



WOMEN AND CHILDREN'S ADMINISTRATION MANAGER

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

Louise Barnett

Louise Barnett
CHIEF EXECUTIVE OFFICER

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Women & Children's Administration Manager
Band	5
Directorate	Women & Children's
Accountable to	Women & Children's Assistant Operations Manager
DBS Required?	No

JOB PURPOSE

The post holder will be responsible for ensuring an efficient provision of Support Services within the county-wide W&C Division. This includes providing day-to-day management to all Secretarial, Administrative and Clerical Services working in conjunction with a part time Assistant Admin Manager. The postholder controls and manages the associated pay and non-pay budget. The post holder will work closely with the W&C Operational Managers to ensure efficient and effective management of all resources to deliver safe, high quality and effective services in an environment of continuous improvement. You will also be required to; monitor waiting list performance against national and local targets and ensure staff contribute appropriately to the 18-week RTT pathway. Hours of duty 09.00 – 17.00 Monday to Friday, however the post holder may be required to work flexibly outside these hours.

Management Responsibilities

- Manage defined areas of responsibility on a day-to-day basis ensuring delivery of a high-quality service to Client, Consultants, Clinicians, Senior management and other key stakeholders.
- Identify areas in which the service may be improved and initiate such improvements once agreed with the management team.
- Develop and review policies and guidelines relating to work practices, security, and areas within remit.
- Ensure there is appropriate cost-effective staffing cover at all times to ensure an efficient and effective service is provided.
- Manage and participate in the staff recruitment and selection process.
- Providing and analysing information in relation to the workload resource utilisation and performance of non-clinical staff.
- Responsible for the effective timely handling of complaints within area of remit.
- Ensuring staff receive appropriate development and mentorship as appropriate. Ensure there is regular, appropriate, and continuing appraisal of staff under your supervision, and good and effective communication through Team Briefing.
- Identification of development and training needs to staff. Securing course places where necessary, co-ordinating the provision of departmental contributions to the overall Unit Training Plans.
- Participating in the annual budget setting programme, including cost improvements and income generation.
- Ensuring that all income received is banked on a regular basis and that audit systems are adhered to.
- Involvement in agreeing income generation initiatives or cost improvement programmes.
- Identify and implement where appropriate possible cost savings in relation to administration/medical secretarial staff.
- Dealing with queries from staff and the public and taking action where necessary.
- Ensure staff under your care remain aware and adhere to, Trust Policies, procedures, and guidelines. Lead and motivate the team.
- Overall responsibility for the day-to-day service delivery in line with changing Trust needs.

- Ensure staff remain up to date in current issues affecting their area of responsibility.
- Safeguard the welfare and safety of clients and staff in accordance with the Health and Safety at Work Act, COSH, manual handling and fire regulations and local policies and procedures.

Communication and Relationships

- Maintain effective communication within the W&C Division and other groups e.g., Consultant Gynaecologists/Obstetricians/Paediatricians/Neonatologists, staff in other Wards and Departments and outside establishments as necessary. This may involve providing complex, sensitive, or contentious information. Using analytical and persuasive skills to ensure excellent standards of communication are achieved.

Knowledge Training and Experience

- The postholder is required to have an in-depth specialist knowledge of work within all areas of responsibility.
- An excellent working knowledge of all computer applications and the willingness and ability to learn new applications and train staff as appropriate into new systems.
- An in depth and comprehensive knowledge of policies and protocols in relation to Human Rights, Data Protection Act and Data Security.
- Accreditation such as COSHH/IOSH/NEBOSH to ensure a safe working environment.
- Knowledge of legislation and employment conditions to carry out recruitment, selection and interviewing of staff.

Analytical and Judgemental Skills

- The postholder is required to use the workforce to best financial and operational advantage.
- Exercise judgement when dealing with patient and staff enquiries analysing and resolving problems as they arise.
- Ensuring all equipment within area of responsibility such as office equipment, IT equipment and security system is operational at all times analysing problems as they arise and ensuring faults are corrected to maintain a high quality and safe service.
- Analysing highly sensitive and confidential information from the security system and investigating as appropriate. Involving official bodies/Police as appropriate in a timely and sensitive manner.

