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| **JOB DESCRIPTION AND PERSON SPECIFICATION FOR** | **Senior Business Administrator** |
| **AGENDA FOR CHANGE BAND** | Band 4 (indicative) |
| **HOURS AND DURATION** | As specified in the job advertisement and the Contract of Employment |
| **AGENDA FOR CHANGE REFERENCE NUMBER** | **3116** |
| **DBS LEVEL** | Standard DBS |
| **REPORTS TO** | Administration Manager |
| **ACCOUNTABLE TO** | Administration Services Manager |
| **LOCATION** | The post holder will initially be based at the location specified in the job advertisement and the Contract of Employment. However, the Trust reserves the right, with consultation, to relocate post holders to any base within the Trust in line with service requirements. |
| **JOB SUMMARY**  To provide comprehensive, high level and specialist administration support to identified Senior Managers, Senior Clinicians or teams. The post-holder will be a key member of the team, providing professional and efficient administrative services. Key areas of accountability will be:   * To manage the diaries of the allocated individuals or team, supporting them to use their time efficiently and effectively. This will include the scheduling of meetings and co-ordination of events. * To provide high level administrative support to identified meetings, ensuring the timely receipt and circulation of papers, producing minutes of a high standard and managing and co-ordinating the completion of agreed actions and action logs. * To manage the email correspondence of the allocated individuals or team, reading and responding on their behalf where appropriate and supporting them with the prioritisation of correspondence and responses. * To support the allocated individuals or team with completion of actions and co- ordination of work, including projects, ensuring that actions of self and others are completed within required deadlines. * To understand the aims and objectives of the organisation, working closely with the aligned service or managers to minimise their time undertaking administrative duties. * Responsibility for work activities in own aligned area, the majority of which will be non- routine. | |

# MAIN DUTIES AND RESPONSIBILITIES:

1. **To demonstrate the Trust’s values in everything you do in the work environment and live up to LPT’s Leadership Behaviours**

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1. **To be responsible in the use and expenditure of the Trust’s resources that you utilise**
2. **Delivery of Effective Healthcare within the organisation**
   1. To work closely and effectively with leaders and teams to support the effective management of services that offer the very best standards for patients, service users and staff.

# Establishing Effective Leadership and Communication

* 1. To work effectively and collaboratively with senior staff, clinicians and colleagues in order to provide an effective and efficient administrative service.
  2. To use excellent communication skills when exchanging information with colleagues, patients, and relatives on a range of issues, many of which will be complex and/or sensitive. This will require the post-holder to use tact, persuasive and negotiating skills, for example when ensuring that required actions are completed by senior staff or clinicians by agreed deadlines.
  3. To communicate effectively, professionally and in a timely manner on behalf of allocated Senior Managers, Clinicians or team. This will require the use of excellent written communication skills to respond to correspondence on behalf of the allocated individual or team, using professional and clear written communication.
  4. To communicate compassionately and effectively with patients or patient’s relatives when giving information or non-clinical advice in respect of complaints or concerns.
  5. To exercise judgment to assess and prioritise issues and – where possible - resolve problems on behalf of the allocated individual or team. This will include implementing a system for prioritising emails and responses to ensure that responses are timely and any required follow up is undertaken.
  6. To take responsibility for planning and organising a range of complex activities including, diary management, scheduling meetings, planning staff rotas (e.g. senior management or clinical on-call rotas, administrative staff rotas) and organising events. The post-holder will be required to co-ordinate other staff and/or external agencies and will be responsible for the adjustment and refinement of plans and activities due to changing requirements or emergencies.
  7. To be responsible for the smooth-running of training, meetings, appointments, and events, booking venues, and meeting rooms, arranging refreshments, guest speakers, travel arrangements and other resources as required.
  8. To co-ordinate the scheduling of meetings, the submission of papers by agreed deadlines and the circulation of meeting papers. To log, follow up and update actions from meetings to ensure deadlines are met and to produce accurate minutes and highlight reports.
  9. To provide day-to-day supervision/management, training and guidance to less experienced administrative staff and/or new starters. This will include training staff in department policies and standard operating procedures (SOPs).

The post-holder will be responsible for managing their own workload and following agreed workplace policies and SOPs.

# Continuing Education, Professional and Personal Development

* 1. Undertake the Trust’s corporate and local induction, and maintain own learning and compliance with training requirements for the role.
  2. Participate in supervision via agreed review and appraisal mechanisms.

