

Job Description

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

Job Title:	Team Administrator
Band:	Band 2
Network:	Mental Health, Early intervention service
Base:	Fairfield Centre, Fairfield Lane, Barrow, South Cumbria
AfC Ref:	
Hours of work:	15 hrs per week – Monday to Fri 9am-12pm (flexibility will be considered)

Reporting Arrangements:

Responsible to: Deputy Admin Manager.

Job Summary

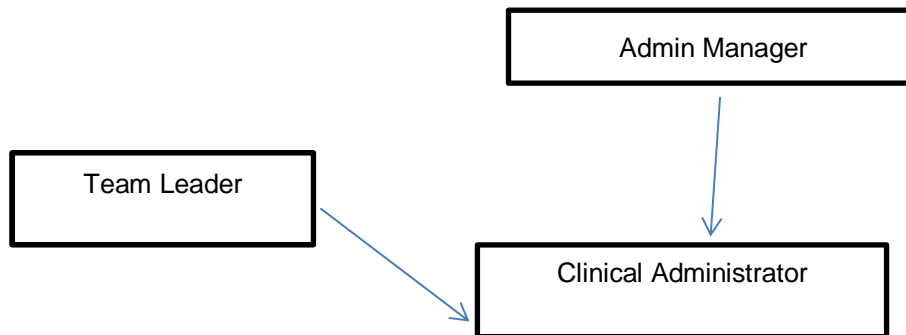
The post holder will provide a comprehensive administration and information service to the Early Intervention service within the Mental Health Network, coordinating their activities with other members of the Business Administration Team to ensure an efficient and confidential service is provided.

The post holder will be aligned to a specific team and is required to work flexibly in response to the needs of the Networks administrative service providing cover to departments on various sites as directed by their Admin Manager to ensure continuity of a quality service provision.

Key Relationships

- Administrative staff
- Clinical and team staff
- Management staff
- IT Department
- GP Practices and other partner agencies
- Estates and facilities Department

Department Chart



Key Responsibilities

Communication and Relationship Skills

- Be the first point of contact for the department.
- Answer telephones, taking and forwarding messages, ensuring that all telephone and personal callers receive a prompt, courteous, non-judgmental and well-informed response.
- Respond to queries, dealing with routine matters and passing more complex queries to the appropriate member of staff.
- Receive, allocate and despatch departmental mail (internal and external).
- Provide an administrative service to include typing of routine information such as reports and other correspondence on behalf of the team, ensuring a high standard in accordance with Trust standards.
- Attend and participate in team meetings and administrative service meetings as required as part of the smooth running of the service.
- Provide admin/minute taking at team meetings as required.
- Demonstrate the role to new or less experienced staff.

Analytical and Judgmental Skills

- Make decisions and judgements concerning information received.
- 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

Physical Skills

- Typing skills.
- Use of standard office equipment such as computer, photocopier and fax.

Responsibilities for Policy, Service Development and Personal Development

- To comply with all Trust policies and procedures, in particular confidentiality, management of patient records and all administration operational policies and procedures. To keep up to date with all policies and procedures.
- To contribute to service developments and redesign of administration policy and procedure.
- Take responsibility for own personal educational and development needs in line with service requirements.
- Participate in an annual Professional Development Review (PDR) and with line manager identify areas of professional development in order to meet service and personal objectives.

Responsibilities for Finance

- Reporting faults within the working environment, for example to estates and facilities or IT help desk. Monitor responses to job requisitions ensuring these are carried out as promptly as possible, chasing up failures to respond as required.
- Receive orders of supplies and non-stock items, ensuring items match delivery notes, raising any discrepancies with appropriate person in the administration team.
- Assist in defining optimal stock levels and ordering frequency of items.
- Use Trust resources wisely.

Responsibility for Information Resources

- Create paper patient records in accordance with departmental requirements.
- Photocopy, scan, collate and distribute documents as directed.
- Carry out searches on Trust information systems to ensure data quality is updated.
- Update information, documents and service web-sites.

Research and Development

- Participate in providing/collating information to support audit, research and development when requested.

Freedom to Act

- To be self-motivated, prioritise own workload and work flexibly within defined parameters. Referring matters on to Team Leader as appropriate.
- Support the implementation and development of administrative systems that will support functions of the team.

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 post holder.

Person Specification

Our vision: high quality care, in the right place, at the right time, every time.

Description	Essential	Desirable	Assessment
Education/ Qualifications	Administrative qualification at NVQ Level 2/RSA 2 OCR Level 1 or 2 or equivalent experience		Application form Interview
Knowledge	Working with databases Working with Microsoft Office applications	Working with NHS data systems such as RIO	Application form Interview
Demonstrable Experience	Working in an office environment Working with members of the public Minute taking	Working in the NHS Working in a customer services environment.	Application form Interview
Skills and Abilities	Good grammar and numeracy skills Excellent keyboard skills Data input and retrieval Good organisational skills Ability to communicate effectively both written & verbal		Application form Interview
Personal Qualities	Excellent telephone manner Treats people with courtesy and respect at all times Team player		Application form Interview

Work Related Circumstances	<p>Willingness to undertake DBS clearances</p> <p>Ability to work flexibly and comply with all requirements of post</p> <p>Willingness to travel around the organisational footprint</p>		<p>Application form</p> <p>Interview</p>
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EFFORT FACTORS

• **PHYSICAL EFFORT**

What physical effort is required for the job?	How often?	For how long?	What weight is involved?	Any mechanical aids?
Normal office duties.	Daily		Minimal	No

Is the job holder expected to sit / stand in a restricted position?	How often?	For how long?	What activity is involved?
No			

• **MENTAL EFFORT**

Are there any duties requiring particular concentration? – Please detail.	How often?	For how long?
Inputting data	Daily	Variable
Are there any duties of an unpredictable nature? – Please detail.	How often?	For how long?
Coping with interruptions and requests to change task.	Daily	Variable

• **EMOTIONAL EFFORT**

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, but will signpost to someone more senior. Occasional typing of safeguarding reports	Direct	Once a week

• **WORKING CONDITIONS**

Does the job involve exposure to unpleasant working conditions? – Please detail.	How often?
No	

Our Values & Behaviours

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:

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

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 & South Cumbria 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 & South Cumbria 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 LSCFT 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 view 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."
- 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

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