

**Happy,  
Healthy  
& Heard**



## **Candidate Information Pack**

**Senior Maternity Administrator  
DG1299**



“ Thank you for your  
interest in this role with us ”

Dear Colleague,

Thank you for your interest in joining our Trust.

Dartford and Gravesham NHS Trust (DGT) is a dynamic and transforming Trust, committed to delivering the highest quality service to the communities it serves. DGT is an organisation that is genuinely committed to making you feel valued and important by supporting your physical and mental wellbeing, your career development and your general enjoyment of work.



We provide services across Darent Valley Hospital in Dartford, Queen Mary's Hospital, Sidcup, Erith and District Hospital, Bexley and Gravesham Community Hospital in Gravesend as well as a number of community locations across our population.

At DGT, we put quality at the heart of everything we do and whether directly or indirectly, everyone in this organisation contributes to providing safe, effective and compassionate care.

We are delighted that you are considering to come here and I very much look forward to meeting you personally.

Warm wishes.

**Jonathan Wade, Chief Executive**

## Our Trust Vision and Strategy

**Providing outstanding care which is skilled, trusted and kind every time**



Journey  
to  
Outstanding

We will ensure patients receive outstanding clinical care, are safe, kept free from harm and are treated with thoughtfulness skill and respect



Working  
Together

We will collaborate with our partners and communities to make sure the way care is delivered feels joined up and meets the needs of our citizens



Working Smartly  
Within Our Means

We will make sure that we do the best for our patients by achieving all of our targets and making the best use of the funding we receive



Continuous Quality  
Improvement

We will develop a learning and improving culture, using continuous improvement to discover, create and innovate



Joy at Work

We will support our staff to be happy, healthy and heard with a sense of belonging and fulfillment



Digital First

We will drive safe, connected and efficient digital innovation to improve care for patients

## Our values



Care with  
compassion



Striving  
to excel



Respect  
& dignity



Professional  
standards



Working  
together

## Job Description

### Senior Maternity Administrator

#### Job Details

|                                |   |
|--------------------------------|---|
| Grade/Band:                    | Band 3                                  |
| Location:                      | Darent Valley Hospital                  |
| Speciality/Department          | Maternity/Women, Children and Radiology |
| Reports to:                    | PA and Admin Team Supervisor            |
| Managerially Accountable to:   | PA and Admin Team Supervisor            |
| Professionally Accountable to: | N/A                                     |
| Accountable for:               | N/A                                     |

#### Job Summary

The role of the Maternity Senior Administrator is to support the Administrative Team Supervisor using strong secretarial and administrative skills. Working as part of the administrative team, the post-holder will provide secretarial and administrative support to the Director of Midwifery and Gynaecology and the Deputy Head of Midwifery as well as the rest of the Senior Midwifery Management team.

The post-holder will liaise with the Divisional team and Divisional secretary to support structured liaison between the Divisional Senior Management team. The role-holder will also liaise with colleagues across the Trust as well as secretaries and PA's in Trust Headquarters to ensure the efficient management and organisation of senior Trust level meetings. The role holder will support the timely submission of reports authored within the maternity department for Divisional and Trust meetings and Committees.

The post holder provides a contact point for the Maternity Service.

#### Values and Behaviours

- The Trust is committed to providing high quality services and in 2014 we engaged over 300 staff to help us develop values that underpin how we approach our responsibilities.
- Our Values are critical to our success and we expect all staff to adhere to them:
  - Delivery high quality **CARE WITH COMPASSION** to every patient.
  - Demonstrating **RESPECT AND DIGNITY** for patients, their carers' and our colleagues.
  - **STRIVING TO EXCEL** in everything we do.
  - **WORKING TOGETHER** to achieve the best outcomes for our patients.
  - Sustaining the highest **PROFESSIONAL STANDARDS**, showing honesty, openness and integrity in all our actions.

Our Values are supported by Our Behaviours which we expect every member of staff to exhibit.

#### Relationships

## **To communicate effectively with:**

### **Internal Relationships**

Colleagues and Co-workers  
Senior Managers  
Other Trust Departments  
Medical/Nursing Staff

### **External Relationships**

Patients & Clients  
GPs  
Families  
Visitors  
Communities and Community Representatives  
Workers from other agencies  
GPs and their staff  
NHSE  
NMC  
RCM  
CQC  
Maternity Voice Partnership  
ICS

The post holder must be able to communicate effectively with a range of colleagues of all levels on a range of issues, some of which may be difficult or sensitive

They must be able to recognise the sensitive nature of much of the communication, particularly where patients may be distressed, and deal with matters tactfully

They should be able to exercise judgement when dealing with all correspondence and queries.

## **Specific Responsibilities**

### **1. Core responsibilities**

- 1.1 Deal with telephone enquiries effectively, exercising judgement when dealing with patient enquiries. Respond to emails and MS Teams messages appropriately.
- 1.2 Provide non-clinical information to signpost patients and visitors
- 1.3 Ensure the secure and effective storage of information. Manage both paper and computer files including ensuring appropriate access to files.
- 1.4 Provide annual leave cover for the PA, to support all duties related to the DOM's and their Deputy's diary.
- 1.5 Schedule calls, virtual and in-person meetings as directed. Deputise for the PA at regular correspondence reviews with the DOM when the PA is not available
- 1.6 Organise Departmental, Multidisciplinary Team (MDT) and external agency meetings, booking suitable rooms, sending calendar invitations (including "Teams" invitations), distributing agendas and taking minutes where appropriate.
- 1.7 Draft correspondence on behalf of the teams when required.
- 1.8 Ensure that relevant documentation is prepared and available for meetings.

