



# Job Description

<b>Job Title</b>	Emergency Operations Administrator
<b>Band</b>	Band 3
<b>Department</b>	Service Delivery
<b>Directorate</b>	Operations
<b>Accountable to</b>	Local Area/Operations Manager
<b>Location</b>	The post holder may be required to work at any establishment at any time throughout the duration of their contract, normally within the location of EEAST, or as set out under the terms of their contract.

<b>Job Summary</b>
<p>The post holder will support the area Local Operational Management Team with any administrative duties required on a day-to-day basis to run the Emergency Operational Ambulance Services within a given area or sector. They will proactively assist Operational Managers in any administrative functions that could release them further operational management time.</p> <p>They will provide close support to the Local Operations Managers (LOMs) and the Local Area Manager at a station in the execution of any required administrative work.</p> <p><b>How This Role Will Work</b></p> <ul style="list-style-type: none"> <li>Responsible for day-to-day administrative duties and any other relevant duties, as requested including HR paperwork, ad hoc reports, and gathering information for complaints.</li> <li>Serve as a single point of contact for permanent, staff queries relating to salaries and liaise with Payroll, seeking resolution and solution.</li> </ul>



- Undertake secretarial and administrative duties, preparing documents with a high degree of accuracy, as required by the Emergency Operational Management Team, including confidential letters and reports.
- Facilitate the planning and release of staff to attend training programmes, ensuring the appropriate numbers of instructors and students are abstracted. Inform staff of the relevant information for any training courses such as location, date and time, and update records accordingly.
- Participate in formal meetings within the area; to take notes/minutes, prepare and distribute agendas, and any other relevant papers.
- Establish and maintain office systems both paper and electronic to a high standard.
- Produce planned reports such as sickness absence monitoring information, annual leave analysis, and control room sheets and other ad hoc reports, as required.

The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their Line Manager.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the Department and the Organisation.

#### **Key Working Relationships (examples, not definitive list)**

- Other departments within EEAST.
- External staff from other NHS Trusts.
- Non-NHS organisations.
- Members of the public and service users, as appropriate.

#### **Operational Responsibility**



- Delivers an effective and competent level of clerical support and consistently delivers a 'client-focused' service which promotes good customer service and effective working relationships.

#### **Financial and Physical Resources Responsibility**

- Handles cash, valuables, and stock control, as necessary to role.
- Responsible for petty cash, and/or departmental stationery orders and stock.

#### **Human Resources Responsibility**

- Demonstrates own activities to new or less experienced employees, and provides supervision of less experienced staff, as needed.
- To act as a decision loggist for the Trust, as and when required, undertaking and/or renewing appropriate training at regular intervals.

#### **Information Management Responsibility**

- Processes documents, notes of meetings, takes/transcribes minutes.
- Data entry as required.

#### **Planning and Organisation Responsibility**

- Plans and organises straightforward activities, some of which are ongoing.
- Organises own tasks and plans and priorities own workload, arranges meetings for others.

#### **Policy and Service Development Responsibility**



<ul style="list-style-type: none"> <li>Follow policies in own role, may be required to comment.</li> </ul>
<b>Research and Development Responsibility</b>
<ul style="list-style-type: none"> <li>Undertakes surveys and audits, as necessary to own work.</li> </ul>
<b>Freedom to Act</b>
<ul style="list-style-type: none"> <li>Manages own workload, required to act independently. Works within defined policies and procedures.</li> </ul>
<b>Analytical and Judgmental Responsibility</b>
<ul style="list-style-type: none"> <li>Makes judgements involving facts and situations, some requiring analysis. Prioritises work, resolving conflicting work and time pressures.</li> </ul>
<b>Communication Responsibility</b>
<ul style="list-style-type: none"> <li>Provides and receives routine information, overcoming barriers to understanding, as needed. Exchanges information with internal staff, service users, and external organisations, some of which may be complicated.</li> </ul>
<b>Physical Effort</b>
<ul style="list-style-type: none"> <li>Combination of sitting, standing, walking.</li> </ul>
<b>Mental Effort</b>
<ul style="list-style-type: none"> <li>Frequent concentration, work pattern unpredictable.</li> </ul>
<b>Emotional Effort</b>



- Frequent distressing or emotional circumstances, including minuting or taking notes in staff meetings, where some content could be upsetting and/or distressing.

### **Working Conditions**

- Use VDU equipment more or less continuously.

