**Job Description**

**Our vision: To support our local communities by excelling in everything we do together.**

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| **Job Title:** | Network Management Administrator  |
| Band:  | **3** |
| Network:  | **Specialist** |
| **Base:**  | **Guild Lodge** |
| AfC Ref:  | **3803** |
| Hours of work:  | **30** |

**Our Values**

The values represent what we as an organisation, and the individuals who make up that organisation, are about.

It is our aim that everything we do fits in with, and reinforces, these values:

* *We are always learning*
* *We are respectful*
* *We are kind*
* *We are a team*

Reporting Arrangements:

Managerially accountable to: PA Lead

Professionally accountable to: Network Admin Lead

## Job Summary

The post holder will provide a comprehensive secretarial, administration and information service across the Network including SIRP (Safety and Improvement Review Panel), and coordinate their activities with other members of the Network Management PA and Administration team to ensure an efficient and confidential service is provided.

The post holder will be aligned to the SIRP process and is required to work flexibly in response to the needs of the service providing cover to other hubs on various sites as directed by the Network Management Admin Lead to ensure continuity of a quality service.

## Key Relationships

* Senior and Network Management Team/Team Leaders
* Clinical Services/Administrative Services
* Trust staff and general public/External stakeholder/commissioner organisations

**Department Chart**

Network Admin Lead

Deputy Admin Lead / PA Lead

PA

**Key Responsibilities**

**Communication and Relationship Skills**

* Receive allocate and despatch internal /external mail in line with the Trust policy.
* Produce briefings and presentations as requested.
* To actively contribute to the network management team through supporting the delivery of day to day activities and projects, assisting the PA with the delivery of a range of business initiatives and projects aimed at the delivery of quality and excellence.
* To act as a point of contact for the manager/managers either by telephone, letter, fax, email or in person, presenting at all times a welcoming, friendly and helpful attitude.
* To create and maintain effective working relationships with staff at all levels, internal and external across the whole health economy.

**Analytical and Judgement Skills**

* As requested by the PA, screen emails, fax and correspondence addressed to the manager/managers using judgement to establish the validity and priority of the contact, take action where appropriate, and flag to the manager/managers those that require urgent attention.
* To assist in the management of the diary of the manager/managers, making decisions regarding the appropriateness and priority of appointment requests and using independent judgement to make necessary revisions.
* In the absence of the manager/managers, re-direct calls and enquiries that require immediate/urgent response to the appropriate manager providing cover.

**Planning and Organisational Skills**

* Assist in the planning and organising of a range of network wide activities and programmes including regular meetings and other events.
* In line with set standards ensure that agendas, papers and minutes are produced and circulated in accordance with the schedule of meeting dates.
* To assist in ensuring the manager/managers arrives at all meetings fully briefed, with the relevant paperwork and information.
* To arrange meetings on behalf of the manager/managers, liaising with network and Trust personnel and external national agencies.
* To make travel arrangements for the manager/managers as required.

 **Service User Care**

* Ability to deal with complaints, face to face, written and over the telephone, which occasionally can be distressing and emotional.

**Policy and Service Development**

* The post holder will be required to follow policies and procedures within own service area.
* Adhere to Trust policies and procedures as directed in training, guidelines and advised by relevant colleagues in relation to creating records and handling information.

**Responsibility for Finance**

* Observe a personal duty of care to equipment and resources used within the course of work.

**Human Resources**

* When directed record annual leave of manager/managers within service line ensuring that the manager/managers is aware of all planned and unplanned absence. To ensure that leave is planned appropriately for seasonal periods and that return to work interviews are arranged, on behalf of the manager/managers following periods of sickness.
* Demonstrate own activities to new or less experienced employees.

**Information Resources**

* To provide accurate word processing of letters, reports, memos, programme plans, minutes, general and formal, and other typing and word processing tasks and activities as required including preparation of materials, reports and presentations using PowerPoint, Word and Excel.

 **Research and Development**

* To participate if requested in providing/collating information to support research and development.

 **Freedom to Act**

* The post holder will work within professional guidelines, broad organisational and occupational policies and be accountable for own professional actions.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

**Special Conditions:**

As a member of staff you have:

* Legal duties and responsibilities under Health & Safety legislation, plus a general duty to work safely and not to put others at risk i.e. colleagues, service users, visitors, as a result of any activity or omission at work.
* A duty to report any practice that you consider compromises standards of risk and health & safety. The Whistle-blowing Policy gives effect to the Public Interest Disclosure Act under which an individual who raises such concerns for unfair treatment is protected.

All Lancashire and South Cumbria NHS Foundation Trust staff employed within all Environments that have contact with service users, their families or systems to support them have a responsibility to safeguard and promote the welfare of children, adults and vulnerable families.

