

## Job Description

Our vision: To support our local communities by excelling in everything we do together.

<b>Job Title:</b>	<b>Team Administrator</b>
<b>Band:</b>	<b>Band 3</b>
<b>Network:</b>	<b>Specialist Network</b>
<b>Base:</b>	<b>Central Location (West Strand House)</b>
<b>AfC Ref:</b>	<b>3870a</b>
<b>Hours of work:</b>	<b>37.5</b>

### Our Values

The values represent what we as an organisation, and the individuals who make up that organisation, are about.

It is our aim that everything we do fits in with, and reinforces, these values:

- *We are always learning*
- *We are respectful*
- *We are kind*
- *We are a team*

### Reporting Arrangements:

**Reports to:** Team Leader

**Responsible for:** Administrative Assistant staff where applicable

### Job Summary

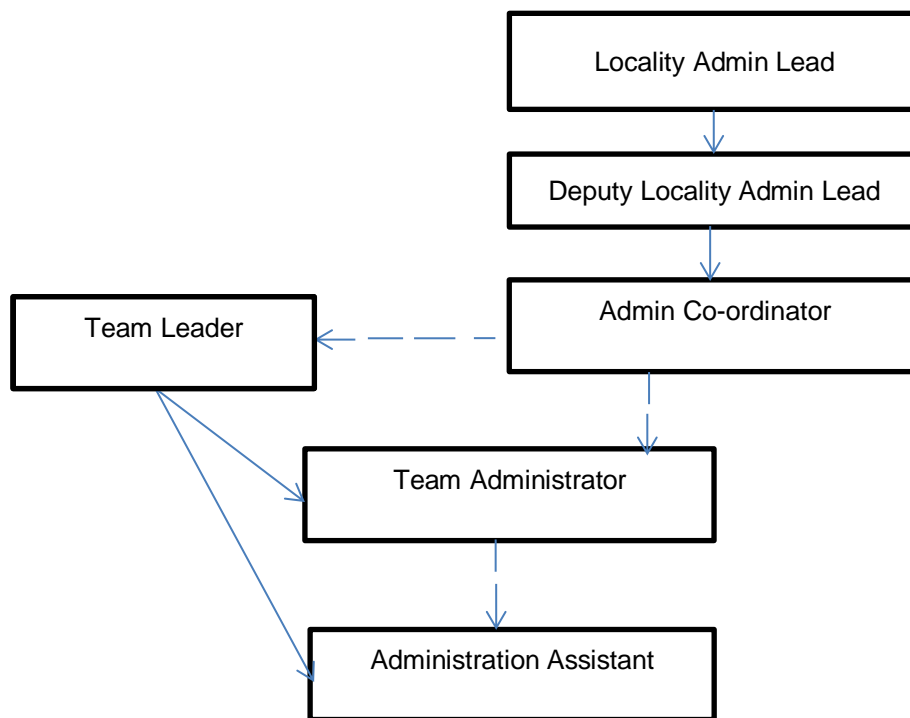
The post holder will provide a comprehensive administration and information service and coordinate their activities with other members of the administration team to ensure an efficient and confidential service is provided.

The post holder will be aligned to a specific clinical team and is required to work flexibly in response to the needs of the service providing cover to other teams on various sites as directed by the Team Leader in liaison with Locality Admin Co-ordinator to ensure continuity of a quality service.

### Key Relationships

- Clinical & Team Staff
- Estates & Facilities Department
- Administration Leads and Admin Staff
- IT Department
- GP Practices and other Partner agencies

## Department Chart



## Key Responsibilities

### **Communication and Relationship Skills**

- Receive allocate and despatch internal /external mail in line with the Trust policy.
- To be the first point of contact for the unit/department providing a comprehensive customer service and enquiry provision to internal and external customers of the Trust.
- Provide a comprehensive administrative service which will include minute taking, cover compilation of reports and other correspondence on behalf of the team manager and other members of the team, ensuring a high standard in accordance with Trust standards.
- To create and maintain effective working relationships with staff at all levels, internal and external across the whole health economy.
- Work collaboratively with the appropriate management teams and other departments including clinicians to ensure that the appropriate leads are notified in the case of matters of urgency and dealt with in a timely manner.
- To provide a secretarial function to the Team Leader and Deputy Team Leader.
- To arrange supervisions and PDRs on the Managers behalf.
- Attend and participate in team meeting and admin services meetings as required

