![NELFT NHS Foundation Trust logo]

PROGRESS *your* CAREER

Senior Administrator/ PA
Band 4

Job Description and Person Specification

Job Description

JOB TITLE: Senior Administrator/ PA
BAND: 4
RESPONSIBLE TO: Head of CHSCS
KEY RELATIONSHIPS:

Internal	External
Own Team Line Manager CHSCS teams inc DN, Therapy, ICM, LTC, TVN and Support Service teams IT and other corporate services	Clients Families Multidisciplinary Teams

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:

The post holder will provide a responsive and efficient administrative service to meet the needs of the team. The post holder will use their reason, intellect and judgement to work on their own initiative to deal with matters on behalf of their Manager.

The post holder will be an effective decision maker, who is able to prioritise own workload whilst responding to interruptions. The post holder will be able to deal with unpredictable work patterns and proactively deal with issues without reference to others

Key Responsibilities:

- Provide a high quality confidential and comprehensive administrative service.
- Manage the diary and make decisions on behalf of the Head of Service and Operational Lead(s) 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 utilising databases such as POWER BI and RIO.
- Develop and maintain electronic filing systems 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 disciplinary hearings, safeguarding, and 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 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.
- Act as the NMP Administrator to support the NMP Lead in Barking & Dagenham – this will include ordering, securing and distribution of prescription pads.
- Act as the central point of contact for the ordering and replenishing of PPE in respective locality buildings.
- Participate in project work as required.
- To provide management and supervision to Apprentices recruited to the service.

Computer/Administration

- 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. Healthroster

Customer Service and 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.

Specific Tasks directly related to the post:

- Provide support to the Head of CHSCS and Operational Lead(s) by providing minutes for individual and group meetings.
- Compiling reports for managers that would involve accessing databases such as RIO and POWER BI.
- Support the Head of CHSCS and Operational Lead(s) when managing complaints and investigations.
- Working with the corporate team to engage volunteers into the service.

Please note that this job description is not exhaustive. The post holder may have specific skills which mean that they may work outside of the competency boundaries for this role.

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: 19/04/2025

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
• Putting people first • Prioritising quality • Being progressive, innovative, and continually improve • Being professional and honest • Promoting what is possible, independence, opportunity, and choice	✓		Application Form Interview Assessment

Qualifications	Essential	Desirable	Measurement
NVQ level 2 or equivalent standard of literacy and numeracy	✓		Application Form Interview
NVQ level 3 in relevant subject or equivalent level of proven experience	✓		Application Form Interview
RSA Text and Word Processing Level 2	✓		Application Form Interview

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

	Essential	Desirable	Measurement
Working in an NHS environment		✓	Application Form Interview
Significant administrative experience	✓		Application Form Interview
Creating and maintaining office systems	✓		Application Form Interview Assessment
Handling sensitive and confidential information	✓		Application Form Interview Assessment
Experience of working autonomously		✓	Application Form Interview Assessment

Knowledge	Essential	Desirable	Measurement
An awareness of NHS priorities.	✓		Application Form Interview Assessment
Good working knowledge of Outlook, Word, Excel, Power point, Access, Power BI, Healthroster	✓		Application Form Interview Assessment
Update and maintain efficient administration systems	✓		Application Form Interview Assessment
Maintain confidentiality/data protection	✓		Application Form Interview Assessment
Able to use own initiative and make decisions on behalf of others		✓	Application Form Interview Assessment
Able to analyse		✓	Application Form

			Interview Assessment
systems to improve services			

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

Other	Essential	Desirable	Measurement
Commitment to continuing professional development	✓		Application Form Interview Assessment
To be aware and demonstrate the Trust Values	✓		Application Form Interview Assessment
To be able to travel effectively throughout the Trust	✓		Application Form Interview Assessment