

### Job Description

<b>Post Title</b>	<b>Team Administrator</b>
<b>Band</b>	<b>Band 3</b>
<b>Directorate</b>	<b>Wigan Adults</b>
<b>Location/Base</b>	<b>Claire House, Lower Ince, Wigan</b>
<b>Responsible to</b>	<b>Business Administration Manager</b>
<b>Accountable to</b>	<b>Deputy Administration Manager</b>

### Job Summary/Purpose

To provide comprehensive, efficient and effective administrative secretarial service to the multi-disciplinary team.

The post holder will demonstrate an attitude which respects and values service users and their carers.

The post holder will embrace the core values of the organisation and adopt the principles of Recovery. These principles will recognise the need to:

- Promote safe practices
- Value the aims of service users
- Work in partnership and offer meaningful choice
- Be optimistic about the possibilities of meaningful change
- Value social inclusion

### Main Duties & Responsibilities

<b>Heading</b>	<b>Duty/Responsibility</b>
<b>General</b>	<ul style="list-style-type: none"> <li>• Provide an administrative, secretarial and clerical service to support the Team members, ensuring that letters, memos, reports are accurately produced within agreed timescales, data is input to required standards, and an effective filing and retrieval system is maintained.</li> </ul>
	<ul style="list-style-type: none"> <li>• Effective liaison with multi-disciplinary staff/patients/carers/outside agencies ensuring accurate information is communicated as and when required, including reception/switchboard duties dealing with enquiries from clients and the public.</li> </ul>
	<ul style="list-style-type: none"> <li>• Responsibility for the processing of incoming and outgoing mail, including prioritising, sorting and action as necessary</li> </ul>
	<ul style="list-style-type: none"> <li>• Responsibility for arranging clinics, booking appointments and associated data entry including the retrieval and maintenance of patient records.</li> </ul>
	<ul style="list-style-type: none"> <li>• Responsibility for the maintenance of client database including the collection of statistics.</li> </ul>
	<ul style="list-style-type: none"> <li>• Arranging, when required, meetings and taking minutes, ensuring accurate transcription and distribution.</li> </ul>

	<ul style="list-style-type: none"> <li>Ensuring the maintenance of the referral pathway process following Service procedures including liaison with other agencies.</li> </ul>
	<ul style="list-style-type: none"> <li>Responsibility for petty cash being an authorised signatory for same.</li> </ul>
	<ul style="list-style-type: none"> <li>To support the completion of Staff Variation Lists and payroll documentation, including medical certificates, as directed by the Team Manager, ensuring documentation is accurate and completed within designated timescales and forwarded to the Payroll Department.</li> </ul>
	<ul style="list-style-type: none"> <li>Calculation of annual leave and the recording of staff absence as directed by the Team Manager in accordance with Inter-Agency Policies.</li> </ul>
	<ul style="list-style-type: none"> <li>Ensure appropriate records are maintained as directed by Line Manager.</li> </ul>
	<ul style="list-style-type: none"> <li>Contribute to the ordering of stationery supplies and associated procedures</li> </ul>
	<ul style="list-style-type: none"> <li>Participate in the provision of cover and support to colleagues as required.</li> </ul>
	<ul style="list-style-type: none"> <li>Participate in the local induction process for new staff.</li> </ul>
	<ul style="list-style-type: none"> <li>Participate in serious untoward incident investigations/reviews as required.</li> </ul>
	<ul style="list-style-type: none"> <li>Support individual's equality, diversity and rights.</li> </ul>
	<ul style="list-style-type: none"> <li>Participate in patient and public involvement activities.</li> </ul>
	<ul style="list-style-type: none"> <li>Contribute towards service improvement initiatives to enhance quality of patient care.</li> </ul>
	<ul style="list-style-type: none"> <li>Provide information and support to service users/carers as appropriate.</li> </ul>
	<ul style="list-style-type: none"> <li>Contribute to the continued improvement and quality of the Administrative Support Service.</li> </ul>
	<ul style="list-style-type: none"> <li>Recognise and respond appropriately to urgent and emergency situations.</li> </ul>
	<ul style="list-style-type: none"> <li>Contribute to the effective and efficient use of resources.</li> </ul>
	<ul style="list-style-type: none"> <li>Understand and adhere to Trust policies, procedures and guidelines.</li> </ul>
	<ul style="list-style-type: none"> <li>Report any concern regarding patient care to line manager.</li> </ul>

