



DELIVERING  
OUTSTANDING  
CARE AND  
EXPERIENCE



RECRUITING,  
DEVELOPING AND  
RETAINING OUR  
WORKFORCE



AN ANCHOR  
IN OUR  
COMMUNITIES



WORKING TOGETHER  
WITH LOCAL HEALTH  
AND SOCIAL  
CARE PROVIDERS



DELIVERING  
LONG-TERM  
SUSTAINABILITY



Information pack for the post of  
Care Quality Directorate Administrator  
Corporate Division

March 2024



GOOD TO  
OUTSTANDING



**Welcome from Chief Executive Hannah Coffey**

Hello and welcome to our Trust! I am delighted that you are considering our organisation as a place to work.

This is a really exciting time for our patients and staff as we work with our local health system partners across Cambridgeshire, Peterborough and South Lincolnshire to deliver some key development projects that will shape the care we provide for future generations within the 900,000-strong catchment we serve. As well as building a new hospital at Hinchingsbrooke and redeveloping our sites at Peterborough and Stamford to better meet the needs of patients, we are investing in a Trust-wide electronic patient record system and harnessing digital technology within our diagnostic services to enhance the quality and speed of diagnosis and treatment.

It's a great time to be joining TeamNWA AngliaFT where we truly value the health and wellbeing of our staff and encourage our leadership team to empower their teams to be the best they can be, to help them develop in their careers and, at the same time, ensure our patients can experience good quality care by people who are dedicated to serving their health needs.

If you are looking to develop your career in an environment that's primed for organisational change, where you can actively contribute to the quality improvements we are making for our patients and staff, then look no further for your next role.

A handwritten signature in black ink, which appears to read 'Hannah Coffey'. The signature is fluid and cursive.

**Hannah Coffey**  
Chief Executive Officer

## Job Description

<b>JOB TITLE</b>	Care Quality Directorate Administrator
<b>GRADE</b>	Band 3
<b>HOURS OF WORK</b>	18.75 hrs per week
<b>DEPARTMENT</b>	Care Quality Directorate
<b>BASE</b>	Peterborough City Hospital, however, travel between other sites will be required
<b>RESPONSIBLE TO</b>	Deputy Care Quality Support Manager
<b>ACCOUNTABLE TO</b>	Care Quality Support Manager

## Job Summary

Assisting in the provision of an efficient and responsive service required to support the Care Quality Senior Leadership Team. Work without direct or on-site supervision during line managers absence.

## Key Working Relationships (organisational chart)

Maintain close working relationships with the Chief Nurse, Deputy Chief Nurse, Assistant Chief Nurses, Care Quality Support Manager, Deputy Care Quality Support Manager, Matrons, Executive Assistants, Personal Assistants and colleagues within the Directorate. Work closely with the Care Quality Directorate and other departments within the organisation.

## Main Duties and Responsibilities

### A. Key responsibilities

- To provide efficient and comprehensive administration support to the Care Quality Senior Leadership Team, primarily the office of the Chief Nurse and the Care Quality Support Manager and her Deputy.
- Responsible for handling telephone enquiries and other communications with tact, diplomacy and confidentiality at all times.
- Manage emails effectively and in a timely way and ensure that high priorities are escalated to the appropriate person.
- Maintain an accurate, open, electronic diary system.
- Be responsible for liaising with the Executive Assistant to the Chief Nurse and the Care Quality Support Manager and her Deputy, and other Trust personnel along with external contacts, to obtain information and update reports in a timely fashion, for example information for sharing with the Care Quality Commission (CQC).
- Prioritise workload by observing any deadlines, using your own initiative and support the overall workload priorities of the Care Quality Directorate.
- Typing of correspondence e.g. letters/reports and Teams meeting recordings.
- Work flexibly and liaise with members of the Care Quality Admin Team to maintain and ensure the smooth running of the service, including providing cover during staff absences.
- To work unsupervised and proactively as part of a team and with colleagues within the Directorate using initiative, tact and confidentiality.
- Follow policies within own role / adhoc requirements to review and propose changes to policies and procedures in own area.
- Ensure that you have an awareness of current issues within the Care Quality Directorate and in other areas of the Trust.

### B. Planning and Organisational

- Support the Deputy Care Quality Support Manager with planning and organising the Trustwide CREWS assessment programme through effective and efficient administration processes.
- Plan and organise clinical area visit programmes, as required by the Executive Assistant to the Chief Nurse, and Care Quality Support Manager and her Deputy, liaising with stakeholders both internal and external to the organisation.

### C. Meetings

- Prepare agendas and collate relevant attachments, attend and complete action trackers for the following meeting(s):
  - CQD Admin meeting (monthly)

- Support the Care Quality Senior Leadership Team with annual meeting planning, ad-hoc events, presentations and interviews, including room bookings, audio visual equipment, ordering of refreshments etc.
- Support the Care Quality Senior Leadership Team with management of meeting papers through the Admin Control System.
- Support the Care Quality Senior Leadership Team to ensure designated actions from meetings are completed in a timely manner.

#### **D. Financial responsibilities**

- Deal with SBS ordering requests on behalf of the Care Quality Senior Leadership Team.
- Support the Care Quality Admin Team with ad-hoc administrative duties including ordering stationery, printing and laminating when requested, ensuring costs are kept to a minimum

#### **E. Training and Education**

- Ensure mandatory training is kept up to date.
- To undergo training as necessary to meet the needs of new developments within the Care Quality Directorate.
- Support less experienced staff and lead by example.
- Participate in the annual Appraisal process with the Deputy Care Quality Support Manager.

