



## JOB DESCRIPTION

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### **JOB DETAILS**

<b>Job title:</b>	Programme Administrator
<b>Grade:</b>	Band 3
<b>Hours worked:</b>	20 hours per week
<b>Department/ward:</b>	Business, Governance & Finance, NHS Executive Wales
<b>Base:</b>	River House

### **Organisational arrangements:**

<b>Managerially responsible to:</b>	Senior Programme Administrator.
<b>Accountable to:</b>	Senior Programme Administrator.

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### **JOB PURPOSE:**

To provide comprehensive administrative and clerical support as part of NHS Executive administrative resource. This includes; liaising and supporting the coordination of services, such as maintenance and facilities, support the dissemination and coordination of resources and organise and support the planning of meetings/events. The postholder will support the efficient delivery of a range of programmes. The post holder will be required to communicate and liaise with staff and members of partner organisations, produce work to deadlines whilst ensuring compliance with Public Health Wales policies. This is a key supporting role in the effective running of the team, which includes the management of resources as part of the core duties. The duties and responsibilities listed below are not intended to be exhaustive, however are set out to indicate the main areas of activity

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currently expected. The post holder will, therefore, be expected to adopt a flexible approach when the needs of the service require.

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## **1. Communication and relationship skills:**

- Provide and receive routine information orally, in writing and electronically to inform work colleagues, the public and external organisations using tact and persuasive skills when necessary i.e. when dealing with angry/upset members of the public in the event of an emergency/outbreak etc
- Work as part of the administrative team, ensuring effective communication between departments and providing information and advice in a timely manner
- Provide an effective and professional service when liaising with colleagues, stakeholders and the public
- Meet and greet visitors in a professional and polite manner, ensuring adherence to office protocol
- Manage the telephony system/switchboard, direct telephone calls appropriately and relay messages accurately and in a timely fashion (calls may be confidential and sensitive and be from a range of internal/external individuals and organisations)
- Setting up, managing and maintaining filing systems, ensuring that information is appropriately and securely stored, filed and retrievable whilst adhering to information governance guidelines to protect personal information
- Deal with personal emails and take action on delegated emails at managers' request and supervision

## **2. Knowledge, training and experience:**

- Word processing to RSA III, NVQ Level 3 or relevant equivalent experience
- Good understanding and knowledge of a full range of administrative procedures and organisational procedures
- Provide a comprehensive, accurate secretarial/word processing service, including drafting standard letters, editing and formatting reports ensuring a high standard of presentation
- Experience and knowledge in the use of MS Office Suite
- Experience in the use of information systems
- Respond to enquiries from service users to provide information in line with agreed protocols and procedures
- Proven organisational and time management skills
- Provide administrative support in the event of an outbreak/emergency situation

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### **3. Analytical and judgemental skills:**

- Make judgements involving straightforward job-related facts or situations, such as choosing and booking appropriate venues based on requirements and in line with agreed policies and procedures, conflicting diary appointments and schedules
- Prioritise own work and complete work to agreed deadlines
- Provide a diary management service with the ability to resolve conflicting diary appointments and schedules
- Provide support to business and project processes

### **4. Planning and organisational skills:**

- Provide support to staff within the team/office
- Manage own workload and activities, including emails
- Organise and support the planning of meetings, events and conferences; including booking venues and taking formal minutes, arranging equipment, preparing papers/documentation, registering delegates and arranging refreshments
- Setting up, managing and maintaining office systems, including paper and electronic files, ensuring that information is appropriately and securely stored, filed and retrievable
- Organise and process hotel and travel arrangements on request
- Collate and process data
- Carry out other administrative tasks that fall within the competencies of the post holder in order to provide cover
- Liaise and support the organisation and coordination of services, such as the maintenance and facilities
- Prepare and distribute documents and papers as required
- Support the coordination and dissemination of resources
- Manage internal and external post, including sorting and arranging collection when necessary

### **5. Physical skills:**

- Advanced keyboard skills and knowledge of telephony systems and general office equipment
- To undertake audio typing

### **6. Responsibility for patient/client care:**

- The post holder may have incidental contact with service users and clients and will be expected to signpost/direct to the appropriate person/department

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- The post holder may assist with members of the public/external organisations e.g. in the event of an outbreak, emergency situation or at attendance of events/external locations

## **7. Responsibility for policy/service development implementation:**

- Follow policies and procedures in own role which are determined by systems within the team and Collaborative corporate systems
- Contribute and assist with the development of new systems and processes as part of the development of quality standards within the team
- Contribute to team meetings

## **8. Responsibility for financial and physical resources:**

- Process requisitions for the team in accordance with Public Health Wales finance policies and procedures
- Process petty cash requests following organisational procedures
- Process orders of resources and supplies via the procurement systems
- Process credit card requests within the scope of organisational policy and procedures
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- Provide budget monitoring support, including recharging and processing of invoices
- Ensure valid established post vacant before entering on to TRACS for recruitment
- Trained First Aider
- Trained Fire Warden

## **9. Responsibility for human resources:**

- Provide support to the management of personnel procedures, including the recording of annual leave, study leave requests and high-cost study requests
- Recording of authorised special leave/sickness absence as requested
- Participate in self-development to continually improve performance and undertake development activities that are identified
- Provide support to the induction process
- Support in the training of new staff on systems and procedures within the office
- Enter and manage NHS Executive recruitment via Trac