	<ul style="list-style-type: none"> <li>To undertake any other delegated duties as appropriate and commensurate with the post.</li> </ul>
<b>EDUCATION &amp; DEVELOPMENT</b>	<ul style="list-style-type: none"> <li>Provide evidence to support development around the Trust Appraisal system which may include the KSF or other competency profiles.</li> </ul>
	<ul style="list-style-type: none"> <li>Participate in regular supervision, engage in reflective practice and be committed to continued development.</li> </ul>
	<ul style="list-style-type: none"> <li>Develop own skills and knowledge and contribute to the development of others.</li> </ul>
	<ul style="list-style-type: none"> <li>Ensure Education Centre is notified of nominations for training courses as directed by Team Manager/Office Manager.</li> </ul>
<b>RESEARCH &amp; AUDIT</b>	<ul style="list-style-type: none"> <li>Undertake and participate in appropriate audit, quality assurance programmes and research as directed.</li> </ul>
<b>STANDARD REQUIREMENT</b>	<ul style="list-style-type: none"> <li><u>Confidentiality: Confidentiality/data protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Trust Information Governance policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.</u></li> </ul>
<b>Trust Mandatory On-going Requirements - to be met by the candidate after commencing in post, these will not be assessed at the recruitment stage</b>	<ul style="list-style-type: none"> <li>To undertake any other reasonable duty, when requested to do so by an appropriate Trust manager.</li> <li>To understand and comply with all Trust policies, procedures, protocols and guidelines.</li> <li>To understand the Trusts Strategic Goals and how you can support them.</li> <li>To understand the need to safeguarding children and vulnerable adults and adhere to all principles in effective safeguarding.</li> <li>To carry out all duties and responsibilities of the post in accordance with Equal Opportunities, Equality and Diversity and dignity in care/work policies and principles</li> <li>To avoid unlawful discriminatory behaviour and actions when dealing with the colleagues, services users, members of the public and all stakeholders.</li> <li>To access only information, where paper, electronic, or, in another media, which is authorised to you as part of the duties of your role.</li> <li>Not to communicate to anyone or inside or outside the NHS, information relating to patients, services users, staff, contractors</li> </ul>

	<p>or any information of a commercially sensitive nature, unless done in the normal course of carrying out the duties of the post and with appropriate permission.</p> <ul style="list-style-type: none"> <li>• To maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date.</li> <li>• To ensure their day to day activities embrace sustainability and reduce the impact upon the environment by minimising waste and maximising recycling; saving energy; minimising water usage and reporting electrical faults, water leakages or other environmental concerns to the facilities department or their line manager.</li> <li>• Take reasonable care of the health and safety of yourself and other persons</li> <li>• To contribute to the control of risk and to report any incident, accident or near miss</li> <li>• To protect service users, visitors and employees against the risk of acquiring health care associated infections.</li> <li>• To take responsibility for your own learning and development by recognising and taking advantage of all opportunities to learn in line with appraisal and supervision.</li> </ul>
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### **Further Information for Postholder(s)**

This job description is not exhaustive, but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process. All information obtained or held during the post-holders period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.

All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy

## Person Specification

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<b>Essential Criteria</b> - The qualities without which a post holder could not be appointed.	<b>Desirable Criteria</b> - Extra qualities which can be used to choose between candidates who meet all the essential criteria	<b>How Assessed –</b> <b>AP</b> = Application form <b>IN</b> = Interview <b>OA</b> = Other Assessment
<b>Education / Qualifications</b> - to be able to complete the duties as laid out on the Job Description		
Typing/WP RSAIII or equivalent or demonstrable experience	GCSE Grade A-C English or equivalent ECDL NVQ3 Business Administration	AP
<b>Experience</b> - to be able to complete the duties as laid out on the Job Description		
Experience of working in an office environment Arranging meetings and taking minutes	Audio Typing experience Experience of working within the NHS or related healthcare experience Experience of dealing with members of the public	AP IN
<b>Knowledge</b> - to be able to complete the duties as laid out on the Job Description		
Extensive knowledge of office procedures Knowledge of Microsoft Office eg Outlook, Powerpoint, Excel	Awareness of Recovery Model Awareness of children/vulnerable adults guidelines	AP IN
<b>Skills and Abilities</b> - to be able to complete the duties as laid out on the Job Description		
Good verbal and written communication skills. Good interpersonal and organisational		AP IN

skills Ability to work as member of a team Ability to develop, operate and maintain filing systems both manual and electronic Ability to develop effective interpersonal relationships with colleagues in the health care setting Ability to communicate effectively in a variety of settings Able to deal with sensitive issues with tact and diplomacy Able to present factual information and refer questions to others where appropriate Ability to prioritise own workload and work to defined timescales Ability to work on own initiative		
<b>Other Requirements</b> - to be able to complete the duties as laid out on the Job Description		
Ability to demonstrate a positive attitude to service users, carers and other staff Good time management Commitment to service development Commitment to effective team work Flexible approach to working Willingness to undertake training appropriate to the post Demonstrate a commitment to respecting and displaying the Trust Values at all times		AP IN

The Trust will consider any reasonable adjustments to the recruitment and selection process and to employment for applicants who have protected characteristics under the Equality Act 2010.

**Drawn up by:**

**Designation:**

**Date:**