#### **F. HR responsibilities**

- To assist with inputting Appraisal and Sickness information on to ESR as required.
- Support the Care Quality Senior Leadership Team with ensuring annual leave requests for direct reports are added to the annual leave spreadsheet and line managers calendars and individual annual leave records maintained and kept up to date.

This list is only an indication of the main tasks required to be performed. It is not an exhaustive list of duties and responsibilities and may be subject to amendment to take account of changing circumstances. The post-holder will be expected to be flexible and adaptable.

This job description reflects the present requirements and objectives of the post; it does not form part of your contract of employment. As the duties of the post change and develop the job description will be reviewed and will be subject to amendment, in consultation with the post holder.

## Working at our Trust

### A. Our Values

Our Trust Values highlight the core principles and ideals of our Trust and underpin everything that we do. They establish the kind of people we want to be, the service we hope to provide and how we interact with our stakeholders and community.

The Values were created and selected by members of the public, patients and our staff, and highlight the principles we believe are the most important. They steer the decisions we make and guide the behaviour of our Trust family so we can accomplish our Vision.

We regularly measure ourselves against these Values, at every organisational level, so we can identify how we are living them and where we need to make improvements. The Trust board will monitor and review how the Trust performs against the values regularly, to ensure we provide the best possible patient care.



### B. Divisional Structure

Following the formation of North West Anglia Foundation Trust in April 2017, our operational functions across our hospitals merged to form five clinical divisions:

- Division of Medicine
- Division of Urgent Care and Emergency Care
- Division of Surgery

- Division of Family and Integrated Support Services
- Division of Maternity, Gynaecology and Breast Services

The clinical divisions are key to our service delivery and they are led by a triumvirate comprising a Divisional Director, Divisional Nursing Director, and Divisional Operations Director.

### **C. Your responsibilities to the Trust, our patients and staff**

The Trust aims to provide high standards of patient care and to ensure that our staff are supported in their roles that help us achieve this. As part of your role, you are expected to adhere to Trust policies and procedures which are designed to guide you in your work and ensure that the Trust, and you as an individual, comply with legal requirements. Non-adherence to Trust policies and procedures may be addressed through the Trust's disciplinary process.

Key policies are outlined below; you are also required to act by policies specific to your job role, which are covered at induction.

#### **Equality and Diversity Policy**

No patient or member of staff should receive less favourable treatment on grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation, and should not be placed at a disadvantage which cannot be shown to be justifiable. You have a responsibility to patients and staff to ensure that this is achieved.

#### **Health & Safety**

You have a responsibility to consider yourself and anyone else that could be affected by the things you do or don't do, that you should have while at work. You are responsible for informing your manager of any health and safety concerns you identify by using the trust incident reporting system for any accidents, incidents or near-misses that happen to you or that you are aware of to reduce injuries or loss.

Additionally, if you have management responsibilities you must ensure the implementation of the Trust's health and safety and risk management policies, procedures, and codes of practice through your directorate or business unit management structure ensuring that communication pathways are clear and explicit at all levels of employment, to maintain the health, safety and welfare of employees or others who may be affected.

#### **Data Protection**

You are to always maintain the highest standards of data protection and confidentiality, ensuring that person-identifiable data is held securely (including password protection and encryption) and that data held and entered into Trust systems is correct. You are to observe confidentiality for commercially sensitive data and to promote the highest standards of information governance by the Data Protection Act 1998, Freedom of Information Act 2000 and Trust policies and procedures.

### **Data Quality**

It is your responsibility to ensure that any data collection required is accurate, timely, complete, and stored securely in the appropriate place or system, whether as a paper or an electronic record. This includes data input onto the Trust's information systems, patient records, staff records and finance records. You are expected to submit data for quality assurance checks as required. You will be expected to undertake training required to assure the quality of data collected and to participate in any relevant audits required as part of the Trust's and external quality improvement programmes.

### **Customer Care**

You are always required to put the patient first and do your utmost to meet their requests and needs courteously and efficiently. So that you to understand the principles of customer care and the effects on you and the service that you provide, full training will be given.

### **Values**

How our staff live and work according to our values will be through our 'personal responsibility framework' - which outlines how staff are expected to behave.

### **Infection Control**

You have a responsibility to comply with Trust policies for personal and patient safety and prevention of healthcare-associated infection (HCAI); this includes a requirement for consistent compliance with hand hygiene, use of personal protective equipment and safe disposal of sharps. You will be asked about adherence to measures for reducing HCAI at the annual appraisal.

### **Smoking Policy**

You are not allowed to smoke in Trust buildings or grounds. Assistance will be provided to assist you to quit smoking through our Occupational Health service.

### **Confidentiality**

Under no circumstances, either during or after the end of your employment may you divulge any unauthorised personal identifiable information relating to the Trust. This also includes but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

### **Safeguarding the welfare of children and vulnerable adults**

You should be aware of Trust policies and procedures on safeguarding the welfare of children and vulnerable adults., and appreciate the importance of listening to children, young people, and vulnerable adults, particularly when they are expressing concerns about their own or other children's/vulnerable adult's welfare.

### **Mandatory Training**

You are required to attend mandatory training as required. if you are unable to attend a required session you should ensure that this is rectified with your line manager's support at the next available opportunity.

### **Raising issues of Concern**

If you have any concerns about practices or processes within the Trust, you should raise this with your line manager. If you do not feel able to raise concerns directly you should access the Trust's haven procedures for raising issues of concern in confidence.