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| **JOB DESCRIPTION AND PERSON SPECIFICATION FOR** | **Senior Administrator**  |
| **AGENDA FOR CHANGE BAND** | Agenda for Change Band 3 |
| **HOURS AND DURATION** | As specified in the job advertisement and theContract of Employment |
| **AGENDA FOR CHANGE REFERENCE NUMBER** | 2028 |
| **DBS LEVEL** | As required, if duties require working in a ‘SpecifiedPlace’  |
| **REPORTS TO** | Administration Team Leader |
| **ACCOUNTABLE TO** | Administration Service Manager |
| **LOCATION** | The post holder will initially be based at the locationspecified 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 administrative and/or secretarial support to an individual, clinical team or specific service area to harmonise efforts and specialisms of all disciplines/ staffs to achieve effective and efficient service provision.To plan and organise appointments, meetings, clinics, rosters, diaries, activities and order products and services that enable effective and efficient use of staff time.To be responsible for advising, training, supervising, and directing the efforts of other administrative staff within the team.To ensure that standards of service appropriate to the area of work are met and act and report on any concerns and delays that will affect staff, service, patients or the organisation.  |

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| **MAIN DUTIES AND RESPONSIBILITIES:** |
| 1. To demonstrate the Trust’s values in everything you do in the work environment and live up the LPT Pledge
2. To be responsible in the use and expenditure of the Trust’s resources that you utilise
3. **Delivery of Effective Healthcare within the organisation**
	1. Implement and maintain office systems to store and record information needed for the smooth running of the team and service e.g., pending, action, follow-up, absence information including leave, training, expenses and rosters.
	2. To arrange, attend and take notes of meetings ensuring agreed actions are followed up.
	3. Co-ordinate and arrange team and departmental meetings, including taking notes, recording and monitoring progress on agreed actions.
	4. To organise clinics and appointments, updating diaries and staff scheduling systems as appropriate. Organise and book training and events as required administering any bookings systems needed.
	5. To coordinate clinical and non-clinical appointment arrangements to plan and organise patient and service activities. This will include notifying individuals e.g., parents, carers, staff, applicants etc. of appointments and dealing with changes, cancellations and any additional needs as required. To ensure that planned appointments make best use of time and are confirmed.
	6. Prepare and collate information and resources for presentations/training, seminars, and reports, letters or briefings, as required.
	7. Manage and organise own work and that of others to ensure that this can be covered by colleagues effectively in the event of planned and unplanned absence. To provide administration cover to meet additional demands or other circumstances where a service need is created.
	8. To deal with patient referrals ensuring that they are processed and coordinated within Service specific protocols to assist with the quality of patient care.
	9. To accurately type or transcribe from audio or paper, patient or other information to maintain records and /or produce correspondence to support service record keeping and communication.
	10. Deal with complex situations and queries, treating matters with discretion and sensitivity, maintaining confidentiality at all times.
	11. To find and confirm information to inform decisions or resolve queries e.g. about patient records, processes and procedure, the sourcing of products and services or contacts.
	12. To ensure controlled stationery e.g. prescriptions are handled in line with standard operating procedure and Trust policy.
	13. To handle petty cash claims, monies and associated documentation and be an authorised signatory for small cash/ financial payments as needed to support the functions of the work area.
	14. Assist with the monitoring and validation of data associated to key performance indicators, standards and targets ensuring robust quality checking of data and information is carried out to ensure performance standards and operational criteria are met.
	15. To maintain, monitor and create inventories where appropriate of office and clinical equipment in line with standard operating procedures and risk assessments to track assets and ensure their safe and effective use e.g. systems that support the medical devices policy.
	16. To ensure appropriate storage, disposal and management of clinical and non-clinical waste and products in line with Trust policy.
	17. To work in line with Trust policy and to take an active role in maintaining and revising standard operating procedures for this role and the team to ensure consistent and effective working practices in line with policy and service need.
	18. To comment on and propose changes to policy, standard operating procedures, and proposals to ensure that these are practical and operable.
	19. To record and provide data to support audit and evaluation activities.
	20. To undertake any other duties required by a manager appropriate to the banding and relevant to the role.
	21. Ensure all incoming and outgoing workflow e.g. post, e-mails, correspondence, referrals, electronic tasks/ contacts via service information systems are managed in a timely manner and in line with any standards/ standard operating procedures identified.
	22. To ensure telephone cover so that information is received, recorded and communicated accurately and in a timely manner to the appropriate person/ team by means of telephone / email/ patient records etc.
4. **Establishing Effective Leadership and Communication**
	1. As part of a team organise own work and supervise that of others as required within a fast paced working environment to ensure efficient delivery of administrative service support that contributes to the overall effectiveness and efficiency of the organisation.
	2. Act as a key point of contact providing information, support and advice to clinical and administrative staff within and beyond the team, other partner agencies and service users.
	3. To plan, prepare and deliver staff induction and job training, (this may include assisting with plans for students, trainees and new clinical team members), ensuring records are maintained.
	4. Allocate, supervise and monitor the quality and throughput of work undertaken by administrative support staff within the team as required. Delegate and direct the efforts of the team to work priorities and to meet deadlines.
	5. Provide advice and technical support where appropriate to both teams and individual members of staff. Resolve any workload and performance problems, escalating and reporting any matters that cannot be dealt with.
	6. To ensure that workflow is monitored and is dealt with based on priorities and deadlines to ensure agreed standards are achieved.
	7. Responsible for creation and running of office systems that support maintenance of staff and patient records, rotas, diaries, and appointment ledgers that optimise administrative cover, clinical time and resources.
