication of the main tasks required to be performed. It is not an

exhaustive list of duties and responsibilities and may be subject to change in consultation with the post holder and dependent on service need.

4. To line manage administration staff including responsibility for recruitment and selection, performance management, sickness absence management, appraisal and personal development and grievance and disciplinary issues in accordance with HR policies and procedures. Ensure that good practice in recruitment, appraisal, performance management and other policies areas is maintained.
5. Monitor the team's compliance on performance, staff conduct, standards of behaviour and staff absenteeism and take remedial action where shortfalls occur ensuring the matters are dealt with effectively and in line with CPFT policies and procedures.
6. To identify the learning and development needs of administrative staff and to ensure that the administrative workforce have the required skills to deliver effective support to their services and access to a robust on-going programme of education and development.
7. The post holder will assist the Directorate Manager and the Learning and Development department to identify the learning and development needs of the administrative staff within the service area and to ensure that these staff have the required skills to deliver effective support to their services and are working within their defined competencies.
8. The post holder will play a key role in the dissemination of learning across the service areas administrative workforce in order to inform policy and practice and support the development of the culture of a learning organisation, that is fully committed to providing excellence in both health and customer care and to providing continuous improvement.
9. To train and develop your staff to carry out at least annually an appraisals, objective setting and personal development planning meeting

Training & Development

- To participate in regular supervision in accordance with good practice guidelines and Trust policy.
- To participate in the Trust's annual Appraisal process.
- To attend all relevant mandatory training as and when required to do so.

Quality & Patient Safety

- Protection of Children & Vulnerable Adults – To promote and safeguard the welfare of children, young people and vulnerable adults.
- Implementation of NICE guidance and other statutory / best practice guidelines. (if appropriate)
- Infection Control - To be responsible for the prevention and control of infection.
- Incident reporting - To report any incidents of harm or near miss in line with the Trust's incident reporting policy ensuring appropriate actions are taken to reduce the risk of reoccurrence.
- To contribute to the identification, management and reduction of risk in the area of responsibility.
- To ensure day to day practice reflects the highest standards of governance, clinical effectiveness, safety and patient experience.
- To ensure monitoring of quality and compliance with standards is demonstrable within the service on an ongoing basis.

- To be aware of the responsibility of all employees to maintain a safe and healthy environment for patients/ clients, visitors and staff.

Equality & Diversity

The Trust is committed to equality and diversity and works hard to make sure all staff and service users have access to an environment that is open and a free from discrimination. As a Trust we value the diversity of our staff and service users, and therefore recognise and appreciate that everyone associated with the Trust is different and so should be treated in ways that are consistent with their needs and preferences.

Therefore all staff are required to be aware of the Trust's Equality and Diversity Policy and the commitments and responsibilities the Trust has to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

We firmly believe that it makes good business sense to have a workforce representative of the communities we serve and so encourage applications from all sections of the community.

To be noted:

- **This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with the manager.**
- **This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.**
- **This post is subject to the Rehabilitation of Offenders Act 1974 (Exemption Order 1975) and as such it will be necessary for a submission for disclosure to be made to the Criminal Records Bureau to check for previous criminal convictions. The Trust is committed to the fair treatment of its staff, potential staff or users in line with its Equal Opportunities Policy and policy statement on the recruitment of ex-offenders.**

Person Specification

Job Title:	Administration Team Lead
Band:	5
Responsible to:	Directorate Admin Manager
Department:	Administration

Criteria	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> • A Levels or equivalent acquired through experience • 5 GCSEs Grade A-C including English • NVQ Level 4 in Business Administration or equivalent acquired through experience. • OCR RSA Word Processing level 3 and OCR RSA Text processing level 2, or equivalent acquired through experience. 	<ul style="list-style-type: none"> • Willingness to undertake a Leadership or Management Qualification. •
Experience	<ul style="list-style-type: none"> • Significant experience of staff management. • Experience as a senior administrator. • Evidence of successful working within multi-disciplinary teams. • Evidence of supervision training and/or experience • Evident of managing workload and ability to prioritise • Knowledge of local safeguarding policies and procedures. 	<ul style="list-style-type: none"> • Experience of working with wider stakeholder groups • Financial and budgeting management experience.

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	<ul style="list-style-type: none"> • Evidence of project management • Experience of managing/leading staff. 	
Skills & Abilities	<ul style="list-style-type: none"> • Evidence of leadership ability, able to influence, involve and develop individuals and teams • Decision making and problem solving skills • Ability to use performance management information and demonstrate understanding of performance information. • Ability to travel around locations. • Exceptional communication skills, with the ability to convey sensitive information and feedback on performance. • Exceptional team building skills with the ability to negotiate and influence, whilst maintaining good working relationships. • Proven planning and organisational skills • Ability to effectively introduce and manage change • Excellent IT skills with aptitude for learning new databases and training staff in use of the same • Ability to work with a high degree of flexibility • Self-motivated and able to work on own initiative with the ability and confidence to make decisions. • Confident nature with a proactive approach to problem solving • Ability to resolve conflict and remain calm under pressure 	<ul style="list-style-type: none"> • Typing to a high standard at a minimum 60 wpm. • Knowledge of SystemOne/RIO/AIS/SWIFT

	<ul style="list-style-type: none"> • Ability to prioritise competing priorities and delegate work appropriately. • Ability to comply with mandatory training requirements • Ability to organise rotas • Evidence of commitment to anti-discriminatory services. 	
Knowledge & Understanding	<ul style="list-style-type: none"> • Awareness of major issues in the NHS 	Interest in current health issues particular to a Foundation Trust
Physical Requirements	<ul style="list-style-type: none"> • Ability to spend prolonged periods using a computer. 	
Other	<ul style="list-style-type: none"> • Able to demonstrate initiative and be proactive. • Thorough understanding of confidentiality. • The ability to understand and behave at all times, towards patients, visitors and colleagues according to the Trust values. • Positive approach to older people • Recognise peoples right to privacy and dignity, treating every person with respect. • Willingness to embrace integrated model and new ways of working. • Willingness to be flexible in approach and attitude. 	

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The Trust believes in treating everyone with dignity and respect and encourages applications from all sectors of the community. We guarantee an interview to candidates with disabilities who meet the minimum essential criteria.