# Clinical Governance, Reduction of Risk, Audit and Research

* 1. Where required, undertake and contribute to, surveys and audits relevant to the workplace.
  2. As required, respond to and escalate risks, incidents and concerns including the completion of incident reports etc to enable actions and lessons learnt to be implemented.

# Management and use of Resources and Information

* 1. All records that the role is responsible for or modifies must be kept up to date and maintained in an accurate and diligent manner.
  2. To source and order goods or services in line with best practice and procedure. To undertake stock control, monitoring progress of orders, dealing with discrepancies and maintaining records of all purchases to ensure that invoices can be reconciled. To handle and maintain petty cash (max £300) monies and claims in accordance with LPT’s agreed financial procedures.
  3. To sign timesheets for temporary workers, as required.
  4. To use highly developed keyboard skills and knowledge of computer software to quickly and accurately produce correspondence, presentations and reports on behalf of allocated senior managers, clinicians or team.
  5. Create, implement and maintain effective office systems for the management of duties and responsibilities within effective timeframes and standards. To ensure that information is kept securely and is accessible to other members of the team.
  6. Maintain and update databases and staff organisational records on behalf of the allocated individuals or team e.g., annual leave, sickness, training.
  7. To accurately transcribe documents from digital audio dictation or handwritten notes.

# Operating with Quality in everything you do and Maintaining a Safe Environment

* 1. To constantly strive to deliver the best service possible to internal and external stakeholders. This will include proposing changes to working practices, policies or SOPs and ensuring that best practice and expected policies and SOPs are implemented and adhered to. This may include participating in working groups and project teams to bring about positive change and departmental efficiencies.
  2. Support the Administration Manager across all spheres of their responsibility, ensuring work is managed and that service quality standards and targets are met.

# Project Management and performance monitoring

* 1. To demonstrate a good awareness of the principles of project management and to work with others to create and produce plans that contain all the necessary detail for managing and delivering services and/or projects, identifying key actions and deadlines.
  2. To support the allocated individuals or team to monitor and manage long term work- projects by creating and maintaining project spreadsheets, databases and action logs.
  3. On behalf of the allocated individuals/team, record and monitor business activities to ensure that essential requirements are fulfilled (e.g. clinical or business KPIs, performance standards, projects, governance).
  4. Co-ordinate and monitor complaints received and responded to within the directorate, including the quality checking of written responses and identification of actions. To ensure that all complaint investigations are completed within the required deadlines.

# COMMUNICATION AND WORKING RELATIONSHIPS

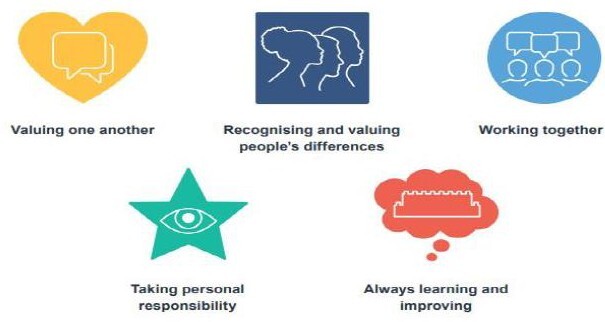
To act as a key point of contact for the service area, liaising with: Services, managers, clinicians and other staff within the

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| Directorate Patients/Carers/Social networks  Wider Leicestershire Partnership Trust staff Other NHS organisations  Other external agencies |
| **ENVIRONMENTAL FACTORS**   1. Physical Effort    1. The role is office-based and will require the post-holder to work at a computer for much of the working day 2. Mental Effort    1. The work pattern is likely to be unpredictable with interruptions.    2. The post-holder will be required to concentrate for prolonged periods, for example when taking minutes at meetings 3. Emotional Effort    1. Occasional indirect exposure to difficult or distressing situations 4. Working Conditions    1. Will be required to use the computer almost continuously |
| The job description is not exhaustive and will be reviewed in the light of changing needs and organisational development. Any changes will be discussed with the post holder who may be required to carry out the duties appropriate to the grade and scope of the post. |

# OUR LEADERSHIP BEHAVIOURS: IT STARTS WITH ME

Our leadership behaviours framework set the standards of expectation we aspire to in our daily work. Meeting these standards and developing the capability to exceed them, will not only ensure that we continue to improve and respond flexibly to changing needs as an organisation, but will also help our staff to fulfil their potential, both in terms of personal achievement and career advancement.