### **Patient and Client Care**

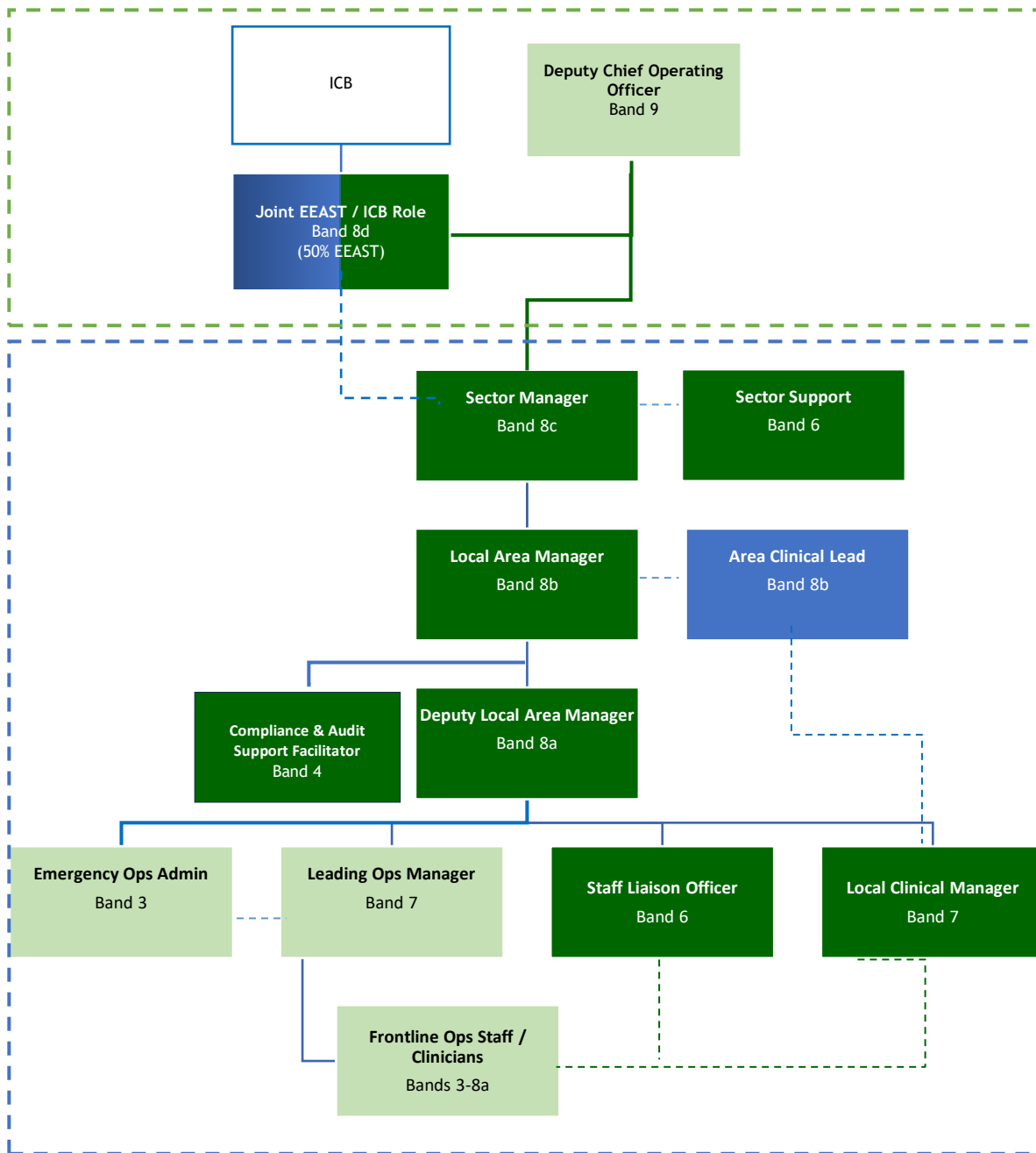
- Assist patients/clients during incidental contact.
- Contact with patients is incidental.

### **Safeguarding Children, Young People and Vulnerable Adults**

Safeguarding children and vulnerable adults is everyone's responsibility. Whatever your role the welfare of children and vulnerable adults should be your concern. It is your duty to report any concerns through your Line Manager/designated Safeguarding Lead. All EEAST staff are required to undertake safeguarding awareness training and to undertake additional training in relation to safeguarding relevant to their role.



## Structure Chart



## DBS Requirement



Does this post require a DBS check to be undertaken?		Yes	No
If yes, please indicate what level of check is required:			
Basic	<input type="checkbox"/>	Enhanced	<input type="checkbox"/>
Standard	<input type="checkbox"/>	Enhanced with Child & Adult Barred list	<input type="checkbox"/>
<p>For support and guidance on which roles require/eligible for a DBS check please go to:  <a href="https://www.nhsemployers.org/case-studies-and-resources/2018/08/dbs-eligibility-tool">https://www.nhsemployers.org/case-studies-and-resources/2018/08/dbs-eligibility-tool</a>  or <a href="https://www.gov.uk/government/collections/dbs-eligibility-guidance">https://www.gov.uk/government/collections/dbs-eligibility-guidance</a></p>			
Has the DBS level been approved by EVC Panel:	Yes	No	
Date DBS level approved:			
<b>Trust General Standards</b>			
<p><b>DBS Checks and the Rehabilitation of Offenders Act:</b> Posts which involve regular contact with vulnerable adults and/or children are exempt from the <b>Rehabilitation of Offenders Act 1974</b>, by virtue of the <b>Rehabilitation of Offenders Act (Exemption Order) 1975</b>. Appointment to this role will be subject to a DBS check through the Disclosure and Barring Service, at the appropriate level, which is deemed satisfactory to the Trust. The Trust will ask the successful applicant to provide the Disclosure and Barring Service Certificate prior to commencement in post. Failure to do so may lead to the conditional offer of employment being withdrawn.</p> <p><b>Posts that are exempt from the Rehabilitation of Offenders Act 1974:</b> Failure to inform the Trust of any convictions, cautions, reprimands, or warnings, during the course of your employment, may lead to disciplinary action under the Trust's Disciplinary Policy. Such action may include dismissal.</p> <p><b>Flexibility:</b> The post holder may be required to work at any of the Trust's sites, in line with service needs.</p>			



