



Hampshire Hospitals  
NHS Foundation Trust

# Application & Recruitment Pack



**LIFE CHANGING  
CHANGING LIVES**

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# *Welcome from* *Chief Executive Officer* Alex Whitfield



Dear Candidate,

Thank you for your interest in this post and for taking time to read this information pack. We hope this exciting and rewarding role catches your imagination and you are encouraged to apply and contribute to providing outstanding care for the people of Hampshire.

Our vision is to provide outstanding care for every patient. Patient care is at the heart of what we do at our three sites Basingstoke and North Hampshire Hospital, Royal Hampshire County Hospital in Winchester and Andover War Memorial Hospital. Hampshire Hospitals NHS Foundation Trust provides medical and surgical services to a population of approximately 600,000 across Hampshire and parts of West Berkshire.

We provide specialist services to people across the UK and internationally. We are one of only two centres in the UK treating pseudomyxoma peritonei (a rare form of abdominal cancer) and we are leaders in the field of tertiary liver cancer and colorectal cancer.

The trust employs over 8,600 staff and has a turnover of over £450 million a year. As a Foundation Trust, we are directly accountable to our members through the governors. The Council of Governors represent the interests of their constituencies and influence the future plans of the Foundation Trust.

We expect the post holder to uphold the trust's CARE values:

**COMPASSION** caring about our patients and our staff

**ACCOUNTABLE** and responsible, always improving

**RESPECT** for all colleagues, patients and their families

**ENCOURAGING** and challenging each other to always do our best

We are really excited to hear from you and look forward to receiving your application.

Yours sincerely



Alex Whitfield, chief executive

# Job Description

<b>Job Title</b>	ESR Administrator
<b>Department</b>	HR
<b>Division</b>	Corporate
<b>Salary Band</b>	Band 3
<b>Accountable To</b>	ESR Facilitator
<b>JOB SUMMARY</b>	
<ul style="list-style-type: none"> <li>To provide general administrative support to the ESR Self Service/Establishment Control team in addition to having a defined area of responsibility for administering functions as defined in role specific responsibilities</li> <li>To support with ESR Self Service across the Trust including liaising with stakeholders, updating system data, supporting new processes and training staff as required</li> <li>To maintain and review training materials in relation to the system</li> <li>To assist with data cleansing activities</li> <li>To support with the BAU management of the system including being an advocate, answering queries and communicating changes with stakeholders</li> <li>To provide a comprehensive customer focused service to queries</li> <li>To support the ESR Facilitator with the establishment control process within ESR, including monthly data validation and comparison between financial ledgers and data within ESR, querying discrepancies</li> </ul>	
<b>KEY RESULT AREAS/RESPONSIBILITIES</b>	
<p><b>Role specific responsibilities</b></p> <ul style="list-style-type: none"> <li>To ensure records are appropriately maintained, monitored and checked within the system</li> <li>Attend relevant meetings and actively participate in discussions</li> <li>To support with training and development of team members affected by process changes</li> <li>To support the ESR Facilitator with reviewing current processes and implementing ideas to improve processes</li> <li>To provide first line support to users and problem diagnosis for all self-service issues</li> <li>To be responsible for monitoring and resolving any mismatches, contacting employees to rectify data errors and investigating any interface problems</li> <li>Use transaction monitor to check where notifications are stuck, prompt users and educate as required. Reassign notifications if required</li> <li>To produce reports to track changes and ensure objectives are being met</li> </ul>	

- Produce monthly reports on staff without a supervisor
- To ensure information is kept securely but is accessible to those who require it
- Liaise with the ESR Regional Managers and Support Teams regarding the system
- To develop and update reports as and when required to ensure reporting needs are met
- Maintain and conduct audits of changes within ESR
- Maintain and update Manager Dashboard
- Maintain and update Employee Dashboard
- Maintain Champions list
- Allocate Self Service URPs as required
- Ensure staff queries about the use of ESR are answered in line with Trust guidance and governance requirements
- Review system documentation and update as required including user guides and helpful links
- Plan and organise workload to ensure systems operate effectively
- Work autonomously and within specified deadlines
- Deal with telephone enquiries, and either resolve the enquiry directly or ensure the efficient transfer to appropriate person, to ensure prompt and efficient action
- Support stakeholders with updating their processes in line with system functionality
- Re-assign notifications on ESR as required
- Exchange information verbally, electronically and in writing with the wider multidisciplinary teams and managers
- Support the team with the on the day running of meetings, workshops and training sessions
- To carry out other appropriate delegated duties as required
- Ensure that appropriate cover is in place for service needs
- Liaise with stakeholders in relation to system changes and updates
- Assist with the administration of training
- Work in partnership with the support team to deliver service objectives
- Support the promotion and communication of ESR
- Take meeting notes as required and create the minutes
- Work across all sites within the Trust and outside core hours as required for service delivery
- Use Microsoft office suite and outlook
- Record training data
- Engage with internal and external stakeholders where appropriate to enable the successful delivery of work

The job description is not exhaustive but is intended as a guide to the principal duties and responsibilities of the post. It will be subject to periodic review in association with the post holder.

#### **COMMUNICATION**

- Use effective communication skills of negotiation, persuasion and empathy to enable timely and effective communication in own team the wider MDT team and other agencies
- Maintain confidentiality of information relating to patients, staff and Health Service business in accordance with Trust policy and the Data Protection Act
- Support those in your team to constantly strive to improve care and experience for patients and staff

- To be actively involved and support the teams effectiveness by attending staff meetings and contribute to teams' development and smooth running.

#### **PLANNING AND ORGANISATION**

- Plan and organise own work
- Ensure that tasks delegated to the support worker team, are carried out optimising skill mix, flexibility and responsiveness of the team.

#### **TRUST VALUES**

Our values help us in what we do and how we do it. It is important that you understand and use these values throughout your employment with the Trust to define and develop our culture.

The post holder will be:

- **Compassionate, caring about our patients.**
- **Accountable and responsible, always looking to improve.**
- **Respectful for all and show integrity in everything.**
- **Encouraging and challenging each other to always do our best.**

#### **ADDITIONAL INFORMATION**

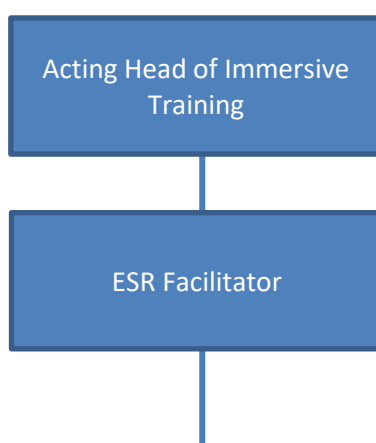
This job description is designed to assist post holders with understanding what is expected of them in their role. Hampshire hospitals NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Appendix A to this Job Description and Person Specification details key information you should be aware of.

#### **ORGANISATION STRUCTURE**



ESR Administrator

# Person Specification

<b>PERSON SPECIFICATION</b>	
<b>Job Title: ESR Project Administrator</b>	
<b>Training &amp; Qualifications</b>	
Essential	Desirable
<ul style="list-style-type: none"> <li>IT literate</li> <li>GCSE or equivalent grade A*-C in Maths and English as a minimum</li> <li>NVQ level 2 Business Admin / Customer Service or equivalent qualification/experience</li> </ul>	<ul style="list-style-type: none"> <li>NVQ Level 3 in Business Administration / Customer Service or equivalent</li> <li>Evidence of continued personal development</li> <li>Training qualification such as AET or PTLLS</li> </ul>
<b>Experience &amp; Knowledge</b>	
Essential	Desirable
<ul style="list-style-type: none"> <li>Able to demonstrate current knowledge and identify own learning needs</li> <li>Experience working with complex databases and Microsoft applications</li> <li>Previous knowledge of ESR</li> <li>Completing tasks given by several people / teams working to similar deadline</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience of working in an administrative function in the NHS</li> <li>Previous experience of analysing data</li> </ul>
<b>Skills &amp; Ability</b>	
Essential	Desirable
<ul style="list-style-type: none"> <li>A customer care ethos and positive can do attitude</li> <li>Good written and verbal communication in the English language</li> </ul>	

