

JOB DESCRIPTION

JOB DESCRIPTION AND PERSON SPECIFICATION FOR:	Senior Business Assistant
AGENDA FOR CHANGE BAND:	Band 4
HOURS AND DURATION:	As specified in the job advertisement and the Contract of Employment
AGENDA FOR CHANGE REFERENCE NUMBER:	2674
DBS LEVEL:	None Required
REPORTS TO:	Administrative Support Manager
ACCOUNTABLE TO:	Administrative Support 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:	
<p>To provide comprehensive high level specialist administration support within the remit of the aligned team, service or Senior Manager:</p> <ul style="list-style-type: none"> • To understand the aims and objectives of the organisation, working closely with the aligned service or manager to minimise their time undertaking administrative duties. • Responsibility for work activities in own aligned area, the majority of which are non-routine. • To lead, manage and develop the administration team within the area of responsibility, allocating and delegating work responsibilities, and monitoring performance in line with KPIs and Standard Operating Procedures. • To help the team or individual with time and daily management, including the scheduling of meetings/ clinics, correspondence, note taking, completion of actions and co-ordination of events and project work, ensuring that actions of self and others are completed within required deadlines. • To act on behalf of aligned Senior Manager or Consultant, within defined/ agreed parameters of delegated responsibility, to prioritise and escalate those matters which require his/her personal attention. 	

MAIN DUTIES AND RESPONSIBILITIES:

1. To demonstrate the Trust's values in everything you do in the work environment
2. To be responsible in the use and expenditure of the Trust's resources that you utilise
3. Undertake the Trust's corporate and local induction and maintaining your learning and compliance with training requirements for your role.
4. To communicate effectively, professionally and in a timely manner by email, implementing an email flagging or prioritisation system for self and others to ensure that email responses and actions are identified, and completed or followed up as required.
5. To plan, organise and be responsible for the smooth-running of clinics, training, meetings, appointments and events, booking venues, and meeting rooms, arranging refreshments, guest speakers, travel arrangements and other resources as required. To co-ordinate and circulate meeting paperwork as appropriate. To log, follow up and update actions from meetings to ensure deadlines are met.
6. To undertake electronic diary management for self and others. To make sure that planned meetings make best use of time and resources.
7. Create, implement and maintain effective office systems for the management of aligned duties and responsibilities within effective timeframes and standards. To ensure that information is kept securely and is accessible to other members of the team.
8. Develop, agree, implement and adjust staff activities as needed to ensure administrative responsibilities are met, monitoring quality and throughput of work to meet work priorities, deadlines and standards. Undertake line management duties, such as performance monitoring, management of ill health, undertaking appraisal, and managing conduct and discipline issues as needed.
9. Maintain and update databases and staff organisational records on behalf of the aligned service, eg annual leave, sickness, training etc.
10. Creating bespoke presentations, correspondence and reports on behalf of the aligned manager or service that may convey complex, contentious or sensitive information.
11. To accurately transcribe documents from digital audio dictation or handwritten notes.
12. A good awareness of Project Management principles, and to work with others to identify and produce plans that contain all the necessary detail for managing and delivering services and/or projects, identifying key actions and deadlines.
13. To receive incoming telephone calls and ensure that messages are accurately recorded and relayed in a timely manner. Where possible, taking corrective actions to resolve day-to-day issues, concerns or complaints effectively and in a professional manner using own initiative. To screen calls, enquiries and requests, and deal with them when appropriate.

14. 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. Also to handle and maintain petty cash (max £300) monies and claims in accordance with LPT's agreed financial procedures.

15. Act on own initiative to support the research and follow up on action regarding matters which fall within the service/ individuals responsibility. Gathering, critically analysing, interpreting and presenting complex data and/or information in relation to aligned or other non-aligned services or within the directorate.

16. Planning and updating the aligned individuals/ service about Business Management activities on behalf of the aligned team, service or Senior Manager to ensure that essential activities, such as projects, governance, people and service management are fulfilled.

