

1. Job Details

Job Title: Administration Officer

Job Grade: Grade C

Department: Sales Team

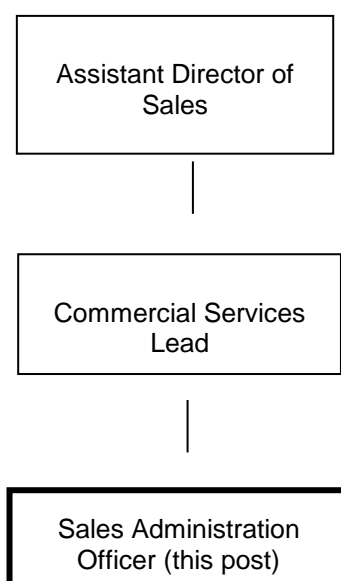
Directorate: North Tees and Hartlepool Solutions

Base: University Hospital of North Tees

2. Job Purpose

Under the direction of the Commercial Services Lead the post holder will use appropriate technologies and equipment to assist in the provision of an efficient, effective, comprehensive and timely administrative service to the department.

3. Organisation Chart



4. Key Result Areas

1. Assist in the provision of a comprehensive and timely administrative support service to the department, following all relevant operational policies, procedures and guidelines.
2. Hold overall administrative responsibility for one key area of the Sales Department (Requisition/invoice raising, diary keeping, ordering, record keeping, booking facilities, meeting minutes, event planning, data analysis) whilst having an awareness of the administrative duties in each of the other areas to provide support based on departmental pressures or to cover absence periods.
3. Hold 'super user' access to technology platforms utilised by the department (Salesforce, Oracle) as appropriate, providing information to other NTH Solutions and Trust departments when requested in a timely manner.
4. Raise, receipt against and log purchase orders as required by the department via Oracle.
5. Provide support to the Assistant Director of Sales, Head of Sales and The Commercial Services Lead in the completion of SVLs as part of the Payroll process, and the booking and recording of staff annual leave and absences via the appropriate department mechanisms.
6. Use appropriate technologies to assist in the management of the diaries of the senior staff and associated staff, where appropriate. Including making appointments, arranging meetings, interviews, etc. whilst ensuring they are aware of all diary commitments.
7. Type miscellaneous correspondence, notes, reports, presentations etc. including highly confidential and complex documents to a high standard of quality using appropriate technologies.
8. Assist in the preparation of agendas and collating any related documents and information relating to meetings for distribution to participants, providing full administrative support to such meetings including minute taking where appropriate.
9. Act as point of contact and provide a coordinating role in support of staff by receiving and greeting visitors, coordination and provision of hospitality where appropriate. On occasion, this may require working in a public facing environment.
10. Dealing with telephone calls and queries in a manner that is consistent with legislation, policies and procedures whilst demonstrating effective communication skills and discretion, dealing with issues as they arise if appropriate and taking accurate written messages and passing more complex queries to relevant staff members where required.
11. Effectively coordinate the timely collection and processing of data and information relating to the service using appropriate technologies, collate feedback evaluations as required, including providing KPI information to the Governance and Assurance department as appropriate.

12. Deal with and prioritise all incoming post bringing information of key importance to the attention of the relevant staff and processing as directed.
13. Handle email correspondence received within the Sales Team inbox in a timely manner, directing queries to other individuals within the team where appropriate relating to their administrative area.
14. Have a clear understanding of the General Data Protection Regulations (GDPR) and ensure all tasks are handled in line with the principles, including the handling, recording and storing of information whilst maintaining confidentiality where required.
15. Organise and plan own time, prioritising workload to ensure that all service requirements and priorities are met.
16. Any other ad-hoc duties as and when required in line with operational and service needs.
17. Demonstrate commitment to IWL principles and flexible working patterns, to meet the needs of the service and staff
18. Tackle discrimination and harassment, and promote equality and diversity in the workplace
19. Reduce sickness absence; work place accidents; and promote zero tolerance on violence against staff
20. Take responsibility for personal development and education and the development of a Personal Development Plan.

5. Control of Infection

Be aware of, and comply with, all Trust infection prevention and control policies, to include hand hygiene, personal hygiene, environmental and food hygiene. To undertake annual training/updates in infection prevention and control.

6. Communication and Working Relationships

The post holder will be expected to communicate and work effectively with all members of the team, including managers and staff, liaising with other departments and internal service users across the company, Trust and external service users and providers, ensuring confidentiality at all times.

7. The most challenging part of the job

The post holder will be required to provide a high quality, professional, effective and efficient administrative service, meeting the high demands of the post by being flexible and remaining calm and organised whilst working to tight deadlines.

This job description is intended as a guide to the duties and responsibilities of the post and should not be regarded as a complete list of those required to be fulfilled under the ‘written statement of the main terms and conditions of employment’.

The contents may be amended from time to time subject to developing service needs although such amendment would occur following appropriate consultation with the postholder.

Employees Signature		Date	
Managers Signature		Date	
Date Prepared:		Date for Review:	

Person Specification

Job Title: Administration Officer
Grade: Grade C

Department: Operations Administration Team

	Essential	Desirable	Measure
Qualifications	NVQ3 in Business Adminisitation or equivalent experience GCSE Grade A-C English and Mathematics		Application
Experience	Proven ability in administrative/clerical areas Computer literate with knowledge of Word, Excel and Access Proven experience of working as part of a team	Previous experience of working within the public sector	Application/ interview
Skills/ aptitudes	Good communication skills Competent in all Microsoft Office Systems Accurate data input skills Good organisation and time management skills Articulate, calm, polite and well-motivated with a positive attitude to customer/patient care		Application/ interview
Disposition	Friendly and approachable Able to work flexibly		Application/ interview

An NHS owned company



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