Planning and Organisation Skills

The postholder will work closely with the W&C Division Management Team to deliver the Division's objectives and to provide a high-quality service using resources creatively and effectively.

Organisational Position

- The postholder reports to the W&C Assistant Operations Manager.

Financial and Physical Resources

- Delegated budget holder for the nominal roll of all staff within defined area of responsibility which involves responsibility for budget setting together with a budgetary responsibility for purchase of physical assets / purchase orders etc. Responsible for authorising expenditure. Authorised signatory for department.

The postholder will operationally manage the following areas:

Medical Secretaries

Personal Secretaries

Administrative Staff

Clerical Staff

Medical Records Supervisor and Medical Records Clerks

Work Experience Students

- Be responsible for the effective use of resources within their area of influence, in order to assist in the delivering of a balance of budget.
- To attend Finance meetings on a regular basis.
- Provide accurate and timely information to assist W&C Division Management to provide corporate reports.

Responsibility for Policy/Service Development

- Assist in the monitoring of waiting list performances against local and national targets.

Implementation of Personnel Policies and Personnel Initiatives

- Resolve grievances and deal with disciplinary issues associated with policy requirements in response to non-midwifery and nursing staff and ensure staff contribute appropriately to the 18-week RTT pathway.

Environmental Management Issues

- Contributing to changes required implementing local health and safety legislation and regulations.

- Responsible for the co-ordination of non-clinical Health and Safety within the W&C Division. Accountable for ensuring all staff in area of responsibility have undertaken statutory training, e.g., fire, manual handling.

Freedom to Act

- The postholder is accountable for own professional actions and is the lead manager for defined area. Works within codes and practice, guidelines, and protocols.

Mental and Physical Effort

- Combination of sitting in a restricted position, walking, standing, and driving. Occasional requirement for light physical effort for short periods.
- Frequent requirement for concentration when writing reports, analysing computer information, working to unpredictable work patterns, deals with urgent issues which may be of a sensitive/personal nature.

Sickness Absence Management Update

To effectively manage sickness absence of staff within the team, by managing absence levels and addressing the causes of absence, whilst acknowledging a commitment to supporting staff as far as is reasonable'.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.



QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Educated to degree level, or equivalent experience. • Evidence of professional/managerial development relevant to post. • Committed to continuous managerial/professional development. 	<ul style="list-style-type: none"> • HND/NHC Business Management • NVQ Level 4 • Project Management • ECDL

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Change management processes • Management/leadership techniques • Human resources • Budgetary control • Knowledge of good practice and system of work within relevant field. • Knowledge of Health and Safety in the Workplace • Knowledge of Microsoft Office Software 	<ul style="list-style-type: none"> • Awareness of business planning • NHS Management • Understanding of Risk Management • Knowledge of NHS policies • Knowledge of secretarial practices and procedures

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Excellent communication skills, in particular sensitivity and effective listening • Ability to motivate and negotiate with teams and individuals in a large department. • Ability to make decisions using own discretion. • Ability to interpret a broad range of 	

<p>policies and procedures.</p> <ul style="list-style-type: none"> • Patient focussed. • Excellent interpersonal skills • Excellent organisational skills • Time management skills • Well organised • Team worker • Shows initiative. • Calm under pressure. • Ability to prioritise. • Ability to sit for long periods and use a VDU 	
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OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • The postholder will be required on occasions to perform tasks outside of their normal remit, therefore flexibility is key. • Requirement to operate on both sites within the Trust. 	

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and

research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come

into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation

to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.



EMPLOYER RECOGNITION SCHEME

SILVER AWARD

Proudly supporting those who serve.



Proud to have signed
The Pregnancy
Loss Pledge



The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital