

## Job Description

<b>Job Title:</b>	P2P Administrator
<b>Base:</b>	Swindon, Bath or Salisbury
<b>Band:</b>	Band 3
<b>Reporting to:</b>	Operations Manager

### Our Values

Our values are at the heart of everything we do. You can expect to see them in the way we act and the way we treat each other. Our values make us who we are.

#### Person Centred and Safe

Our focus is on delivering high quality, safe and person focussed care through teamwork and continuous improvement

#### Professional

We will be open and honest, efficient and act as role models for our teams and our communities.

#### Responsive

We will be action oriented, and respond positively to feedback.

#### Friendly

We will be welcoming to all, treat people with respect and dignity and value others as individuals.

#### Progressive

We will constantly seek to improve and transform the way we work, to ensure that our services respond to the changing needs of our communities

### Main Purpose of the Job

The 3 acute trusts of Great Western Hospitals NHS Foundation Trust, Royal United Hospitals Bath NHS Foundation Trust and Salisbury NHS Foundation Trust have combined their procurement and supply chain management teams into one function that will support the Bath, Swindon and Wiltshire Integrated Care System (ICS). The function will be run on a hub and spoke model with Salisbury NHS Foundation Trust as the host organisation.

The post holder will provide a professional buying service, working to set procedures. They will be expected to process approved requisitions for external customers in line with SLA's, deliver training to support the effective use of the Purchasing systems across the Trust and provide support and cover for the Purchase to pay team members as appropriate. They will be responsible for the effective management and timely resolution of purchasing queries and support the Trusts savings targets, the role may also invoice managing and assigning tickets via the team helpdesk and resolving invoice queries.

### Main Responsibilities and Duties

1. To process approved requisitions in official purchase orders in line with the Service Level Agreements
2. To achieve best value for money during the processing of purchase orders.
3. Responsible for issuing Emergency Order Numbers.



4. Liaise with customers to help determine their needs and assist with any problems concerning their requirements to ensure orders are placed in a timely and efficient manner
5. Handling and responding to purchase order queries received from customers and suppliers to facilitate a timely resolution.
6. Review accuracy of non-contracted requisitions being submitted and where applicable reject back with advice and guidance to help with on-going education.
7. Responsible for managing and resolving workflow notifications linked to purchase orders.
8. Request new Suppliers Set up via SBS.
9. Monitor end user training needs and deliver training in line with agreed training schedule and on an ad hoc basis to support the effective use of the purchasing system, in line with requirements/requests from the Systems and Payables Manager.
10. Provide support and cover when required for other team members.
11. To be responsible for the maintenance of records and provision of information as requested.
12. Work with colleagues and use judgement to priorities the daily workload.
13. Effective communication with suppliers and staff at all levels or the organisation.
14. To provide a prompt and courteous response to customer enquiries and use own initiative for the action taken.
15. Provide input and assist in the implementation of improved working practices and procedure.
16. Assign helpdesk tickets and own workload via the helpdesk system.
17. Resolve invoice queries to ensure suppliers are paid on time.

#### **Additional Information**

The Trust may ask you to undertake other duties, as required, which are not necessarily specified in the job description but which are commensurate with the grade of the post. If this results in significant changes to the job description, it may be subject to a banding review, in line with the Trust's Control of Banding policy.

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 of this Job Description and Person specification details key information you should be aware of.



## Person Specification

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<b>Base:</b>	Band 3

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Criteria	Essential	Desirable
<b>Trust Values</b>	We will expect your values and behaviours to reflect the Values of the organisation: <b>Person Centred and Safe</b> <b>Professional</b> <b>Responsive</b> <b>Friendly</b> <b>Progressive</b>	
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Good standard of secondary education to GCSE standard in mathematics and English language or equivalent</li> <li>• Highly computer literate (Microsoft Office, Word and Excel, Internet) with fast, accurate keyboard skills</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Significant experience of working a fast-paced administration role</li> <li>• Evidence working in a role that requires prioritisation and management of own workload</li> <li>• Experience in communicating with multiple end users and suppliers in a professional manager</li> </ul>	<ul style="list-style-type: none"> <li>• Previously worked in a NHS and/or public procurement environment.</li> <li>• Experience of working in a centralised purchasing or customer services environment</li> <li>• Experience of using a specialist purchase order system Working knowledge of basic PC applications such as Oracle or Unit 4</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Keyboard skills, data input</li> <li>• Excellent telephone and interpersonal skills</li> <li>• Good standard of written and spoken English</li> <li>• Good numeracy skills</li> <li>• Good customer service skills</li> <li>• The ability to communicate to all levels of staff</li> <li>• Able to work alone with minimal supervision but contributes to the team</li> </ul>	
<b>Other Job-Related Requirements</b>	<ul style="list-style-type: none"> <li>• Self-motivated and assertive, positive attitude to continuous improvement</li> <li>• Confident at working with people at all levels</li> <li>• Ability to work within defined timescales</li> <li>• Customer Focussed</li> <li>• Strong communication skills, written and verbal</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 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. You must adhere to the Trust Data Quality Policy and be fully versed in the responsibilities outlined for your job role.

These obligations are in line with common law duty of confidentiality, Caldicott Principles. Data Protection Act 2018 Freedom of Information Act 2000.

#### **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 and Safety**

Patient, service/facility user and staff safety is paramount at Salisbury NHS Foundation Trust. The post holder will promote a just and open culture to reporting of incidents and adverse events. The post holder should be aware of current health and safety policies of the Trust and are required to co-operate with management and safety representatives on matters relating to the Health and Safety at Work Action, including the Radiation Protection Supervisor. 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 and 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 offence 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 prosecutions.

#### **Infection Control**

To ensure the practice of self and others is at all times compliant with infection control, including hand hygiene policy and procedures. Hand hygiene must be performed before and after contact with patients and their environment. To undertake mandatory annual training/updates in infection prevention and control.

#### **Government and Risk**

Adhere to 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.

#### **Data Quality**

The Trust recognises the role of reliable information in the delivery and development of its service and in assuring robust clinical and corporate governance. Data Quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality.

#### **Safeguarding**

To safeguard and promote the welfare of children and young people in compliance with Trust and staff responsibilities under Section 11 of the Children Act 2004; to follow Trust safeguarding children and child protection policies and guidelines and undertake appropriate mandatory training and updates in safeguarding children/child protection.

By following Trust policies in relation to Safeguarding Adults, staff will ensure that they work with other agencies to protect all adults from abuse at any time.

#### **COVID Vaccination**

During the COVID-19 pandemic, it has been necessary to take significant steps to protect the health and safety of our staff, service users and those attending our sites. In order to comply with our duty of care, we continue to encourage and support our staff to have the COVID vaccine in order to protect themselves, colleagues and their patients as this is the best line of defence against COVID-19.

#### **Training and Personal Development – continuous professional development**

There is a requirement for all Trust employees to take part in an annual appraisal; 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.

#### **Flexible Working**

We support flexible working and will consider requests taking into account the needs of the service.