17. Work on own initiative to instigate, respond to and undertake work to assist the Administrative Support Manager across all spheres of their responsibility, ensuring work is managed and that service quality standards and targets are met.

18. To undertake induction and training of new and existing staff members in the aligned team, creating training materials and plans, and maintaining training records of individuals.

19. Responsible for the co-ordination and monitoring of 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.

20. To ensure that information recorded both electronically and in paper format is stored and maintained within the required Data Protection and Information Governance protocols and that they meet the Quality Standards of external stakeholders, such as the Care Quality Commission (CQC), Leicester Safeguarding Children Board (LSCB) and Ofsted etc.

COMMUNICATION AND RELATIONSHIPS

1. To contribute ideas and administrative expertise to facilitate continuous improvement of the business/ services, this may include participating in work groups and project teams to bring about business efficiencies, development and change.

2. To motivate others, provide technical advice and leadership to the aligned team and individual team members and to ensure that all work completed by the team is compliant with the organisation's Policies and standard operating procedures.

3. Working together with others to provide an effective network of communication.

4. To create, maintain and enhance effective working relationships, both internally and externally, including exchanging information to solve problems and make decisions.

2. To provide excellent and responsive customer service at all times. To handle staff and/or patient matters with sensitivity, discretion and confidentiality.

3. To keep accurate and complete patient and/or staff records which are consistent with legislation, policies and procedures.

4. Provide and receive complex and sensitive information to work colleagues and service users, using tact and diplomacy.
5. To contribute to the ongoing development and improvement of the service by commenting on and proposing changes to systems, policies and standard operating procedures.
6. To be responsible for keeping up to date with communications and notifications which may affect patient safety or service delivery, such as alerts, incidents, CQC inspections, changes in policy, procedure or standard operating procedures.

PATIENT CARE AND INFORMATION RESOURCES

1. Ensure the team's effective management of referrals, monitoring capacity and demand on behalf of service managers and alerting them to shortfalls in a timely manner.
2. To ensure controlled stationery, eg prescriptions are handled in line with standard operating procedures and Trust Policy.
3. To respond to and escalate risks, incidents and concerns including the completion of incident reports etc to enable actions and lessons learnt to be implemented.
4. To undertake any other duties required by a manager appropriate to the banding and relevant to the role.

COMMUNICATION AND WORKING RELATIONSHIPS:

To act as a key point of contact for the service area.

Families, Young People and Children's Parents/Carers
 FYPC Staff and Managers
 The wider Leicestershire Partnership Organisation
 Other NHS Organisations
 Other external agencies

ENVIRONMENTAL FACTORS:

10.0 Physical Effort

- 10.1 Sitting in a restricted position-using a computer.

11.0 Mental Effort

- 11.1 Unpredictable, busy work environment, prioritising work load will be essential.
- 11.2 Dealing with complex, sensitive and contentious information
- 11.3 Ability to deal with frequent interruptions during the working day.

12.0 Emotional Effort

- 12.1 Exposure to distressing or emotional circumstances may occur indirectly.
- 12.2 Using judgement and treating matters with discretion and sensitivity.

13.0 Working Conditions

- 13.1 Office based with a need for flexibility to travel to different sites across Leicester, Leicestershire and Rutland.

13.2 Regular VDU use is required.

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.

ADDITIONAL INFORMATION:

The organisation is in a period of rapid 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.

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;

- attending mandatory training on Safeguarding children and adults
- being familiar with individual and the Trust's requirements under relevant legislation
- adhering to all relevant national and local policies, procedures, practice guidance and professional codes
- reporting any concerns to the appropriate authority

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.

DATA PROTECTION:

In line with national legislation, and the Trust's policies, you must process all personal data fairly and lawfully, for the specific 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 all Trust Policies on Data Protection, Confidentiality and Information Security and Access to Health Records and know how to deal with a request for personal information.

The post holder must be familiar with and comply with the Eight Data Protection Principles contained within the Data Protection Act 1998.

