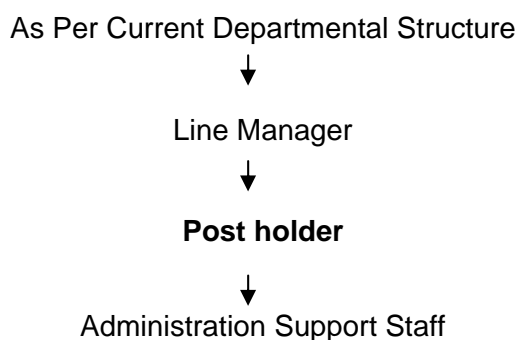


WORCESTERSHIRE HEALTH & CARE NHS TRUST
JOB DESCRIPTION AND PERSON SPECIFICATION

Section 1 – SUMMARY OF POSITION CRITERIA

Job Title:	Administrator / Executive Assistant
Pay Band:	5
Department:	As per contract
Work base:	As per contract
CAJE JD number	JD39GEN
ESR Position number(s):	<i>(for new posts to be completed by EST)</i>
PBAC role code:	5PL Basic ESR User
IT systems access required (please list):	Microsoft Office – Word/Excel/Outlook Internet/Intranet ESR
Professional Registration and Qualification requirements:	Educated to Degree level or equivalent relevant experience GCSE (Grade A-C) or equivalent in Maths and English Language. OCR / RSA 3 or equivalent in Text / Word Processing
ISA requirements:	Regulated / Controlled (delete as applicable) <i>(implementation date deferred)</i>
Management costs incurred:	Yes/No (delete as applicable)

Section 2 - ORGANISATIONAL CHART:



Section 3 - JOB SUMMARY

To provide a comprehensive Administrative / Executive Assistant service (specific to role).

Section 4 - KEY RESULT AREAS

To undertake administrative / executive assistant duties (specific to role).

To lead, supervise and co-ordinate administration / clerical staff across department(s).

To act as the first point of contact for (specific to role).

To oversee the effective running of the department, including the processing of routine workforce information.

To undertake small scale project work in support of (specific to role).

To undertake general office duties i.e. typing, data processing, filing, photocopying and facsimile as deemed appropriate in line with Trust Policies and Procedures.

Extensive co-ordination of electronic and paper diaries.

To arrange events, confirm appointments and meetings as required, making appropriate arrangements (hospitality, booking venues, equipment, travel, accommodation etc.).

Provide secretarial service to meetings including preparation and distribution of agendas and papers, taking minutes.

To answer / deal with queries, both face to face and via the telephone, and pass them on to the relevant member of staff in an appropriate and timely manner.

Establish and maintain effective office systems to initiate and maintain records and generate information as required.

Manage own workload effectively, prioritising and delegating accordingly.

Deal with incoming and outgoing post, including e-mail.

To supervise administration staff, as appropriate.

To co-ordinate the appraisal process for the department.

To undertake appraisals for support staff.

To co-ordinate the recruitment process for the department.

Authorised signatory.

Petty cash budget holder.

COMMUNICATION AND LIAISON

To act as the first point of contact for (specific to role) ensuring matters are dealt with efficiently and effectively.

To answer face to face and telephone enquiries in a friendly and courteous manner, recording any messages efficiently and passing them to the relevant member of staff in an appropriate and timely manner.

To deal with incoming / outgoing mail appropriately.

To liaise and interact with other users and colleagues as and when required.

To liaise with external agencies as required.

ANALYSIS AND JUDGEMENT

To undertake personal assistant duties (specific to role).

Manage and prioritise own workload effectively.

Delegate work to admin support as appropriate.

PLANNING AND ORGANISATION

Extensive co-ordination of diaries for all designated personnel, co-ordinating electronic and paper diary systems accordingly.

To arrange, confirm appointments and meetings as required, making appropriate arrangements (hospitality, booking venues, equipment, travel, accommodation etc.).

Provide secretarial service to meetings including preparation and distribution of agendas and papers.

Co-ordinate and undertake the appraisal process for the department.

PHYSICAL SKILLS

Typing and word processing documents, initiate responses to routine correspondence, producing reports, minutes etc. Use of spreadsheets.

RESEARCH AND DEVELOPMENT

To assist in service audits where indicated.

POLICY AND SERVICE DEVELOPMENT

To adhere to the local and national Health and Safety regulations and the Trust's Policies and Procedures.

RESPONSIBLE FOR PHYSICAL AND FINANCIAL RESOURCES

To be responsible for physical equipment and to ensure any cash transactions are handled in accordance with Trust policies and guidelines.

To monitor small delegated budgets.

Co-ordinate estate management as necessary.

To oversee the purchase of stationery and equipment as required.

To be responsible for locking the building, as required.

RESPONSIBLE FOR HUMAN RESOURCES

To be a flexible, supportive member of the team.

Supervision and appraisal of junior staff, identifying and co-ordinating training needs as necessary.

To prepare for and attend own appraisal meetings and participate in any training programmes as requested by the Trust.

Oversee the recruitment process from advertisement to commencement.

Co-ordinate the deployment of staff to cover planned and unplanned absences.

RESPONSIBLE FOR INFORMATION RESOURCES

To maintain accurate, contemporaneous and complete records in accordance with the Trust's policy and guidelines for records and record keeping.

To type / word process documentation as required.

To input / retrieve data on a daily basis (specific to role).

