

## JOB DESCRIPTION

### 1. JOB DETAILS

**Job Title:** Business Administration Assistant

**Hours:** 37.5 per week

**Band:** 3

**Directorate:** Corporate Services – Estate Operations, Estates & Facilities

**Location:** RCH Treliske, Truro

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### 2. JOB PURPOSE

- To contribute to the delivery of high quality patient care, by providing effective and efficient administrative and clerical services in support of the Estate Operations Department.
  - You will be required to work as part of a team, communicating effectively and courteously with a wide range of internal / external personnel.
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### 3. DIMENSIONS

Reporting to the Senior Business Administration Assistant, the role is accountable to the Business Manager.

The role will ensure that the appropriate information systems are organised and maintained within the admin office so as to provide data necessary to support the full range of Estate Operations Services at the Royal Cornwall Hospitals NHS Trust.

To act as the initial point of contact for clients, customers and contractors enquiries, dealing with telephone calls, maintenance requests, routine correspondence and operating the mobile radio system.

To liaise with all disciplines of staff throughout the Trust and promote user satisfaction.

To liaise with customers with regard to Service Level Agreements.

To assist with the control and management of contractors with regard to site access. Maintaining currency of records, filing and information systems.

To provide an accurate data handling and management reporting service.

To provide secretarial cover for the department as required (typing, photocopying, note taking, filing and general office duties).

To undertake training in Admin and Clerical systems and to train others as required.

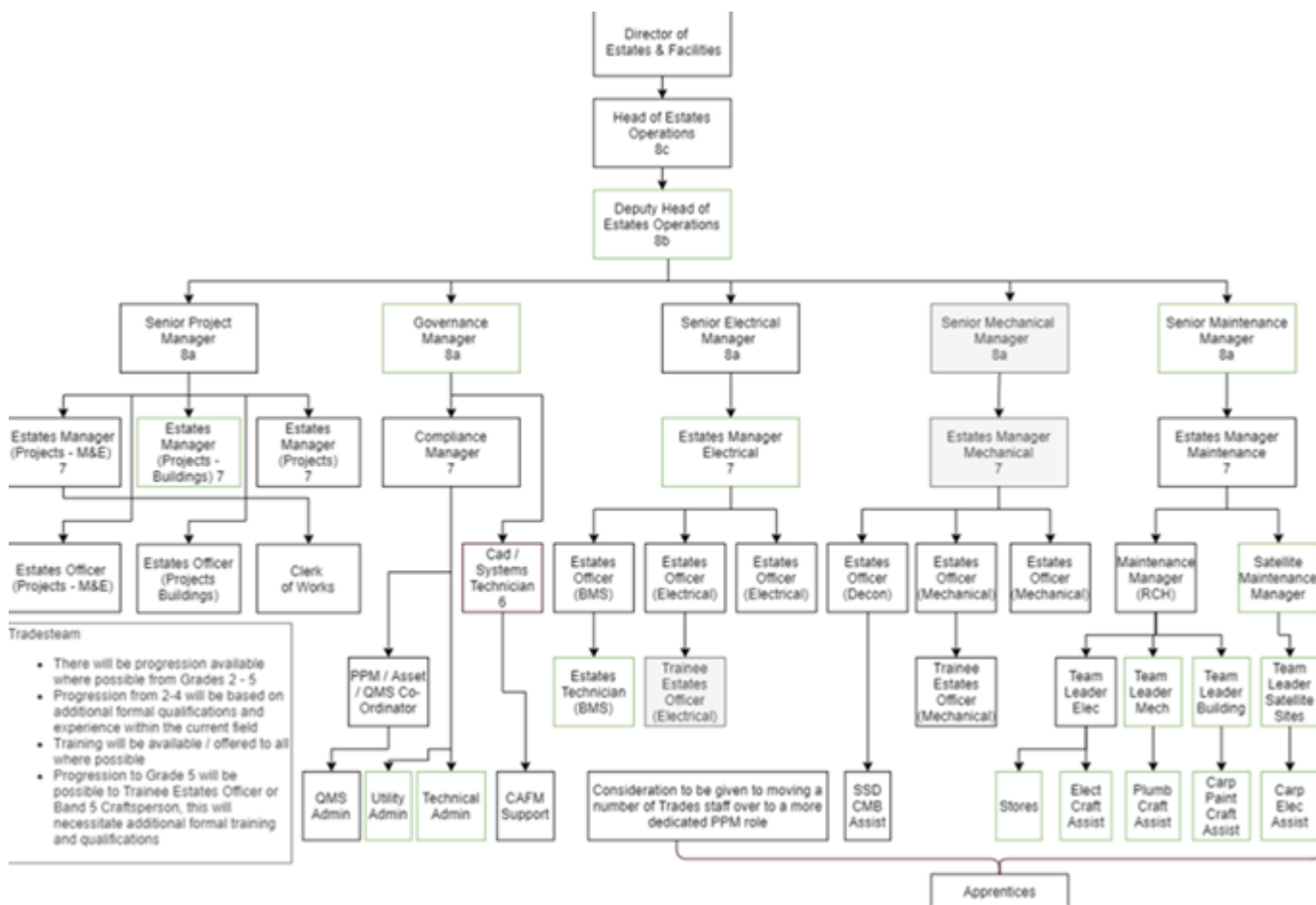
To carry out other duties as may be required from time to time by senior management within the Royal Cornwall Hospitals NHS Trust.

Foster and maintain good working relations with colleagues, managers, customers and staff at all levels and at all times.

To be able to raise requisitions on the Unit 4 system.