**Infection Prevention and Control:** All Trust employees have duties under the Health and Safety at Work, etc, Act 1974 which have a bearing on the prevention and control of infection in particular. Staff are expected to understand their responsibilities as outlined in the Infection Prevention and Control Policy, and related guidelines, comply with all stated systems, and maintain their knowledge of infection prevention and control relative to their role.

**Confidentiality, Data Protection, Freedom of Information, and Computer Misuse:** The information being handled by employees of Eeast is strictly confidential. Failure to respect the confidential nature of this information will render the employee subject to disciplinary action, including possible dismissal. This could also constitute a criminal offence. It is the duty of all employees to uphold the principles of the Data Protection Act 2018, the NHS Confidentiality Code of Conduct, Caldicott Principles, and the Terms of Employment Contract. All staff must safeguard the handling of information held in both computerised and manual filing systems and it is the employees' responsibility to ensure all records are accurate and up to date, and that errors are corrected or notified, as appropriate.

All staff must be aware of their responsibilities under the Freedom of Information Act 2000 and must comply with, and keep up to date with, Trust policies and legislation on confidentiality, data protection, freedom of information and computer misuse.

**Communication:** All staff should be able to communicate effectively with people who use services, and other staff, to ensure that the care, treatment, and support of people who use services is not compromised.

**Health, Safety, Security and Risk Management:** All staff are required to adhere to, and act consistently with, all relevant health and safety legislation, and Trust policies and procedures, in order to ensure that the health, safety, and security of others, and their own, is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property, use of necessary safety devices and protective clothing, and the achievement of the Trust's objectives, in accordance with the Trust's Risk Management Strategy and policies.

**Major Incident:** In the event of a major incident, civil unrest, or other potential large-scale service disruptions (eg Pandemic), all East of England Ambulance Service NHS Trust employees will be expected to report for duty on notification. All employees are also expected to play an active part in preparation for a major incident, civil unrest, or other





potential large-scale service disruptions (eg Pandemic), and to undertake training as necessary.

**Business Continuity:** All AfC Band 7 post holders and above are required to ensure that the Business Continuity Management System requirements under their area of responsibility are fully embedded into day-to-day business processes and that the necessary resources are available. Post holders should promote continual improvement of the Trust's Business Continuity Management System. This includes communicating the importance of effective business management to their team(s), and direct and support others to contribute to the effectiveness of business continuity. Promote continual improvement of the Trust's Business Continuity Management System.

**Equality and Diversity:** Actively promote the Trust's commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect, and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy, Recruitment and Selection Policy, etc.

**Mandatory, Job-Related Training, and CPD:** Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs. This will include full participation in a compassionate conversation, and identifying any reasonable adjustments you may need for learning, at the earliest opportunity.

**Safeguarding Children and Vulnerable Adults:** All employees have a responsibility for protecting, safeguarding, and promoting the welfare of children and vulnerable adults. Further information about the Trust commitment to this, and your responsibilities, can be sought from the Trust's Child Protection Leads.

**No Smoking Policy:** East of England Ambulance Service NHS Trust is a No Smoking Trust and all staff must comply with the Trust's No Smoking Policy.

**Data Quality:** It is the responsibility of all employees to ensure data is of a high-quality standard, in order to support the Trust in providing a quality service. Data must be accurate, valid, reliable, timely, relevant, and complete. For further information on the Trust's commitment to this, please refer to the Trust's Data Quality Policy.

**Standards of Business Conduct:** It is the responsibility of all employees to conduct all business in an honest and ethical manner. The Trust is committed to acting with integrity



in all its dealings and relationships, and to implementing effective systems to prevent bribery. The Trust will uphold all laws relevant to countering bribery and corruption, including the Bribery Act 2010, in every aspect of its conduct, including its dealings with public and private sector organisations, and the delivery of treatment and care to patients.

Following the implementation of the Bribery Act 2010, all employees should be aware that if they accept or offer any financial or other advantage, with the intention or knowledge that this is received in order to induce or reward the improper performance of their duties, or offer to induce or reward the performance of another person's duties, they may be guilty of an offence under the Bribery Act 2010. For further information on the Trust's commitment to this, please refer to the Trust's Anti-Bribery Policy.

**Sustainable Development:** EEAST is committed to delivering its services in a more sustainable way, encouraging staff and patients to make sustainable lifestyle choices through awareness campaigns and working with local communities. All employees have a responsibility to ensure the Trust achieves its high standard of sustainable development, and have positive impacts on health, expenditure, efficiency, and equality across the six counties of the Eastern region in which it operates.