The behaviours we expect to see at LPT are:



# ADDITIONAL INFORMATION

The NHS is in a period of continuing change due to developments and rationalisation of services. This will lead to a modification of structures and job descriptions. The post holder will be expected to co-operate with changes, subject to consultation, at any time throughout the duration of their contract.

# MOBILITY

The person specification for the role will detail the mobility requirements of the post.

However, employees may be required to work at any of the other sites within the organisation subject to consultation.

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| **POLICIES AND PROCEDURES**  All staff should comply with the Trust’s Policies and Procedures. It is the employee’s responsibility to ensure that they are aware of the relevant Policies and Procedures for their area of work. Key Policies and Procedures will be explained as part of local induction arrangements |
| **SAFEGUARDING CHILDREN AND ADULTS**  The Trust takes the issues of safeguarding children and adults, and addressing domestic violence very seriously. All employees have a responsibility to support the Trust in its duties by adhering to all relevant national and local policies, procedures, practice guidance and professional codes; promptly reporting any concerns to the appropriate authority in line with safeguarding policy and guidance; attending mandatory training on safeguarding children and adults; being familiar with individual and the Trust’s requirements under relevant legislation. |
| **MENTAL CAPACITY ACT**  All clinical staff will be aware of their responsibilities under the Mental Capacity Act and will ensure that assessment for Deprivation of Liberty Safeguards is in place for any patient that is deemed to lack capacity to consent to their care and treatment. |
| **MAKING EVERY CONTACT COUNT**  All staff are positively encouraged to contribute to improving health for themselves, their patients, service users and colleagues. This happens when, in everyday contact, the opportunity is taken to raise the subject of choosing better health by stopping smoking, reducing alcohol intake, eating more healthily and becoming more active. The Trust’s Making Every Contact Count programme has further information. |
| **HEALTH AND SAFETY**  It is the duty of all employees of the Trust to ensure that a safe working environment and safe working practices are maintained at all times. Any specific duties you are required to fulfil as part of the job you are employed to undertake will be detailed as part of your job description. All employees must comply with the duties imposed on them by the Health and Safety at Work Act 1974, i.e.   * To take responsibility for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work. * To co-operate with their employer as far as is necessary to meet the requirement of the legislation. * Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health and safety or welfare   These duties apply to all staff whenever and wherever they are engaged on Trust business. |

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| **DATA PROTECTION**  In line with national legislation, and the Trust’s policies, you must process all personal data fairly and lawfully and in a transparent way, for the specific, explicit and legitimate purpose(s) it was obtained and not disclosed in any way incompatible with such purpose(s) or to any unauthorised persons or organisations, unless a lawful exemption applies.  The post holder must be familiar with and comply with the Trust Policies on Data Protection, Confidentiality and Information Security and requests for personal information.  The post holder must be familiar with and comply with the General Data Protection Regulation and Data Protection Act 2018.  Personal Data must be:   * Processed lawfully, fairly and in a transparent manner * Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes * Adequate, relevant and limited to what is necessary * Accurate and where necessary, kept up-to-date * Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes which it is processed * Processed in manner that ensures appropriate security, including protection against unauthorised or unlawful processing and accidental loss, destruction or damage |
| **CONFIDENTIALITY**  The Trust attaches the greatest importance to patient confidentiality and to the confidentiality of personal health data, personal data and other data held and processed by the Trust. All data should be treated as confidential and should only be disclosed on a need-to-know basis.  Some data may be especially sensitive and is the subject of a specific organisation policy, including information relating to the diagnosis, treatment and/or care of patients and service users, as well as individual staff records. Under no circumstances should any data be divulged or passed on to any third party who is not specifically authorised to receive such data. In addition, staff must not access personal information unless authorised to do so as part of their role.  Due to the importance that the organisation attaches to confidentiality, disciplinary action will be considered for any breach of confidentiality. All members of staff are expected to comply with national legislation and local policy in respect of confidentiality and data protection.  With the increased use of information technology and e-communications, staff should also be aware that safeguards are in place to protect the privacy of individuals when using these, both inside and outside of work. This includes the use of social media i.e. Facebook, Twitter, Snapchat etc. Where privacy is breached, disciplinary action will be considered.  All employees should be mindful of the seven Caldicott principles when dealing with person identifiable information.   1. Justify the purposes of using confidential information 2. Only use it when absolutely necessary 3. Use the minimum that is required 4. Access should be on a strict need to know basis 5. Everyone must understand his or her responsibilities 6. Understand and comply with the law 7. The duty to share information can be as important as the duty to protect patient confidentiality   If there is any doubt whether or not someone has legitimate access to information, always check before you disclose. |

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| **EQUALITY AND DIVERSITY**  We aim to design and provide services and employment practices that meet the diverse needs of our service users and staff, ensuring that none are placed at a disadvantage over others. You will be expected to take into account the provisions of the Equality Act 2010 to advancing equal opportunity. You must act in your role to ensure that no one receives less favourable treatment due to their protected characteristics i.e. age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (gender) or sexual orientation.  In carrying out your duties, you must have due regard to the different needs of different protected equality groups in your area. |
| **INFECTION CONTROL**  All employees have a responsibility to protect from infection themselves and other people, whether they be patients, other staff or visitors, as well as making all reasonable effort to reduce or prevent the risk of infection in their working environment. All staff have a duty to make themselves familiar with and comply with Infection Prevention and Control Policies and Procedures, carry out duties required by legislation such as the Health and Social Care Act 2008 (updated 2015) (and subsequent legislation), and to attend mandatory training relating to infection prevention and control. |
| **COUNTER FRAUD**  Staff are expected to report any incidences of potential fraud to the Counter Fraud Helpline on 0800 028 40 60. |
| **SMOKING AT WORK**  The Trust has a “Smoke Free Policy”, which applies to:   * All persons present in or on any of the Trust grounds and premises * All persons travelling in Trust-owned vehicles (including lease cars) whilst on official business * Privately owned vehicles parked on Trust grounds or when transporting service users, Visitors on official Trust business * When wearing an NHS uniform |
| **ELECTRONIC ROSTERING**  Our electronic rostering system is key to ensuring staff are in the right place with the right skills at the right time, to ensure we carry out this responsibility effectively. All LPT staff must adhere to the rostering standards and guidelines set out in the Electronic Rostering Policy, pertaining to their role. |

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| **Person Specification Selection Criteria**: | **3. Essential/ Minimum**  **1. Desirable** | **Stage measured at. You must demonstrate the required criteria at all stages indicated** | | | |
| **Appli-**  **cation form** | **Intervi**  **-ew** | **Test** | **Prese- ntation** |
| **Demonstrates a commitment to the** |  |  |  |  |  |
| **Trust’s Values** |  |  |
| **1.1** Compassion | 3 | X |
| **1.2** Trust | 3 | X |
| **1.3** Respect | 3 | X |
| **1.4** Integrity | 3 | X |
| **Qualifications (Equivalent** |  |  |  |  |  |
| **qualifications will be considered** |  |  |
| **where their equivalency can be** |  |  |
| **demonstrated)** |  |  |
| **2.1** Good standard of education including | 3 | X |
| GCSE English and Mathematics Grade C |  |  |
| (new Grade 4) or above, or equivalent qualification or experience |  |  |
| **2.2** ILM Level 3 or equivalent skills, | 3 | X |
| knowledge and experience |  |  |
| 2.4 Higher National Certificate or Vocational Qualifications to level 4/5 or equivalent experience | 3 | X |
| 2.3 Prince 2 or equivalent project | 1 | X |
| management skills, knowledge and |  |  |
| experience |  |  |

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| **Appli-**  **cation form** | **Intervi**  **-ew** | **Test** | **Prese- ntation** |
| **Knowledge and Skills** |  |  |  |  |  |
| **3.1** Experience of working as an | 1 | X | X |
| administrative supervisor/team leader |  |  |  |
| which includes supervising or line |  |  |  |
| managing staff, including planning, work |  |  |  |
| allocation, performance, absence and |  |  |  |
| recruitment and selection. |  |  |  |
| **3.2** Ability to plan, organise and prioritise | 3 | X | X |
| the diaries and workload of self and |  |  |  |
| others (aligned manager) without direct |  |  |  |
| supervision, whilst working to meet |  |  |  |
| deadlines. |  |  |  |
| **3.3** Exceptional written, verbal and face- | 3 | X | X |
| to-face communication skills. Ability to |  |  |  |
| communicate effectively with |  |  |  |
| professionals and service users at all |  |  |  |
| levels in health and agencies external to |  |  |  |
| health. |  |  |  |
| **3.4** Knowledge and experience of using | 3 | X |  |
| modern communication technology. |  |  |  |
| **3.5** Experience of receiving, recording | 3 | X |  |
| and relaying complex information via |  |  |  |
| telephone. |  |  |  |
| **3.6** Experience of electronic diary | 3 | X | X |
| management and also communicating |  |  |  |
| effectively via email, including |  |  |  |
| implementing a flagging/prioritisation |  |  |  |
| system for self and others. |  |  |  |
| **3.7** Responsibility for the organisation | 3 | X |  |
| co-ordination and smooth-running of |  |  |  |
| events and meetings utilising appropriate |  |  |  |
| resources. |  |  |  |
| **3.8** Attending meetings and events | 3 | X | X |
| including taking accurate and informative |  |  |  |
| notes/minutes, identifying and following |  |  |  |
| up actions. |  |  |  |
| **3.9** Experience of transcribing information | 1 | X |  |
| from either dictation or handwritten notes. |  |  |  |