## **Analytical and Judgement Skills**

- The post holder is required to make decisions and judgements concerning information received in order to prioritise and refer on to the appropriate staff/department, or take appropriate action within pre-agreed boundaries.
- Assist in ensuring work area is kept presentable and well organised and that confidential information cannot be seen or overheard by visitors.
- Plan and prioritise own work to cope with variable demand and interruptions, ensuring quality and completions.
- Monitor and maintain stock supplies for the team.
- Assist in the arrangements for meetings and events carrying out associated duties, including preparation of documents, booking and setting up of rooms, refreshments and equipment as required.
- Assist in site security duties where appropriate

## **Planning and Organisational Skills**

- Assist in the planning and organising of a range of team activities and programmes including regular meetings and other events.
- In line with set standards ensure that agendas, papers and minutes are produced and circulated in accordance with the schedule of meeting dates.
- Monitoring and maintaining stationery supplies and stock for the team.
- Able to work from different sites within the Rehab Service as and when required

## **Service User Care**

- Ability to deal with complaints, face to face, written and over the telephone, which occasionally can be distressing and emotional.
- Responsibility for dealing with queries from clients and/or their carers using tact and empathy as required and ensuring appropriate communication skills are used at all times.
- Able to work flexibly to cover evenings and weekends by working to a rota

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

- The post holder will be required to follow policies and procedures within own service area.
- Adhere to Trust policies and procedures as directed in training, guidelines and advised by relevant colleagues in relation to creating records and handling information.

## **Responsibility for Finance**

- Observe a personal duty of care to equipment and resources used within the course of work.
- To be responsible for and act as the float holder for Petty Cash where applicable.

## **Responsibility for Human Resources**

- When directed record annual leave of clinicians within team.
- When directed record annual leave for the administration staff within the team.
- Demonstrate own activities to new or less experienced employees, including supporting induction of junior staff.
- Support the Team Leader in overseeing the work and maintaining work quality of administration assistant.
- Support the Team Leader and Locality Admin Co-ordinator in the induction and training of the Administration Assistant.
- Report issues such as sickness and performance to the Team Leader and support them in as requested.

## **Responsibility for Information Resources**

- To provide accurate word processing of letters, reports, memos, programme plans, minutes, general and formal, and other typing and word processing tasks and activities as required including preparation of materials, reports and presentations using PowerPoint, Word and Excel.
- If appropriate maintain and keep an up to date electronic register of Asset information.
- Ensure the timely and efficient input of client demographic information, referrals and waiting lists onto the Trust's computerised system. Monitor the waiting lists and/or appointments systems.
- Carry out information searches on Trust information systems to ensure data quality is updated.

## **Research and Development**

- To participate if requested in providing/collating information to support research and development.

## **Freedom to Act**

Be self-motivated, prioritise own workload and work flexibly and independently without direct supervision but request advice and support as required or as appropriate.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the postholder.

### **Special Conditions:**

As a member of staff you have:

- Legal duties and responsibilities under Health & Safety legislation, plus a general duty to work safely and not to put others at risk i.e. colleagues, service users, visitors, as a result of any activity or omission at work.
- A duty to report any practice that you consider compromises standards of risk and health & safety. The Whistle-blowing Policy gives effect to the Public Interest Disclosure Act under which an individual who raises such concerns for unfair treatment is protected.

All Lancashire Care NHS Foundation Trust staff employed within all Environments that have contact with service users, their families or systems to support them have a responsibility to safeguard and promote the welfare of children, adults and vulnerable families.

