



Hampshire Hospitals
NHS Foundation Trust

Application & Recruitment Pack



**LIFE CHANGING
CHANGING LIVES**

hampshirehospitalscareers.co.uk

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

Job Title	Training Administrator
Department	Education Centre, RHCH Winchester & BNH Millennium House, Basingstoke
Division	Corporate
Salary Band	Band 3
Accountable To	Training Development Co-ordinator
JOB SUMMARY	
To provide general administrative support to the Education Training service; in addition, having a defined area of responsibility for administering specific functions as defined in role specific responsibilities.	
KEY RESULT AREAS/RESPONSIBILITIES	
<p>Core responsibilities:</p> <ul style="list-style-type: none"> • Provide high quality customer care, behaving with courtesy and discretion at all times • Provide comprehensive administrative support to the specification of the Training Administration Team include telephone, electronic enquiries data import/export. • Provide basic technical administration assistance and support for Trusts Learning Management system (Green Brain) including telephone enquiries , supporting queries of the Education Training Inboxes, Identifying and processing of Training compliance & training competency transfers, Trust induction programmes, identifying data errors, Trust Position number enquiries, Register creation & Trust induction Cut-off Points. • Extract data from educational reports and to use this to assist with Corporate compliance. • Provide a comprehensive administrative support for St Georges Grenadian & London medical students, liaising with the administrative function of St Georges school of medicine and making any necessary internal arrangements, to include, placements, accommodation arrangements, induction & onboarding and orientation for medical students. • Escalate any issues with students to the appropriate responsible person following University guidance • To be a point of contact for those with basic Audio-Visual troubleshooting and be able to respond in an appropriate and timely manner • Ensure that all desktop procedures are clearly published to enable efficient cross-cover of work with other team members • Work in partnership with the Training Administration Team to deliver service objectives • Support the promotion and communication of courses and learning opportunities • Help to create and maintain up to date SOPs and user guides for Green Brain • Review training information from Green Brain for errors and amend any individual records manually on ESR. • Undertake any other duties appropriate to the role as and when required. 	

- Work across all sites within the Trust and outside core hours as required for service delivery
- Use all Microsoft office suite packages including Outlook
- Record training data on the training database & maintain relevant databases on-going
- Engage with internal and external stakeholders where appropriate to enable the successful delivery of work
- To provide coverage for Education Centre Reception as and when required.
- Plan and organise events
- Support the process of understanding and following procedures to ensure security of the Education Centre at night (on-site RHCH), to include security for when clients are using the facilities outside of normal office hours (on-site RHCH)
- Prioritise and manage own time effectively ensuring delivery of key objectives
- Be able to share administrative roles as required to ensure adequate cover for A/L, sickness or at times when workload demand increases
- Work collaboratively with colleagues in the department
- Support other projects as directed by managers
- To maintain, develop and record your own continuing personal development.
- To assist the team in maintaining that the rooms and equipment used for education and training are fit for purpose.
- To support the Training Administration Team with a comprehensive administrative function for Trust Induction & Mandatory Training.
- Support the promotion and communication of courses and learning opportunities for HHFT. Disseminate this information to the Training Administration Team.
- Extract data from educational reports and to use this to assist with Corporate compliance

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.

Person Specification

Job Title: Training Administrator	
Training & Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> • Experience & evidence of using Microsoft Office Suite (particularly Excel) to ECDL Level or equivalent. • Literacy level 2, English (GCSE A-E). or equivalent. • Numeracy level 2, Maths (GCSE A-E). equivalent • ESOL level 2 or equivalent (<i>if English not first language</i>). • NVQ level 2 Business Admin / Customer Service or equivalent qualifications. • Evidence of written and verbal communication skills (assessed at interview & application) 	<ul style="list-style-type: none"> • Literacy level 3, (English GCSE A-C).equivalent • Numeracy level 3 or equivalent (Maths GCSE A-C). • NVQ Level 3 in Business Administration / Customer Service or equivalent. • Running / creating reports via excel.
Experience & Knowledge	
Essential	Desirable
<ul style="list-style-type: none"> • Previous experience & examples of working in a fast-paced administration role. • Experience and evidence of following daily processes in previous roles. • Demonstrate previous experience of being calm, discrete, and professional when under pressure. • Experience & evidence of having to apply attention to detail & accuracy to previous roles. • Experience & examples of working with complex databases, strong MS Excel experience & general Microsoft applications. • Examples of demonstration being able to complete tasks given by a number of people / teams working to similar deadline. 	<ul style="list-style-type: none"> • Administration in a similar training and development function. • Organising educational events. • Working with education providers. • Evidence of running reports in excel. • Understanding & experience of using GreenBrain training platform
Skills & Ability	
Essential	Desirable
<ul style="list-style-type: none"> • A customer care ethos and positive can-do attitude. • Able to work without direct supervision. • Evidence being able to work within a team. • Able to meet the minimum skill set within the first 20wks of appointment with support and development where required. • Evidence of being capable to work on own initiative and referring people when appropriate. • Evidence in being calm and discrete when under pressure. 	<ul style="list-style-type: none"> • Trouble shooting excel reports

Other Specific Requirements	
Essential	Desirable
<ul style="list-style-type: none"> • Must be willing to undertake weekly cross-site travel from Winchester to Basingstoke on rota basis as required. • To be able to demonstrate the required behaviour in keeping with the Trust values. • Ability to adjust to pressures of the job in a changing environment. • Good interpersonal skills. • Willingness to undertake further training. • Be able to demonstrate patience, dependability, and motivation. • Be able to take instruction/ direction. • Responds positively to constructive feedback. • Ability to demonstrate confidentiality and trust worthiness. • Should be willing to work flexible hours to suit business needs 	<ul style="list-style-type: none"> • Full driving licence. • Access to own vehicle, which can be insured for business use.

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.