There is no line management responsibility for this role.

#### 4. ORGANISATION CHART



#### 5. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

- Use of computer and keyboard skills
- Working knowledge of Microsoft Office Suite
- An ability to learn quickly
- Good communication skills
- Good customer service skills
- Experience working in a busy office environment. Analytical approach to problem solving.
- The ability to work unsupervised, under pressure and on own initiative is essential as is a commitment to teamwork.
- Knowledge of building services and safety nomenclature would be an advantage.
- Understanding of finance administration systems.
- Ability to maintain discretion and confidentiality essential

#### 6. KEY RESULT AREAS

- Compliance with client, Corporate and Estates Standing Financial Instructions (SFIs) and operating procedures at all times.

- Assisting the Estate Manager and Officers with particular projects as may be required.
- Acting as supervisor for the Operations office as required.
- By prioritising the workload to ensure that deadlines are met.
- Maintaining personnel files and training records.
- Providing comprehensive PA/Personal Secretarial and Administrative Support to the Estates Manager.
- Producing audio typed correspondence.
- Managing Estate Managers and Officers diaries and meeting commitments.
- Arrange meetings, training courses and prepare documentation, take notes as and when required and distribute accordingly.
- Interrogating the Estates database system using Access and Excel, presenting results in either report or spreadsheet format.
- Monitoring of Manager's e-mail and re-directing accordingly during their absence as agreed.
- Participation in the selection and training of new members of the secretarial/clerical team.
- Acting as point of contact for and liaison with finance representatives both internal and external to the organisation.
- Processing of revenue orders, invoices, reconciliations and payments for Estates Operations.
- Assisting with financial administration of Maintenance contracts.
- Assisting with financial administration of Service Level Agreements.
- Assisting with the management of the Estates Asset Maintenance system.
- Assisting with the management of the Directly Employed Labour workforce.
- Assisting with the Control of Contractors on site by issuing identity badges and copy of Site Rules as required.
- Providing advice and training and updates to users of the Estates intranet requisition site and log books.
- Preparing figures from the Estates database for monthly finance reports.
- To professionally handling telephone calls, responding to enquiries from other organisations and staff at all levels efficiently and promptly.
- Maintaining filing systems and stationary stock (MiCAD and Unit 4 orders).
- Post collection and logging.
- Covering duties of other administrative and clerical as may be required.
- Any other duties required within the grade and responsibility.

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## **7. COMMUNICATIONS AND WORKING RELATIONSHIPS**

- Effective communications with NHS clients and service customers.
  - The post requires good working relationships with Senior Managers, Middle Managers and other staff within the host and client Trusts and with the holders of Service Level Agreements.
  - Expected to routinely communicate with suppliers, contractors, local authorities and Service Level Agreement holders.
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## **8. OTHER**

- The post-holder must comply with all RCHT Policies and Procedures.
- When attendance at college is not necessary the post holder is required to attend work unless annual leave is booked.
- The post-holder must work within infection control guidelines to ensure that work methods do not constitute a risk of infection either to the health care professional, to the client or to any persons working/visiting in RCHT premises.

- This job description is subject to the Terms and Conditions of service of Royal Cornwall Hospitals NHS Trust, and the post-holder will undertake any other duties which may be required from time to time.

**THIS JOB DESCRIPTION IS SUBJECT TO REVIEW IN CONSULTATION WITH THE POST-HOLDER**

**10. JOB DESCRIPTION AGREEMENT**

Job holder's Signature:

Date:

Head of Department Signature:

Date:

Title:

**The Royal Cornwall Hospitals Trust is a non-smoking organisation. Smoking will not be permitted on any of the sites by staff in trust uniform and / or wearing a trust identification badge in any location, in vehicles owned or leased by the Trust or in the homes (including gardens) of any patients visited at home.**

**Person Specification for the post of:****Job Reference:**

All requirements listed in this specification must be (a) essential to the post and (b) assessable within the selection process.

<b>ATTRIBUTES</b>	<b>REQUIREMENTS</b>	
	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>QUALIFICATIONS AND TRAINING</b> E.g. Level of Education, professional qualification, registration requirements, evidence of further professional development etc.	<ul style="list-style-type: none"> <li>GCSE A* - C in Mathematics and English.</li> <li>IT Literate and experience of using Microsoft packages including Word and Excel</li> <li>RSA 111 or equivalent in Typing/Keyboard skills.</li> </ul>	Administrative qualification
<b>EXPERIENCE</b>	Ability to work unsupervised. Three years' experience in a busy office environment	Relevant experience in the public and/or private sector. Financial systems servicing experience.
<b>PRACTICAL AND INTELLECTUAL SKILLS (INCLUDING ANY SPECIAL KNOWLEDGE)</b>	Numerate and literate. Good written and verbal communication skills. Organisational and work planning skills. Computer literate. Competency in Microsoft Word, Excel and Access	Knowledge of building services terminology.  Knowledge of financial administration systems
<b>DISPOSITION/ ADJUSTMENT/ ATTITUDE</b>	<ul style="list-style-type: none"> <li>An aptitude to learn quickly under supervised direction</li> <li>Attention to detail</li> <li>Ability to meet deadlines</li> <li>To be able to work as part of a team</li> <li>Take responsibility for developing oneself</li> <li>Enthusiastic and motivated approach</li> </ul>	
<b>TRAINING</b>	Mandatory training Apprentice framework	
<b>ADDITIONAL CIRCUMSTANCES</b>	Ability to undertake duties Post-holder must comply with professional code of conduct	Current Driving License