As a member of staff you must:

- All Lancashire Care NHS Foundation Trust staff employed within Clinical Environments have contact with children, vulnerable adults, service users and their families must familiarise themselves and be aware of their responsibilities and adhere to Local Safeguarding Children's Board, Local Safeguarding Adult Board and LCFT Procedures for Safeguarding and Protecting Children.
- The Trust places great emphasis on the need for the strictest confidentiality in respect of personal data - both that of service users and staff. All information about people will be treated in the strictest confidence at all times. Breaches of confidentiality will be investigated and may lead to Disciplinary action being taken.
- The Trust views its responsibility under the Data Protection Act and the Caldicott Principles as central to all activities that are carried out in its name. Staff are therefore expected to acquaint themselves with the principles of Information Governance, and to complete the mandated training modules that have been agreed."

### **Promoting Equality and Reducing Inequalities**

- To understand and uphold organisational policies and principles on the everyday promotion of equality, diversity and inclusion.
- To create an inclusive working environment which values a variety of ideas, experiences and practice, where differences are respected and celebrated for the benefit of ourselves, the Trust and the communities we serve.

## **Behaviour**

The post holder will be expected to:

- Support the aims and vision of the Trust
- Act with honesty and integrity at all times
- Be a positive ambassador for the Trust
- Demonstrate high standards of personal conduct
- Value and respect colleagues, other members of staff and patients
- Work with others to develop and improve our services
- Uphold the Trust's commitment to equality and diversity
- Take personal responsibility for their words, deed and actions and the quality of the service they deliver

## **Job Review**

This job description will be reviewed periodically to take into account changes and developments in service requirements. Any changes will be discussed fully with the post holder.

**Postholder's Signature:** \_\_\_\_\_

**Director of Human Resources:** \_\_\_\_\_

**Date:**

## Person Specification

**Our vision:** To support our local communities by excelling in everything we do together

Description	Essential	Desirable	Assessment
Education/ Qualifications	NVQ Level 3 in Customer Care or Business Administration – or equivalent experience	Good level of general education	A/I
	Demonstrable commitment to continuous personal development.		A/I
Knowledge	Awareness of issues in the Mental Health Network.	Interest in current issues particular to a Foundation Trust and the network	A/I
	Knowledge of a range of administrative procedures and practice.	Knowledge of NHS management processes	A/I
Experience	Previous experience as a Secretary/Administrator including diary management	Experience of working within an MDT preferably within an NHS environment.	A/I
	Previous experience of working in a fast moving, confidential, sensitive, pressurised deadline driven environment.		
Skills and Abilities	Experience of supporting and minuting meetings.	Innovative – proactively presents ideas for improvement.	A/I
	Takes a pro-active approach to tasks.		
	Ability to communicate effectively at all levels using email, telephone or face to face.	Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly.	A/I
	Proven experience in producing minutes.		

	<p>Able to demonstrate skills in Organising and prioritising of diaries and schedules.</p> <p>Ability to deal with confidential and sensitive issues with tact.</p> <p>Attention to detail and able to see tasks through to completion.</p> <p>Accurate keyboard skills for producing reports and correspondence etc. including live note taking at RSA II or equivalent.</p> <p>Ability to work flexibly to meet the needs of the service.</p> <p>Ability to deal effectively with competing demands.</p> <p>Well-developed administrative skills.</p> <p>Ability to manage non routine enquiries without immediate supervision.</p> <p>Capable of working under pressure and using own initiative; able to prioritise workload</p> <p>Flexible and self-motivated</p> <p>Team worker</p> <p>Excellent interpersonal skills.</p> <p>Professional, self-confident, tactful and diplomatic</p>		
Work Related Circumstances	Willingness to travel to different locations within the network/Trust.		A/I



## **EFFORT FACTORS**

<b>PHYSICAL EFFORT</b> What physical effort is required for the job?	How often?	For how long?	What weight is involved?	Any mechanical aids?
The post holder may be sat at a computer station for a substantial proportion of the working time.	Every day	Part of the day.	N/A	N/A

Is the job holders expected to sit / stand in a restricted position?	How often?	For how long?	What activity is involved?
Yes	Every day	Part of the day.	Computer based work.

