



Job Description HR13a (Employee)

POST DETAILS

Job Title: ANS Lead Administrator	Band: AFC Band 4
Main Location: TBC – Base can be flexible across Derbyshire	Salary: £23,949
Reports to: ANS Deputy Area Service Manager	Accountable to: ANS Area Service Manager
Working Pattern: Monday-Friday 9am-5.00pm	Job Type: Admin
Date: March 2023	

KEY PURPOSE/SUMMARY

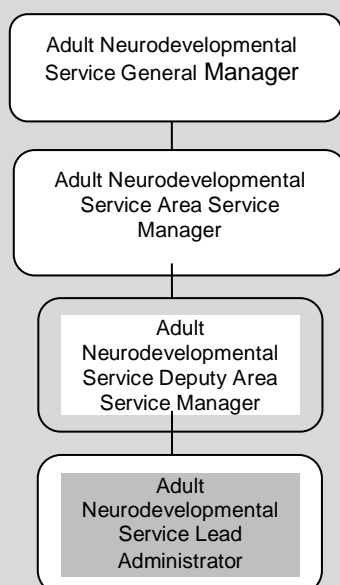
- To provide and be responsible for the effective co-ordination of front of house and administrative duties. To provide admin advice and support to the wider Adult Neurodevelopmental Service, including Deputy Area Service Manager, Area Service Manager, and the Senior Management Team.
- To provide management supervision and support all admins within the Adult Neurodevelopmental Service.
- To conduct IPR's for all admin staff within Adult Neurodevelopmental Service and hold line management responsibilities.
- To support Clinical Operational managers with IPR's for admin staff not within line management responsibilities.
- To actively manage and support Adult Neurodevelopmental Service admin's sickness and absence.
- To support Adult Neurodevelopmental Service admin with annual leave and study leave.
- To be supported to manage issues of discipline, HR, grievance, as appropriate relating to Adult Neurodevelopmental Service admin, facilitating resolution at a local level. This would be supported by the Adult Neurodevelopmental Service deputy Area Service



Manager.

- To assist with the recruitment of Adult Neurodevelopmental Service admin.
- To work autonomously and take appropriate actions and decisions in relation to the key tasks of the role.
- To ensure Trust policies, procedures and legislative directives are adhered to e.g. equal opportunities, Human Rights Act, Equality Act.

ORGANISATIONAL CHART/STRUCTURE



KEY DUTIES TASKS AND RESPONSIBILITIES

Financial Resources/Management

- Arrange ordering of NHS supplies, non-stock supplies and undertake other procurement activity via the Trusts provides (Oracle, NHS Supply Chain).
- To order, maintain records and stock control of stationary supplies for Adult Neurodevelopmental Services.



- Co-ordinate bookings of places on external workshops/conference/courses, monitor and collate paperwork. Liaise with Finance Department if needed in respect of invoices.
- Maintain accurate and up to date records of income and expenditure.
- Be an authorised signatory person for relevant Adult Neurodevelopmental Services i.e., Service wide
- To be responsible for approval and process of invoices.
- Take responsibility/float holder of petty cash for Adult Neurodevelopmental Services.
- Maintain close links with Finance in order to be in a position to support Adult Neurodevelopmental Service Managers to fulfil training and other commitments.
- To be responsible for all year-end financial obligations. Collate Year End monies and liaise with Finance to get anything outstanding on the accrual ledger.

Strategy and Service Development

- To accurately collect, collate and input data into Trust information systems as required by the Trust procedures to ensure that patient database records are up to date and accurate to support audit and quality initiatives and to inform planning and the commissioning process.
- To be familiar with and utilise Trust EPR system.

Autonomy/Scope within Role

- Day to day supervision and management of the Team Administrators within ANS, working autonomously but seeking advice if necessary.
- Full working knowledge and implementation of administrative and organisational policies and procedures.
- Day to day diary management for Area Service Manager and Deputy Area Service Manager, providing a comprehensive and high-quality secretarial service and including typing/word processing of letters memos, minutes, reports, and other correspondence.
- Plan and organise meetings including chairing of meetings, preparation of agendas and papers, including formal minute taking at key meetings and committees.



- Produce documents, charts, tables, databases etc. use of Microsoft IT packages e.g., Word, Excel, Access, and Outlook.
- Exercise independent judgement and initiative based on acquired experience and knowledge when queries or problems arise, by taking appropriate action to resolve the problems.
- Act as a first point of contact for other Teams which includes daily contact with service users and/or carers, signposting, advising, and ensuring the timely communication of messages.
- Work on own initiative to handle routine and complex administrative tasks associated with the operation of the post and prioritise tasks as appropriate ensuring work is completed with the agreed timescale.
- Provide cover for Adult Neurodevelopmental Services Admin in other areas of the organisation as required.
- Maintain a professional and confidential approach to work at all times and be able to adhere to confidentiality when dealing with sensitive personal issues.
- Communicate complex sensitive information with internal departments and all relevant outside agencies ensuring all enquiries and urgent matters are dealt with politely, efficiently and in accordance with the Data Protection Act and that complicated issues are communicated in a simplified form and fully understood by all parties.
- Have the ability to adapt communication style in order to communicate effectively with people who have a Learning Disability and/or Autism.
- Work with other administrative team members to collectively implement policies and procedures to implement more efficient working practices.
- Communicate and liaise with other internal Trust departments, service users and their families through a range of interpersonal and IT media.
- Provide cover for colleagues in their absence to ensure a seamless administrative service for the wider Adult Neurodevelopmental Service.
- Report maintenance problems to the Estates Department and ensure appropriate priority is given to problems. Monitor and ensure problems are resolved.
- Take responsibility to ensure IT and photocopying equipment are fully functional
- To ensure high quality front of house standards and good first impressions for all visitors to the Adult Neurodevelopmental Services and wider Trust teams co-located at the base.