To record information to the Electronic Staff Record, as appropriate.

ADDITIONAL RESPONSIBILITIES FOR ALL STAFF

Worcestershire Health & Care NHS Trust is committed to providing a safe, healthy and fair working environment and to providing staff with opportunities to maximise their contribution through involvement and professional development.

In addition to the specific responsibilities set out above, Worcestershire Health & Care NHS Trust has the following expectations of all staff:

Training and Development

All staff have a responsibility to participate in regular appraisal with their manager / team leader, where there is a joint responsibility to identify any training and development needs.

All staff have a responsibility to undertake statutory and mandatory training as deemed appropriate by the Trust. Details are available in the Trust's Statutory / Mandatory / Essential Training Checklist.

Every effort is made to provide statutory and mandatory training by a variety of methods and in a variety of settings and times. However, there is an expectation that as a condition of employment, the Trust requires its staff to attend training sessions that may fall outside their normal working hours.

Safeguarding

Within their sphere of competence, each member of staff is responsible for promoting and safeguarding the welfare of the children, young people and / or vulnerable adults for whom they are responsible or may come into contact with, in the job role.

Health and Safety

The Trust aims to provide all staff, visitors and service users with a safe environment, in which to work or visit, without suffering any personal injury or ill health.

Each member of staff is responsible for ensuring that they work in such a way as to ensure their own health and safety and that of other staff, clients, patients and members of the public.

Managers' Responsibilities for Health and Safety

Managers should:

Take reasonable care of his / her own health and safety and that of others, who may be affected by his / her "acts or omissions";

Co-operate with the Trust on Health, Safety and Security matters so that it can comply with its legal duties.

Not interfere with or misuse anything provided in the interests of health, safety, security or welfare.

Ensure that effective arrangements are in place to enable a safe and secure working environment and safe systems of work for all staff, students and others working under his / her control.

Ensure that all staff, students and others working under his / her control comply with statutory requirements, Trust Health, Safety and Security related policies, procedures, and codes of practice and with the arrangements in place to control health, safety and security risks.

Failure to carry out these requirements may result in disciplinary action.

Control of Infection

The Trust is firmly committed to reducing Healthcare Associated Infection. All staff must work to the Trust's Hand Hygiene Guidance, Infection Prevention and Control Policies, Procedures and Guidance relevant to their area of work and undertake the necessary training. For staff in clinical areas this will be appraised through the KSF review process and /or other relevant professional review processes.

Information Quality

All staff must ensure complete and accurate data is collected and recorded in a timely manner.

Equality & Diversity

The Trust recognises the diversity of its staff and undertakes to treat them equitably and fairly irrespective of gender, gender identity, disability, race age, sexual orientation, religion or belief. The Trust recognises its duty to each and every individual employee and will respect their human rights'; the Trust also expects that its employees will treat other staff, patients and members of the public with dignity and respect.

Confidentiality

Staff must at all times maintain confidentiality on information gained in the course of their duties. This may well include access to personal information relating to service users and Trust staff.

Information Governance

All staff have a personal responsibility to ensure that person identifiable, confidential or sensitive information is processed in line with the Data Protection Act, the NHS Records Management Code and the NHS Code of Confidentiality.

All staff should be aware of the requirements of the Freedom of Information Act 2000 and the Trust's procedures for dealing with requests for information in a timely manner.

Access to Health Records

All staff who contribute to patients' health records are expected to be familiar with, and adhere to the Trust's Records Management policy. Staff should be aware that patients' records throughout the Trust will be subject to regular audit. In addition, all health professionals are advised to compile records on the assumption that they will be accessible to patients in line with the Data Protection Act 1998. All staff who access patients' records have a responsibility to ensure that these are maintained and that confidentiality is protected in line with Trust Policy.

Smoke Free Policy

All buildings and grounds are smoke free. There is no provision of 'smoking rooms' inside buildings.

Job Description

This job description is not intended to be an exhaustive list of duties but to give a guide to the objectives and responsibilities of the post. It will be reviewed in line with any organisational change and annually as part of the appraisal process.

PERSON SPECIFICATION

JOB TITLE: Administrator / Executive Assistant, Band 5

	Essential	Desirable
Experience	<p>Minimum 3 years Administrative / Secretarial experience at Senior Manager / Director level.</p> <p>Previous NHS experience.</p> <p>Supervision / Management of staff.</p> <p>Minute taking experience.</p>	
Knowledge	<p>Extensive knowledge of Microsoft Office – Word/Excel/Outlook.</p> <p>Understanding of the Data Protection Act and code of Confidentiality.</p>	Powerpoint.
Qualifications	<p>Educated to Degree level or equivalent relevant experience.</p> <p>GCSE (Grade A-C) or equivalent in Maths and English Language.</p> <p>OCR / RSA 3 or equivalent in Text / Word Processing.</p>	Shorthand.
Skills and Aptitude	<p>Good communication and organisational skills.</p> <p>Good telephone manner.</p> <p>Ability to prioritise work.</p> <p>Ability to collate and analyse information.</p>	<p>Shorthand / speedwriting.</p> <p>Line management.</p>

	<p>Demonstrate ability to use initiative effectively.</p> <p>Supervisory skills.</p> <p>Audio typing skills.</p> <p>Minute taking skills.</p>	
<p>Other factors</p>	<p>Willingness to undertake further training.</p> <p>Ability to meet the travel requirements of the role.</p>	