<b>MENTAL EFFORT</b> Are there any duties requiring particular concentration? – Please detail.	How often?	For how long?
This post will involve dealing with phone calls, checking documents, analysing information and preparing reports. There could be some interruptions, as necessary.	Every day	Part of the day.
Are there any duties of an unpredictable nature? – Please detail.	How often?	For how long?
Occasionally dealing with phone calls and visitors.	regular	Varies.

<b>EMOTIONAL EFFORT</b> Does the job involve dealing with any distressing or emotional circumstances? – Please detail.	Direct / Indirect exposure	How often?
The post holder might have to deal with telephone calls from patients or members of the public who are angry or upset.	Direct	Occasional

<b>WORKING CONDITIONS</b> Does the job involve exposure to unpleasant working conditions? – Please detail.	How often?
The role is undertaken in an office environment. VDU Use regular	Every day.

The values and behaviours represent what we as an organisation, and the individuals who make up that organisation, are about. It is our aim that everything we do fits in with, and reinforces, these values:

<b>Values</b>	<b>Behaviors we expect</b>
<b><i>We are always learning</i></b>	<ul style="list-style-type: none"> <li>✓ We seek our opportunities to learn so we are supported to reach our potential</li> <li>✓ We set high standards and are open to change and improvement</li> <li>✓ We value appraisals, supervision and learning opportunities</li> <li>✓ We speak up if we are concerned about safety and focus on opportunities to improve</li> </ul>
<b><i>We are respectful</i></b>	<ul style="list-style-type: none"> <li>✓ We are open and honest, ensuring people receive information in ways they can understand</li> <li>✓ We seek, value and support diverse perspectives, views and experiences</li> <li>✓ We put service users and carers at the heart of everything we do, proactively seeking feedback</li> <li>✓ We take pride in our work and take responsibility for our actions</li> </ul>
<b><i>We are kind</i></b>	<ul style="list-style-type: none"> <li>✓ We are approachable and show compassion</li> <li>✓ We actively listen to what people need and proactively offer our support</li> <li>✓ We pay attention to our own wellbeing and the wellbeing of others</li> <li>✓ We celebrate success and provide feedback that is sincere and genuine</li> </ul>
<b><i>We are a team</i></b>	<ul style="list-style-type: none"> <li>✓ We take personal and team accountability to deliver the highest standards of care</li> <li>✓ We work in active partnership with service users and carers</li> <li>✓ We actively build trusting relationships and take time to celebrate success</li> <li>✓ We work in collaboration with our partners to enable joined up care</li> </ul>

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As a member of staff you must:

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Children's Board, Local Safeguarding Adult Board and LSCFT Procedures for Safeguarding and Protecting Children.

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- The Trust places great importance on sustainable development, reducing their carbon footprint and maximising the positive social, economic and environmental outcomes of Trust actions and activities. As an employee it will be your responsibility to minimise your environmental impact, use resources efficiently, saving energy by switching off unnecessary equipment, reducing waste generation, using recycling / redistribution facilities, minimising travel and saving water when possible. If your role involves purchasing / ordering supplies you must consider the environmental / sustainable impacts and purchase optimal environmental / sustainable products / services.

#### Promoting Equality and Reducing Inequalities

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- To uphold the Trust's commitment to health and wellbeing



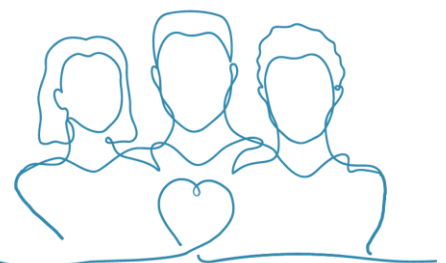
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Kind**



**We are  
Respectful**



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Learning**



**We are a  
Team**