



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.

# Job Description

<b>JOB DESCRIPTION</b>	
<b>Job Title:</b>	Ward Manager Administrator
<b>Salary Band:</b>	4
<b>JOB SUMMARY</b>	
<p>The post holder will provide a full secretarial and administrative service to optimise the time of the designated Managers by co-ordinating all diary commitments. The post holder will be expected to develop in-depth specialist knowledge of the team/service/division and the ability to provide detailed advice and information to whoever requests it. The role will require constant awareness of the work and key priorities of the division, dealing with highly confidential and sensitive matters.</p>	
<b>KEY RESULT AREAS/RESPONSIBILITIES</b>	
<ul style="list-style-type: none"> <li>Responsibility for providing a full secretarial and administrative service to the designated Managers. This will include diary management, management and production of all correspondence and the development and maintenance of document management systems.</li> <li>To monitor e-mail and other correspondence and respond where appropriate. To bring essential items to the attention of the designated Managers for action.</li> <li>Preparation and management of key meetings and events. This will include drafting of agenda, production of formal minutes, dealing with action points, tracking progress on actions and booking of venues.</li> <li>Manage the diaries of the designated Managers ensuring that all key meetings and events are diarised, appropriate time is available and paperwork is prepared.</li> <li>Responding to urgent requests as necessary and ensuring that urgent and sensitive items are dealt with accordingly.</li> <li>Preparation and management of key meetings and events. To include drafting of agenda, production of formal minutes, dealing with action points, tracking progress and booking and management of venues and liaison with the Trust's communication team.</li> <li>Provide support in document drafting, collation of relevant information (conducting additional research where necessary) for meetings and reports, preparation of correspondence on a wide range of routine and non-routine issues both internally and for external customers.</li> <li>Co-ordinate and support the work of the designated Managers through coordinating meetings and carrying out administrative actions, as specified in meetings.</li> </ul>	

- Collation of raw data from internal and external sources on a regular basis and production into appropriate formats, e.g. spreadsheet, report.
- Preparation of presentations for the designated Managers.
- Provide and receive information electronically, verbally or in writing which may be of a confidential or sensitive nature and ensure this is communicated properly within and outside the organisation.
- To be the first point of contact for telephone or in person communications for the designated Managers and ensure that all enquiries are handled to the highest standard of customer care.
- To work autonomously taking full responsibility for the diary management and administration of the designated Managers.
- To ensure that financial procedures are followed in order to ensure the effective management of allocated budgets.
- Be familiar and competent with the use computer packages and hospital systems
- To undertake any other duties commensurate with grade and experience
- To attend and take formal minutes/action notes for a variety of meetings such as Divisional Board, Senior Management Team meetings, Health Safety, Specialty Business Meetings and any other as required .
- To attend and act as team/service/divisional representative for any Corporate meetings as necessary.
- To be responsible for ordering of stationery and non-stock items on for designated teams/areas when departments or wards are unable to raise. To be responsible for monitoring spend and use of administrative equipment and resources.
- To be the holder of the team/service/divisional credit card, taking responsibility for the credit card and its security where this is a requirement for the designated team/service/division.
- To cover for datix incident validation and complaint response formatting for governance annual leave and sickness.
- To collate and analyse statistical information providing reports for the cost centre/teams for the Performance Review Managers
- To provide day to day support to team/service/division Performance Manager.
- Establish and implement policies and procedures to maintain efficient department/office and filing systems to facilitate the smooth running of the administrative services, ensuring that the working environment is kept tidy, safe and secure.

<b>COMMUNICATION</b>
<ul style="list-style-type: none"> <li>To regularly liaise with management team, over monitoring and management of the priority and capacity issues.</li> <li>To ensure all telephone and verbal enquiries from patients, public and staff in a polite, sympathetic and courteous manner.</li> <li>Maintain high level of communication within the team/service/divisional team(s)</li> <li>Communicate and liaise with medical, nursing and clerical staff across the Trust and GP surgeries, other hospitals and other external organisations.</li> <li>Participate in Trust and team meetings.</li> <li>To be effective, clear and accurate when using all forms of communication Throughout the Trust.</li> <li>Work in partnership with all healthcare professionals; maintain effective communication that benefits patients' and staffs well-being.</li> </ul>
<b>BUDGETARY AND RESOURCE MANAGEMENT</b>
<ul style="list-style-type: none"> <li>To implement any cost reduction programmes as required by the team/service/division and the Trust.</li> <li>To promote effective and efficient use of department and Trust resources.</li> <li>Use of information technology to communicate, to analyse data, to produce reports, papers and presentation material.</li> <li>To comply with Trust policy on confidentiality and data protection.</li> <li>Establish reports as and when needed by designated manager(s)</li> </ul>
<b>STAFF MANAGEMENT</b>
<ul style="list-style-type: none"> <li>Work independently making decisions within own role with minimum supervision.</li> </ul> <p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>To assess and minimise risk, to ensure health and safety compliance and to adhere to Trust policies and procedures.</li> </ul>
<b>TEACHING, TRAINING AND RESEARCH RESPONSIBILITIES</b>
<ul style="list-style-type: none"> <li>Identify and undertake appropriate training in line with the post holder's personal development plan.</li> <li>To provide and arrange training and induction for new and bank staff.</li> </ul>
<b>TRUST VALUES</b>
<p>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.</p> <p>The post holder will be:-</p> <ul style="list-style-type: none"> <li><b>Compassionate, caring about our patients.</b></li> <li><b>Accountable and responsible, always looking to improve.</b></li> <li><b>Respectful for all and show integrity in everything.</b></li> <li><b>Encouraging and challenging each other to always do our best.</b></li> </ul>