<ul style="list-style-type: none"> <li>• Able to work without direct supervision.</li> <li>• Able to work within a team</li> <li>• Able to meet the minimum skill set within the first 12 months of appointment with support and development where required</li> <li>• Excellent written &amp; verbal communication skills</li> <li>• Ability to work on own initiative and referring people when appropriate</li> <li>• Calm and discrete under pressure</li> </ul>	
<b>Other Specific Requirements</b>	
Essential	Desirable
<ul style="list-style-type: none"> <li>• To be able to demonstrate the required behaviour in keeping with the Trust values</li> <li>• Ability to adjust to pressures of the job in a changing environment.</li> <li>• Good interpersonal skills</li> <li>• Willingness to undertake further training</li> <li>• Be able to demonstrate patience, dependability and motivation</li> <li>• Be able to take instruction/ direction.</li> <li>• Responds positively to constructive feedback</li> <li>• Ability to demonstrate confidentiality and trust worthiness</li> <li>• A willingness to be flexible and part of a team</li> <li>• Ability to juggle many priorities at one time, whilst remaining calm</li> <li>• Should be willing to work flexible hours on occasions</li> <li>• Job also requires working between all of the Trust sites</li> </ul>	

Post holders signature: ..... Date: .....

Managers' signature: ..... Date: .....



# Appendix A

## ADDITIONAL INFORMATION APPLICABLE TO ALL POSTS

### **Confidentiality**

During the course of your employment, you may see, hear or have access to information on affairs of patients and staff. Post holders may only use such information as appropriate to carry out their normal duties.

Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosure will be investigated and may lead to disciplinary action and possible dismissal.

These obligations are in line with common law duty, the Caldicott principles on patient data, the Data Protection Act, the Freedom of Information Act and other legislation which apply both during employment and after the termination of employment.

### **Equality and Diversity**

The post holder must comply with all Trust policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

The post holder must promote equality, diversity and human rights for all and treat others with dignity and respect. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

### **Quality & Safety**

Patient, service/facility user and staff safety is paramount at Hampshire Hospitals NHS Foundation Trust.

The post holder will promote a just and open culture to reporting of incidents and adverse events. To ensure the practice of self and others is at all times compliant with both the safeguarding children's policy and guidance and vulnerable adult's policy.

The post holder should be aware of current health and safety policies of the Trust. They must attend all mandatory health and safety training. They are also required to maintain a safe working environment for patients, visitors and employees and report any accidents or dangerous incidents promptly. They should use protective clothing and equipment where provided.

### **Vetting & Barring Scheme**

The Vetting and Barring Scheme was created to ensure that the Trust has the most robust system possible for preventing those who seek to harm children, or vulnerable adults, from gaining access to them through work or volunteering.

It is a criminal offense for someone Barred from regulated activity working with vulnerable adults or children to seek this employment. Any employer who knowingly pursues the employment of someone Barred from working with vulnerable adults or children are liable for prosecution.

### **Infection Control**

To ensure the practice of self and others is at all times compliant with infection control policy and procedures. Hand hygiene must be performed before and after contact with patients and their environment.

**Governance and Risk**

Adhere to all Trust policies, procedures and guidelines. Follow professional and managerial codes of conduct as applicable to the role. Take active steps to prevent theft or fraud in the workplace.

**Duty of Candour**

The post holder is also required to ensure compliance with the statutory 'duty of candour'. This is a legal duty to inform and apologise to patients if there have been mistakes in their care that have led to significant harm. It is aimed at helping patients receive accurate, truthful information from health providers achieving a wholly transparent culture.

**Safeguarding**

Employees must at all times treat all patients with dignity and respect and ensure that vulnerable adults and children are safeguarded from abuse and neglect within the provisions of the Trust's Policies.

**MCA**

All employees are required to have regard for the Mental Capacity Act code of Practice, regardless of their role within the organisation. Employees are responsible for ensuring that they use the Act as appropriate in the course of their day to day duties. Training is available to staff, as are materials to help support employees to embed the provisions of the Act.

**Training & Personal Development – Continuous Professional Development**

There is a requirement for all Trust Employees to take part in the annual appraisal process; this can be in the capacity of facilitating staff appraisals and participating in their own appraisal and development plan.

The post holder must take responsibility in agreement with his/her line manager for his/her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role.

In addition the post holder must be aware of their education responsibilities within their area of work. All Healthcare Professionals have a responsibility to support and educate students / trainees and other learners in practice.

**Sustainability and Carbon Reduction**

Every member of staff is encouraged to take responsibility for energy consumption and carbon reduction and is expected to incorporate the agenda of sustainability, carbon and health in their daily work.