5. **Continuing Education, Professional and Personal Development**
	1. Undertake the Trust’s corporate and local induction, and maintain your learning and compliance with training requirements for your role
	2. Participate in supervision via agreed review and appraisal mechanisms
6. **Clinical Governance, Reduction of Risk, Audit and Research**
	1. To deal with patient concerns and complaints about service provision, handling these sensitively and in line with organisation process, procedure and policy and escalate concerns, to ensure effective standards of patient service are provided.
7. **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 accurately maintain and keep secure patient health and staff records/ systems, whether in electronic or paper format, in line with policy and standard operating procedure, to ensure data quality, confidentiality and compliance with the Data Protection Act 1998.
	3. Ensuring high levels of data quality and information that support service delivery, key performance indicators and standard operating procedures
	4. The sourcing and ordering of goods and services; in line with best practice including stock control; monitoring the progress of orders; confirming quality and quantity, planning for delivery/ installation, receipting and dealing with discrepancies/ quality issues in a timely manner. Keeping records of orders for the purpose of reconciling information with and validating invoices. This will ensure that resources will be available and within financial limits.
8. **Operating with Quality in everything you do and Maintaining a Safe Environment**
	1. To undertake duties that promote and support health and safety including carrying out and recording risk assessments including Display Screen Assessments, to ensure a safe working environment. Where staff need to operate equipment/ machinery as part of their role they must have effective training that incorporates health and safety assessment controls.
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| **COMMUNICATION AND WORKING RELATIONSHIPS** |
| To develop and maintain effective working relationships with colleagues to ensure an effective administration service is provided, which supports team working and the delivery of clinical activities.Maintain, promote and enhance effective customer relations at all times in both the immediate team and with external customers/ partner agencies to the service, resolving daily issues, concerns or complaints that may arise wherever possible taking corrective actions that achieve learning within the team.To work as an effective team member, develop, maintain and contribute within networks to enhance and ensure effective working process and practice, within and beyond your immediate work area, to influence the changing and developing organisation. |
| **ENVIRONMENTAL FACTORS**9. Physical Effort(a) Sitting in a restricted position-inputting into a computer.(b) Lifting equipment, manual files, boxes of papers and using a footstool and step ladder to retriever/return documents and files.(c) Driving to venues may be required to support the work of the service area and cover of administration in the absence of colleagues.10. Mental Effort(a) Unpredictable, busy work environment, prioritising workload will be essential.11. Emotional Effort(b) Exposure to distressing or emotional circumstances may occur indirectly.12. Working Conditions(a) Office-based with a need for flexibility to travel to different sites across Leicester, Leicestershire and Rutland. 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. |

**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 PROCEDURESAll 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. |
| DATA PROTECTIONIn 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 all 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 that 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
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| **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 safe guards are in place to protect the privacy of individuals when using these mechanism, 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. |
| EQUALITY AND DIVERSITYWe 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 to 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 its functions, you must have due regard to the different needs of different protected equality groups in their 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 WORKThe 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.
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| **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****Selection Criteria**: | **3. Essential/****Minimum****1. Desirable** | **Stage measured at. You must demonstrate the required criteria at all stages indicated** |
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| **Appli-cation form** | **Intervi-ew** | **Test** | **Prese-ntation** |
| 1. Demonstrates a commitment to the Trust’s Behaviours **1.1** Valuing one another**1.2** Recognising and valuing people’s differences**1.3** Working together**1.4** Taking personal responsibility **1.5** Always learning and improving  | 33333 |  | xxxxx |  |  |
| **2. Qualifications (Equivalent qualifications will be considered where their equivalency can be demonstrated)**2.1 Good general education up to GCSE level including English language grade C or above.2.2. RSA III typing/audio typing qualification or equivalent experience, or NVQ 3 in administration or is able to demonstrate equivalent knowledge and experience in delivering an efficient administrative service. | 33 | x x |  | x |  |
| 3. Knowledge and Skills3.1 Proficient use of all Microsoft Office Packages.3.2 Demonstrate knowledge of inputting and retrieving data accurately.3.3 Excellent keyboard skills.3.4 Demonstrate problem- solving skills using own judgement and initiative3.5 Ability to organise, plan and prioritise own workload and that of others to meet deadlines.3.6 Demonstrate professional and efficient telephone manner including the ability to take accurate and concise telephone messages. | 333333 | x x x | xxxx | xxxx |  |
| **4. Experience (both work and ‘life’ related)** 4.1 Previous experience of working in a busy office environment in an  administrative function.4.2 Previous experience of dealing with change.4.3 Experience of supervising  others carrying out tasks or duties.4.4 Experience of SystmOne | 3331 | xxx | xxx |  |  |
| **5. Personal Attributes**5.1 Able to work under pressure and handle conflicting demands efficiently in a professional manner.5.2 Self-motivated with the  ability to motivate others.  Able to work on own  initiative and work as part of a team.5.3 Flexible and adaptable to meet the changing needs of the service.5.4 Ability to deal with complaints or difficult / emotive situations, as they arise taking appropriate action and knowing when to escalate.5.5 Ability to communicate effectively at all levels and using a variety of mediums to contribute to an effective  work environment that creates positive working relationships | 33333 |  | xxxxx |  |  |
| Standard RequirementsCommitment to Equality & Valuing Diversity PrinciplesUnderstanding of Confidentiality & Data ProtectionUnderstanding 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) | 333 | XXX | XXX |  |  |
| **Mobility** Full driving licence and own transport. | 3 | You must demonstrate how you would meet the stated mobility requirement on your application form |