- Liaise with external agencies to arrange and co-ordinate workshops/courses and conferences.
- To arrange venues, equipment, refreshments, and correspondence for participants for workshops, courses, and conferences.

KEY RELATIONSHIPS

The post holder will demonstrate professional, well established and effective communication skills, both within and external to the organisation.

Key Working Relationships Internal:

DCHS CLINICAL TEAMS: Clinicians from all teams across ANS service, other clerks both co located and across CST's, ASM, Clinical leads

DCHS CLINICAL TEAMS:

All other internal trust services contacting ANS.

DCHS SUPPORT TEAMS:

Finance and procurement, IM and T, Telecommunications, Estates

DCHS CORPORATE SERVICES:

Patient Experience and Quality.

Key Working Relationships External:

Service users, families and carers
Members of the public
Local Authority
Private Providers and Third Sector organisations
Clinical Commissioning Groups
External Health Trusts

KEY VALUES: WORKING THE DCHS WAY

Our Vision

"To be the best provider of local health care and be a great place to work"

Our Values

- To get the basics right
- To act with compassion and respect
- To make a difference
- To value and develop teamwork
- To value everyone's contribution: "everyone matters"



Health & Safety

In addition to the responsibilities of the Trust under Health and Safety legislation you are reminded of your responsibilities for health and safety at work under the Health and Safety At Work Act 1974 as amended and associated legislation. These include the duty to take reasonable care for the health and safety of yourself and of others in your work activities or omissions, and to co-operate with your employer in the discharge of its statutory duties.

You must adhere strictly to the policies and procedures on health and safety, and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the Trust's incident reporting system.

You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

EFFORT REQUIRED WITHIN THE ROLE AND WORKING ENVIRONMENT

The post holder will be expected to perform a degree of effort within the context of the role capturing elements of physical, mental and emotional demands.

Physical

- Long periods of time spent at desk and on laptop.
- Manual Handling of equipment and ordered stock
- The service covers a geographically diverse area, and the post holder will be required to travel throughout Derby and Derbyshire during the division.

Emotional

- Risk of exposure to distressing phone calls from service user and/or carers in crisis situations as a consequence of being the first point of contact.
- Risk of exposure to verbal abuse as a consequence of being the first point of contact



Mental

- The requirement for frequent concentration where the work pattern is unpredictable and there are frequent interruptions requiring changes that need re-prioritisation of own and other's workload on a regular basis.
- Having the ability to adapt your level of communication for a wide-ranging spectrum of working relationships at different levels internally and externally, including dealing with sensitive calls from service users, carers etc.
- Prioritising own workload to meet deadlines and demands of the service.
- Be able use initiative to make decisions in difficult situations.

Working Environment

- Dealing with constant interruptions due to the busy environment.
- Noisy office environment.

Education and Development

- To keep up to date with and attend training on revision of information systems or changes in protocol of inputting data in the light of Local and National initiatives.
- To participate in the induction of new staff and trainees to the departments, assisting with providing guidance on training needs and ensuring Trust administration standards are adhered to.
- To participate in Individual Performance Review and Personal Development Plans on an annual basis and to undertake training and development as identified within these discussions and as indicated by the requirements of the post.

JOB DESCRIPTION AGREEMENT:

Job Holder's Name and Signature:

Date:



Line Manager's Name and Signature:

Date:

PERSON SPECIFICATION

Is the criteria essential or desirable and how will it be assessed

Education, Qualifications and Training	Criteria Essential / Desirable	Assessment
<ul style="list-style-type: none"> • RSA III in Typewriting or Word Processing (or equivalent experience) • GCSE grade C or equivalent In English Language and Maths • NVQ L3 and NVQ L4 in Business and Administration • ECDL 	<p>E</p> <p>E</p> <p>E</p> <p>D</p>	
Experience and Knowledge Required		
<ul style="list-style-type: none"> • Experience of Administrative/secretarial duties in an office environment • Experience at senior administration level or equivalent. • Demonstrable experience of managing staff, supervising, and developing staff. • Reception front of house experience or equivalent • Experience and knowledge of using a variety of software programmes including 	<p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p>	



Microsoft Outlook, Word, Excel, and PowerPoint	E	
• Ability to work on own initiative and without direct supervision within procedural guidelines	E	
• Ability to manage conflicting priorities, organise workload effectively and to meet deadlines	E	
• Ability to work in a rapidly changing environment	E	
• Experience of arranging meetings effectively	E	
• Excellent organisational and communication skills	E	
• Formal minute taking experience	E	
• Willingness to undertake further training and development in accordance with the needs of the service	E	
• Ability to work in a busy office	E	
• Accurate message taking	E	
• Maintenance of management systems	E	
• Effective diary management	E	
• Excellent verbal and written communication skills	E	
• Good interpersonal skills by being a team player, but must be able to work on own initiative	E	
• Previous supervisory experience	D	
• Familiar with Trust Operational, Personnel and Health and Safety Procedures	D	
NHS Experience		

Skills and Attributes

• Motivated	E	
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- Flexible approach to working practices
- Professional approach and be able to liaise and communicate at all levels within the organisation
- Aptitude for discretion when dealing with sensitive and confidential information
- Awareness of the requirement of confidentiality
- Excellent telephone manner

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Aptitude and Personal Qualities

Values, Drivers and Motivators

- Respectful and build Trust
- Compassionate
- Be responsive, listen and positive outlook
- Dignity
- Value and support other people
- Engage and Encourage
- Value learning and innovation

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E = Essential D = Desirable A = Application I = Interview T = Test C = Certificate R = Reference