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**10. Responsibility for information resources:**

- Responsible for the entry and storage of data compiled by others (electronic and hard copies)
- Use a variety of IT applications to promote the smooth running of the department and projects
- Take and transcribe formal minutes of meetings
- Ensure security of records in line with the Data Protection Act
- Ensure compliance with information governance policies and procedures

**11. Responsibility for research and development:**

- Administration support to those undertaking research, such as requesting information
- Participate in the preparation and administration of audit information for own work
- Involvement in the arranging and recording of equipment required to be tested

**12. Freedom to act:**

- Required to prioritise their work and to work on their own initiative, managing own workload and deadlines, seeking advice as necessary
- Guided by standard procedures, good practice and understands the standards and results that are to be achieved

**13. Physical effort:**

- Required to use a computer and office equipment on a daily basis
- There is a frequent requirement for sitting and standing in a restricted position and may be required to exert light physical effort for short periods of time i.e. resource equipment etc.

**14. Mental effort:**

- Required to concentrate for frequent periods of time where work pattern is predictable, with the ability to deal with unforeseen interruption

**15. Emotional effort:**

- Exposure to distressing or emotional circumstances is rare

**16. Working conditions:**

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- The post holder will work in office conditions
- The post holder may be required to travel to meetings
- Required to use Visual Display Unit on most days

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**COMPETENCE:**

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

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**REGISTERED HEALTH PROFESSIONAL:**

All employees of Public Health Wales who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.

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**SUPERVISION:**

Where the appropriate professional organisation details a requirement in relation to supervision, it is the responsibility of the post holder to ensure compliance with this requirement. If you are in any doubt about the existence of such a requirement speak to your line manager.

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**RISK MANAGEMENT:**

It is a standard element of the role and responsibility of all staff of Public Health Wales that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

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**RECORDS MANAGEMENT:**

As an employee of Public Health Wales, you are legally responsible for all records that you gather, create or use as part of your work within the

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organisation (including patient health, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and you have a legal duty of confidence to service users (even after an employee has left Public Health Wales). You should consult your line manager if you have any doubt as to the correct management of records with which you work.

### **HEALTH AND SAFETY REQUIREMENTS:**

All employees of Public Health Wales have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to cooperate with management to enable Public Health Wales to meet its own legal duties and to report any hazardous situations or defective equipment.

### **FLEXIBILITY STATEMENT:**

The content of this job description represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. The job description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

### **CONFIDENTIALITY:**

All employees of Public Health Wales are required to maintain the confidentiality of members of the public (patients, well women and service users etc.) and members of staff in accordance with Public Health Wales policies.

**Date prepared:**

**Prepared by:**

**Date reviewed:**

**Reviewed by:**

**Agreed by:**

**Employee's name and signature:**

**Date:**

**Agreed by:**

**Manager's name and signature:**

**Date:**

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## **Public Health Wales is a non-smoking environment**

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## PUBLIC HEALTH WALES

### PERSON SPECIFICATION

**Job title: Programme Administrator**
**Band: 3**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Word processing to RSA III/NVQ Level 3 or equivalent level of experience</li> <li>• Good standard of education together with a high level of numeracy, written and spoken English</li> </ul>	<ul style="list-style-type: none"> <li>• ECDL</li> </ul>	<b>Application form Certificate/Registration check</b>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Demonstrable experience in an administrative role</li> <li>• Experience of communicating with all levels of professional staff and the public</li> <li>• Experience of dealing with confidential, sensitive data, appropriate maintenance and storage of records</li> <li>• Experience of transcribing and minute taking</li> <li>• Working experience of Microsoft Office Suite</li> </ul>	<ul style="list-style-type: none"> <li>• Administering finance systems, e.g. requisitions, budget monitoring</li> <li>• Working in an NHS environment</li> </ul>	<b>Application form/Interview/References</b>

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<b>SKILLS</b>	<ul style="list-style-type: none"> <li>• Ability to work on own initiative and manage own workload</li> <li>• Able to manage diaries</li> <li>• Advanced keyboard skills</li> <li>• Good written and verbal communication skills</li> <li>• Good organisational skills</li> <li>• Ability to work within a team and to take direction from senior team members</li> <li>• Problem solving and fact finding</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to speak Welsh or willingness to learn</li> </ul>	<b>Application form/ Interview/ References</b>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Good knowledge of MS Office Suite</li> <li>• Awareness of policies and procedures relating to dealing with confidential data, both personal and organisational</li> <li>• Thorough understanding of office procedures</li> <li>• Working knowledge of filing/data systems including record management</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Public Health Wales</li> </ul>	<b>Application Form Interview References</b>

<b>PERSONAL ATTRIBUTES</b> <i>(Demonstrable)</i>	<ul style="list-style-type: none"> <li>• Ability to work to deadlines and under pressure</li> <li>• Able to work within a team</li> <li>• Ability to work on own initiative</li> <li>• Good time management</li> <li>• Respect confidentiality</li> <li>• Keen to learn and develop skills</li> </ul>	<ul style="list-style-type: none"> <li>• Continued Personal Development</li> </ul>	<b>Application form/ Interview/ References</b>
<b>OTHER</b> <i>(Please specify)</i>	<ul style="list-style-type: none"> <li>• Willingness and ability to travel between sites</li> </ul>		<b>Application form/ Interview/ Document check</b>

**Date prepared:**      October 2022

**Prepared by:**