#### **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

<b>PERSON SPECIFICATION</b>	
<b>Job Title:</b> Management Co-ordinator	
<b>Training &amp; Qualifications</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Level 3 NVQ or equivalent</li> <li>• City &amp; Guilds level 3 or equivalent</li> <li>• Senior administration training or relevant experience</li> <li>• Recognised computer literacy course (e.g. ECDL) or equivalent experience</li> <li>• Evidence of continuous professional development</li> <li>• Level 4 Professional Certificate.</li> <li>• Or equivalent knowledge and skills gained through any combination of alternative study, or employment experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Professional PA/secretarial qualification</li> <li>• Project management training/qualification</li> <li>• A level or equivalent in appropriate subject i.e. statistics/mathematics</li> </ul>
<b>Experience &amp; Knowledge</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Significant experience as a Management Assistant , some of which should be to very senior level executive.</li> <li>• Producing information for senior management (including reports, spreadsheets etc.)</li> <li>• Experience of providing secretariat support to meetings (including formal minute writing, preparation of agenda etc.)</li> <li>• Establishing and maintaining coherent and efficient office systems.</li> <li>• Demonstrable experience of dealing with matters of a highly sensitive nature in a competent and aware manner.</li> </ul>	<ul style="list-style-type: none"> <li>• Medical careers structure</li> <li>• NHS structure/culture</li> <li>• Working within the NHS</li> </ul>

<ul style="list-style-type: none"> <li>• Supervisory or line management experience.</li> <li>• Diary management and co-ordinating meetings and events.</li> <li>• Experience of developing effective administrative systems and processes, overseeing and performance managing their implementation .</li> <li>• Effective IT skills including relevant experience using Microsoft Office applications.</li> <li>• Understanding of the priorities of a Foundation Trust and the complexities in delivering these.</li> <li>• Knowledge of the issues associated with supporting a Divisional/Medical Director of a large organisation.</li> </ul>	
Skills & Ability	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Effective team member with the ability to work unsupervised</li> <li>• Taking and transcription of formal minutes (including preparation of agenda and follow up actions etc)</li> <li>• Effective interpersonal and communication skills</li> <li>• Effective organisational skills and ability to manage time and prioritise work</li> <li>• Attention to detail and high level of accuracy</li> <li>• Ability to manage conflicting and ever changing priorities</li> <li>• People management skills</li> <li>• Ability to work effectively under pressure, meet deadlines and prioritise workload in a challenging and demanding environment</li> <li>• Excellent organisational and planning skills and abilities</li> </ul>	<ul style="list-style-type: none"> <li>• Shorthand</li> <li>• Wider IT experience including Publisher, Projects and access databases</li> </ul>

<ul style="list-style-type: none"> <li>• Excellent communication skills, verbally, electronically and in writing</li> <li>• <b>Diplomatic when dealing with sensitive matters</b></li> <li>• <b>Ability to make judgments unaided and to work pro-actively</b></li> <li>• Proven ability to respond to the unexpected and be able to make judgements around when decisions are urgent, can be taken independently or when it may be necessary to escalate</li> <li>• Negotiating and influencing skills</li> <li>• Ability to motivate staff</li> <li>• Planning and organisational skills</li> <li>• Ability to analyse complex situations and make appropriate decisions</li> <li>• Computer skills to include Excel, Powerpoint and Word</li> </ul>	
<b>Other Specific Requirements</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Flexible and pro-active approach to work</li> <li>• Professional manner and organised approach</li> <li>• Aptitude and confidence for working in a rapidly changing environment</li> <li>• Enthusiastic, determined and assertive</li> <li>• Well organised, able to prioritise and to take responsibility</li> <li>• Ability to work to own initiative</li> <li>• Flexible</li> <li>• Calm under pressure</li> <li>• Occasional flexibility in working hours may be required</li> </ul>	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> <li>•</li> </ul>

# 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.

**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.