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| **Appli-**  **cation form** | **Intervi**  **-ew** | **Test** | **Prese- ntation** |
| **3.10** Experience in the development and implementation of electronic or paper- based office systems, which are continually maintained and updated. | 3 | X |  |  |  |
| **3.11** Excellent keyboard skills, and comprehensive knowledge of Microsoft Office packages to produce reports, presentations and spreadsheets to a high standard. | 3 | X |
| **3.12** Experience and knowledge of creating and formatting professional communications, such as letters, leaflets, presentations, reports and briefings to a high standard. | 3 | X |
| **3.13** Experience of using own initiative to undertake research within defined service parameters. | 3 | X |
| **Experience (both work and ‘life’**  **related)** |  |  |  | X |  |
| **4.1** Experience of working corporately within a large, multi-professional team. | 1 | X |  |
| **4.2** Experience of providing administration support for a range of projects and assisting the project managers in updating key documentation such action logs and presentations. | 1 | X | X |
| **4.3** Experience of supervising a team which works to a standard which is compliant with policy, procedure and other quality frameworks. | 1 |  | X |
| **4.4** Ability to work to high levels of accuracy, demonstrating attention to detail as the nature of the work demands high quality. | 3 | X |  |
| **4.5** Complex problem solving skills, with  the ability to look for and negotiate solutions and actions and apply | 3 | X | X |

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| **Appli-**  **cation form** | **Intervi**  **-ew** | **Test** | **Prese- ntation** |
| appropriate decision making.   * 1. Dealing with complex complaints or other emotive situations with sensitivity, diplomacy and confidentiality.   2. Experience of ordering goods or services, monitoring progress of orders, checking receipt of goods or services to ensure invoices can be reconciled. | 3  1 | X | X |  |  |
| **Personal Attributes** |  | X |  |  |  |
| **5.1** Able to work under pressure with | 3 | X |
| conflicting demands and interruptions, |  |  |
| maintaining a high level of performance. |  |  |
| **5.2** Ability to assess the importance and | 3 | X |
| urgency of situations for self, team and |  |  |
| aligned manager/s and initiate actions, |  |  |
| where appropriate. | 3 | X |
| **5.3** Proactive, with the ability to identify |  |  |
| any unmet needs within the service. | 3 | X |
| **5.4** Assertiveness skills to challenge |  |  |
| potentially inappropriate or unsafe actions |  |  |
| of others, for the benefit of patients and |  |  |
| the service | 3 | X |
| **5.5** Demonstrate flexibility and |  |  |
| adaptability to meet the changing |  |  |
| demands of the service. | 3 | X |
| **5.6** Ability to learn and contribute from |  |  |
| experience, training, feedback and the |  |  |
| appraisal /personal development process |  |  |
| to facilitate self and organisational |  |  |
| development. | 3 | X |
| **5.7** Discretion and trustworthiness when |
| dealing with highly sensitive or |  |  |
| confidential information. |  |  |



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| **Appli- cation form** | **Intervi**  **-ew** | **Test** | **Prese- ntation** |
| **Standard Requirements** |  |  |  |  |  |
| 6.1 Commitment to Equality & Valuing Diversity Principles | 3 | X | X |
| 6.2 Understanding of Confidentiality & Data Protection | 3 | X | X |
| 6.3 Understanding of the service users of the Trust (which could include lived experience of conditions the Trust deals with or of receiving services relevant to those the Trust provides) | 3 |  | X |
| **Mobility** | 3 | You must demonstrate how you would meet the stated mobility requirement on your application form | | | |
| Own transport or suitable alternative. Dependence on public transport is not suitable for this role |