**As a member of staff you must**:

* + All Lancashire and South Cumbria NHS Foundation Trust staff employed within Clinical Environments have contact with children, vulnerable adults, service users and their families must familiarise themselves and be aware of their responsibilities and adhere to Local Safeguarding Children’s Board, Local Safeguarding Adult Board and LSCFT Procedures for Safeguarding and Protecting Children.
	+ The Trust places great emphasis on the need for the strictest confidentiality in respect of personal data - both that of service users and staff. All information about people will be treated in the strictest confidence at all times. Breaches of confidentiality will be investigated and may lead to Disciplinary action being taken.
	+ The Trust view its responsibility under the Data Protection Act and the Caldicott Principles as central to all activities that are carried out in its name. Staff are therefore expected to acquaint themselves with the principles of Information Governance, and to complete the mandated training modules that have been agreed."

Promoting Equality and Reducing Inequalities

* To understand and uphold organisational policies and principles on the everyday promotion of equality, diversity and inclusion.
* To create an inclusive working environment which values a variety of ideas, experiences and practice, where differences are respected and celebrated for the benefit of ourselves, the Trust and the communities we serve.

# Behaviour

The post holder is expected to ensure their behaviours are consistent with our values at all times, we expect you to:

* Support the aims and vision of the Trust
* Act with honesty and integrity at all times
* Be a positive ambassador for the Trust
* Demonstrate high standards of personal conduct
* Value and respect colleagues, other members of staff and patients
* Work with others to develop and improve our services
* Uphold the Trust’s commitment to equality and diversity
* Take personal responsibility for their words, deed and actions and the quality of the service they deliver

**Person Specification**

**Our vision: high quality care, in the right place, at the right time, every time.**

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| **Description**  | **Essential**  | **Desirable**  | **Assessment**  |
| Education/ Qualifications  | NVQ Level 3 in Customer Care or Business Administration – or equivalent experienceDemonstrable commitment to continuous personal development. | Formal secretarial qualificationGood level of general education | A/I  |
| Knowledge and Skills/practical skills  | Awareness of issues in the Mental Health Network.Knowledge of a range of administrative procedures and practice. | Interest in current issues particular to a Foundation Trust and the networkKnowledge of NHS management processes | A/I |
| Experience  | Previous experience as a Secretary/Administrator including diary managementPrevious experience of working in a fast moving, confidential, sensitive, pressurised deadline driven environment.Experience of supporting and minuting meetings. | Experience of working at Management level, preferably within an NHS environment. | A/I  |
| Attributes  | Takes a pro-active approach to tasks.Ability to communicate effectively at all levels using e-mail, telephone or face to face.Proven experience in producing minutes.Able to demonstrate skills inorganising and prioritising of diaries and schedules.Ability to deal with confidential and sensitive issues with tact.Attention to detail and able to see tasks through to completion.Accurate keyboard skills for producing reports and correspondence etc. including live note taking at RSA II or equivalent.Ability to work flexibly to meet the needs of the service.Ability to deal effectively with competing demands.Well-developed administrative skills.Ability to manage non routine enquiries without immediate supervision.Capable of working underpressure and using own initiative; able to prioritise workloadFlexible and self-motivatedTeam workerExcellent interpersonal skills.Professional, self-confident, tactful and diplomatic. | Innovative – proactively presents ideas for improvement.Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly. | A/I    |

**EFFORT FACTORS**

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| **PHYSICAL EFFORT** What physical effort is required for the job?  |  How often?  | For how long?  |  What weight is involved?  | Any mechanical aids?  |
| The post holder may be sat at a computer station for a substantial proportion of the working time.  | Every day  | Part of the day.  | N/A  |  N/A  |

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| Is the job holders expected to sit / stand in a restricted position?  |  How often?  |  For how long?  |  What activity is involved?  |
| Yes  | Every day  | Part of the day.  | Computer based work.  |

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| **MENTAL EFFORT** Are there any duties requiring particular concentration? – Please detail.  |  How often?  |  For how long?  |
| This post will involve dealing with phone calls, checking documents, analysing information and preparing reports. There could be some interruptions, as necessary. | Every day  | Part of the day |
|  Are there any duties of an unpredictable nature? – Please detail.  |  How often?  |  For how long?  |
| Occasionally dealing with phone calls and visitors.  | Regular  | Varies |

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| **EMOTIONAL EFFORT** Does the job involve dealing with any distressing or emotional circumstances? – Please detail | Direct / Indirect exposure  |  How often?  |
| The post holder might have to deal with telephone calls from patients or members of the public who are angry or upset.  | Direct  |  | Occasional  |
| **WORKING CONDITIONS** Does the job involve exposure to unpleasant working conditions? – Please detail |  How often?  |
| The role is undertaken in an office environmentVDU Use  | Every day |