

# PROGRESS *your* CAREER



## MHST Senior Administrator & Personal Assistant Band 4

**Job Description and Person Specification**

# Job Description

**JOB TITLE:** MHST Senior Administrator & Personal Assistant  
**BAND:** 4  
**RESPONSIBLE TO:** Clinical & Strategic Lead  
**KEY RELATIONSHIPS:**

Internal	External
Own Team Line Manager CYPMHS services CAHMS teams Other clinical services/areas IT and other corporate services	Children and Young People their families and carers. Educational establishments including schools and colleges. Multidisciplinary Teams CCGs Local authorities GPs Acute hospitals Other professional bodies

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

## Aim of the role:

The expectation of this post holder will be to support their team, department and organisation to achieve the Trust's Values in their day to day work. These are the 5P's:

- Putting people first
- Prioritising quality
- Being progressive, innovative and continually improve
- Being professional and honest
- Promoting what is possible – independence, opportunity and choice

## The post holder will achieve this by:

Consistently deliver a "client-focused" service which promotes good customer service and effective working relationships and will provide general co-ordination of the service/department to ensure the smooth running of the service. This includes maintaining confidentiality, supporting colleagues and managing the work of others.

## Key Responsibilities:

- Provide a high quality confidential and comprehensive administrative service.
- Manage the diary and make decisions on behalf of the Clinical & Strategic Lead in prioritising and re-arranging diary commitments.
- Open and sort incoming emails and other post in a timely manner, and where appropriate, personally prepare and send responses to correspondence.
- Operate bring forward and reminder systems.
- Undertake word processing of all documents to a high standard, in an agreed Trust style and using an appropriate referencing system.
- Utilise advanced level IT skills to create reports, spreadsheets and presentations.
- Develop and maintain filing systems (electronic and paper) to ensure effective access to relevant information.
- Prioritise own workload on a day-to-day basis to ensure that deadlines are met.
- Act as a central point of contact for external and internal callers, making judgements regarding appropriate dissemination of key information.
- Coordinate administrative arrangements relating to reporting requirements, to include the collation and presentation of documentation, preparing evidence and ensuring information is up to date.
- Oversee the facilitation and administration of meetings/panels, including: taking formal minutes that are intended for external review eg safeguarding, the production of agendas and coordination of papers, ensuring that key documents are available within defined timescales.
- Maintain up to date confidential personal staff files.
- Monitor and maintain secure stamp allocation, petty cash refunds for expenses and keys held on site.
- Propose and implement changes to working practices to reflect the needs of the Service.
- Act as delegated authority for procurement processes, using electronic order and approval systems.
- Respond to ad-hoc requests for information from other Trust sources as agreed by the Manager.
- Co-ordinate absence/study leave
- Manage Band 3 administrators' staff with regular supervision and appraisal
- Assist with recruitment and selection of staff.
- Ability to take dictation/transcribe from audio dictation, including medical reports.

## Customer Service and Communication

- Proactively maintain administrative systems as required to support the smooth running of the service.
- Make administrative arrangements for ensuring new starters receive Trust and team inductions.
- Participate in project work.

- Update and maintain existing databases and support the implementation of new systems.
- Monitor and requisition stationery and non-stock items.
- Ensure all invoices relevant to the department are coded, validated and authorised for payment.
- Collate, monitoring and analyse management statistics i.e. sickness/absence and annual leave records.

## **Communication**

- Develop and maintain an up-to-date service staff database to facilitate effective communication.
- Liaise with IT, Estates and Stores teams to repair broken and faulty fixings and equipment.
- Responsible for communicating with staff and external stakeholders on news, events and services.

## **Additional Information**

Additional information about protocols and guidelines while working at NELFT are outlined in [this document](#).

### Key Performance Indicators (KPI) and Objectives

Each individual and service will be set KPIs and achievement against these will be regularly reviewed. Performance against individual and service KPI's will be routinely monitored by your manager.

### Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

### Other Duties

There may be a requirement to undertake other duties as may reasonably be required to support the Trust. These may be based at other Trust managed locations.

**Date last reviewed:** approved historically

**Date to be reviewed:** May 2025

**Job evaluation reference number:** approved historically

# Person Specification

Please note if you do not meet all the criteria listed in the person specification, we encourage you to still apply and development needs can be discussed at the interview.

Demonstration of Trust Values	Essential	Desirable	Measurement
<ul style="list-style-type: none"> <li>Putting people first</li> <li>Prioritising quality</li> <li>Being progressive, innovative, and continually improve</li> <li>Being professional and honest</li> <li>Promoting what is possible, independence, opportunity, and choice</li> </ul>	✓		Application Form Interview Assessment

Qualifications	Essential	Desirable	Measurement
NVQ level 3 or equivalent in relevant subject or equivalent level of proven experience	✓		Application Form
RSA Text and Word Processing Level 2 or equivalent systems processing qualification	✓		Application Form

Experience	Essential	Desirable	Measurement
Working in a busy office environment	✓		Application Form
Working in an NHS		✓	Application Form

environment			
Significant administrative experience	✓		Application Form
Creating and maintaining office systems, including spreadsheets, email inbox and shared drives	✓		Application Form
Handling sensitive and confidential information	✓		Application Form
Experience of working autonomously	✓		Application Form

Knowledge	Essential	Desirable	Measurement
NHS Priorities and Issues	✓		Interview
Good working knowledge of Outlook, Word, Excel, Power point, Access	✓		Application Form
Update and maintain efficient administration systems	✓		Interview
Maintain confidentiality/data protection	✓		Interview
Able to use own initiative and make decisions on behalf of others	✓		Interview
Able to analyse systems to improve services	✓		Application Form



Skills	Essential	Desirable	Measurement
Advanced level IT skills	✓		Application Form
Establish and maintain good working relationships	✓		Application Form
Excellent interpersonal skills	✓		Interview
Team Player	✓		Application Form
Clear communication skills including excellent writing, data entry and presentation skills	✓		Interview
Able to construct and delivering clear information/instructions to others	✓		Application Form Interview
Able to multi-task	✓		Application Form Interview
Able to work without supervision and use own initiative	✓		Application Form Interview
Organise and prioritise own workload	✓		Application Form Interview

Other	Essential	Desirable	Measurement
Commitment to continuing professional development	✓		Application Form Interview Assessment