- 1.9 Make travel arrangements when required.
- 1.10 Assist with event planning for Departmental events and external agency visits
- 1.11 Escalate any queries sent to the maternity department which could include complaints, requests for personal health records and freedom of information requests.
- 1.12 Organise meetings for Midwifery Managers (e.g. investigation meetings, consultation meetings)
- 1.13 Ensure that all secretarial work is completed within the appropriate time frame
- 1.14 Liaise with external agencies and support the completion of the required paperwork e.g. social services correspondence for adoption cases
- 1.15 Obtain and manage patient notes when requested.
- 1.16 Update staff personnel files.
- 1.17 Work with Procurement to ensure costs are kept to a minimum when securing assets for the maternity department.
- 1.18 Use Integra to purchase necessary clinical and non-clinical equipment, including external courses and conferences for maternity staff.
- 1.19 Assist with the record keeping for external income received directly by the maternity services.

## **2. Education and development responsibilities:**

- 2.1 All budget holders will undertake on the job training in all matters financial and will be responsible for ensuring they are setup in the finance/procurement/HR systems with the appropriate authorisation levels.
- 2.2 Undertake annual review and statutory and mandatory training
- 2.3 Support more junior administrative and clerical staff to develop their own skills and seek out new ways of working.
- 2.4 Ensure attendance at department training sessions as required for professional / personal / service development

## **General responsibilities:**

### **Patient Experience**

- Staff should ensure that they always put the patient at the heart of everything they do. All staff will strive to create a positive patient experience at each stage of the patient's/service users care journey

### **Trust Policies and Procedures**

- To adhere to the Trusts agreed policies and procedures.

### **Equal Opportunities**

- To promote and develop the equality of opportunity in accordance with the Trust's Equal Opportunities Policy

### **Confidentiality**

- To protect the confidentiality of information relating to the Trust, Patient and Staff or other agencies

### **Quality**

- To provide a quality service to internal and external agencies and participate/ develop clinical governance within sphere of responsibility.

### **Infection Control**

- All Trust employees are required to be familiar with, and comply with, Trust policies and guidelines for infection control and hand hygiene in order to prevent the spread of healthcare-associated infections.
- For clinical staff with direct patient contact, this will include the uniform and dress code policy, the use of personal protective equipment guidance, the guidance on aseptic techniques and the safe handling and disposal of sharps.
- All staff are required to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections.

### **Health and Safety**

- To share responsibility for abiding by health and safety policies and regulations, infection prevention and control policies and act in accordance with the Risk Management Policy.

### **Sustainability**

- It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

### **Our Behaviours**

- All staff are expected to behave in accordance with 'Our Behaviours'. The six areas of focus are the responsibility of each individual and should be the basis for all work undertaken within the Trust.

### **Safeguarding**

- The Trust expects all employees to adhere to the principle that safeguarding children and adults is everybody's responsibility, including the escalation of any concerns.

## Person Specification

### POST:- Senior Maternity Administrator

| Criteria Group                | Essential   | Desirable   |
|-------------------------------|---|---|
| <b>Education and Training</b> | <ul style="list-style-type: none"> <li>• Educated to NVQ Level 3 or 4 or equivalent experience.</li> <li>• GCSE or equivalent standard of education in English and Maths</li> <li>• Evidence of CPD</li> </ul>  | <ul style="list-style-type: none"> <li>• ICDL or equivalent</li> </ul>  |
| <b>Knowledge and Skills</b>   | <ul style="list-style-type: none"> <li>• Excellent standard of literacy and numeracy</li> <li>• Advanced computer and typing skills</li> <li>• Knowledge of Microsoft packages</li> <li>• Excellent verbal and written communication skills</li> <li>• Ability to manage a busy work load and prioritise appropriately</li> <li>• Good organisational skills</li> <li>• Skilled in identifying key information for minute taking</li> <li>• Ability to cope under pressure</li> </ul> | <ul style="list-style-type: none"> <li>• Knowledge of Integra financial ordering system or equivalent.</li> </ul>   |
| <b>Experience</b>             | <ul style="list-style-type: none"> <li>• Previous secretarial / administrative experience</li> <li>• Experience of planning meetings / events / clinics</li> <li>• Experience of dealing with difficult situations</li> </ul>   | <ul style="list-style-type: none"> <li>• Secretarial experience in a healthcare environment</li> <li>• Experience in a customer care environment</li> </ul> |

### **Terms and Conditions of Service**

|                                 |  |
|---------------------------------|--|
| <b>Band</b>                     | Band 3   |
| <b>Salary Scale</b>             | As per Agenda for Change.  |
| <b>Hours of work</b>            | Part time - 25.5 hours per week.   |
| <b>Annual Leave Entitlement</b> | Annual leave entitlements are based upon the following lengths of NHS service (pro rata if applicable):<br><br>On Appointment = 27 days<br>After five years = 29 days<br>After ten years = 33 days |
| <b>Contractual Notice</b>       | As per Agenda for Change.  |
| <b>Registration</b>             | n/a  |
| <b>Medical</b>                  | Occupational health clearance required prior to appointment  |
| <b>DBS Check</b>                | Required   |

Please note that these terms and conditions are subject to change and may differ from your proposed contract should you be successful in your application.