Personal Data must be:

- Processed fairly and lawfully
- Processed for specified purposes
- Adequate, relevant and not excessive
- Accurate and kept up-to-date
- Not kept for longer than necessary
- Processed in accordance with the rights of data subjects
- Protected by appropriate security
- Not transferred outside the EEA without adequate protection

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 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.

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.

All employees should be mindful of the six 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

If there is any doubt whether or not someone has legitimate access to information, always check before you disclose.

EQUALITY AND DIVERSITY:

All employees must comply with, and apply in their working lives, the Equality and Diversity Policy and must not unlawfully discriminate, either directly or indirectly, on the grounds of race or ethnicity, nationality, religion or belief, sex, marital or civil partnership status, sexual orientation, disability, gender reassignment, age, pregnancy/maternity or any other grounds. The Trust is committed to promoting equal opportunities to achieve equity of access, experience and outcomes and to recognising and valuing people's differences and each employee has an obligation to help achieve this. This applies to all activities as a service provider and as an employer.

INFECTION CONTROL:

All employees have a responsibility to protect themselves, as well as making all reasonable effort to reduce risk of infection in their working environment and to other people whether they are patients, other staff or visitors.

All staff have a duty to make themselves familiar with and comply with Infection Control Policies and Procedures, carry out duties required by legislation such as the Health Act 2008 (and subsequent legislation), and to attend mandatory training relating to infection control.

COUNTER FRAUD:

Staff are expected to report any incidences of potential fraud to the Counter Fraud Helpline on **0800 028 40 60**.

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.

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'.

PERSON SPECIFICATION

JOB TITLE: Personal Assistant

AFC REF NO: As per TCS

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
<p>Demonstrates a commitment to the Trust's Values</p> <p>1.1 Compassion 1.2 Trust 1.3 Respect 1.4 Integrity</p>	3 3 3 3		X X X X		
<p>Qualifications (Equivalent qualifications will be considered where their equivalency can be demonstrated)</p> <p>2.1 Good standard of education including GCSE English and Mathematics Grade C (new Grade 4) or higher.</p> <p>2.2 ILM Level 3 or equivalent skills, knowledge and experience</p> <p>2.4 Knowledge of administrative procedures and systems acquired through training and experience to Vocational/NVQ Level 3 or equivalent.</p> <p>2.3 Prince 2 or equivalent project management skills, knowledge and experience</p>	3 3 3 1	X X X X			

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

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
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)					
4.1 Experience of working corporately within a large, multi-professional team.	3	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.	3	X	X	X	
4.3 Experience of managing a team which works to a standard which is compliant with policy, procedure and other quality frameworks.	3		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			

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
<p>appropriate decision making.</p> <p>4.6 Dealing with complex complaints or other emotive situations with sensitivity, diplomacy and confidentiality.</p> <p>4.7 Experience of ordering goods or services, monitoring progress of orders, checking receipt of goods or services to ensure invoices can be reconciled.</p>	<p>3</p> <p>1</p>	<p></p> <p>X</p>	<p>X</p> <p></p>		
<p>Personal Attributes</p> <p>5.1 Able to work under pressure with conflicting demands and interruptions, maintaining a high level of performance.</p> <p>5.2 Ability to assess the importance and urgency of situations for self, team and aligned manager/s and initiate actions, where appropriate.</p> <p>5.3 Proactive, with the ability to identify any unmet needs within the service.</p> <p>5.4 Assertiveness skills to challenge potentially inappropriate or unsafe actions of others, for the benefit of patients and the service</p> <p>5.5 Demonstrate flexibility and adaptability to meet the changing demands of the service.</p> <p>5.6 Ability to learn and contribute from experience, training, feedback and the appraisal /personal development process to facilitate self and organisational development.</p> <p>5.7 Discretion and trustworthiness when dealing with highly sensitive or confidential information.</p>	<p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p>	<p>X</p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>		

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
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		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	3				