

Job Description

Job Title: Junior Project Support Officer	Band: 4
Directorate: Surgery, Gastroenterology Anaesthetics	Department: Gastroenterology IPH
<p>Job summary: Consistent provision of higher level comprehensive and efficient secretarial/ administrative support</p> <p>Manage, prioritise, plan and organise own time and co-ordinate that of your team if appropriate, using extensive knowledge, skills and experience.</p> <p>Provide leadership that encourages high performance from other staff within your team, with the aim of maintaining optimum efficiency within the department.</p> <p>Train and provide support/line management to enable other team members to deliver an efficient administrative/secretarial service</p> <p>To utilise the required technology/hospital systems / new technology or system (s) and support other team members to do so to deliver an efficient administrative/secretarial service.</p> <p>Key Responsibilities:</p> <ul style="list-style-type: none"> • Deal with external and internal queries. This may include providing complex or sensitive nonclinical. • information or advice to patients or relatives, who may be anxious or have cultural or language. • difficulties in understanding. • Maintains working relationships within own and other departments to facilitate an effective service. • Use judgement to deal with a range of routine and non-routine problems that may arise, and only exceptionally refer very complex issues to the appropriate person. • Responsible for developing, maintaining efficient electronic and manual filing systems. • Responsible for the maintenance of accurate data on hospital systems as appropriate, and creating reports as requested. • Take and transcribe formal minutes and create action plans and administer as appropriate. • Manage your own workload to ensure completion of the full range of your tasks using the knowledge, skills and experience you have gained. Support other team members to undertake the full range of administrative/secretarial activities. • Provide a broad range of administrative/secretarial support relevant to area, managing diaries and ensuring that urgent matters are actioned and escalated without delay. • Responsible for monitoring supplies to ensure stocks are maintained at an appropriate level, and order/notify relevant person as appropriate. • Give guidance, support and empathetic approach to any complaints or concerns raised and liaise with the relevant manager to resolve. • To actively participate in the development of improvements for the service. Incorporate new practices to take account of new technology, demand/capacity tools. • You may be required to undertake training in your own discipline, which may include new starter induction. • To have an understanding of other admin roles within the department and ensure other admin staff are aware of your role. • Work to Trust and departmental policies, standing operating procedures and departmental guidelines. 	

- Where managing a team, support, supervise and co-ordinate staff to ensure the smooth running of the department, and deal with day-to-day staffing issues as they arise. Carry out personal development reviews.
- May be responsible as a delegated budget holder, authorising time sheets, payments and monitoring the budget.
- Keeping up to date with relevant IT/information systems.
- Ensure any information is accurate and up to date before sharing internally or externally.
- Support the team in gathering any data for audit research purposes.
- Undertake any other admin or clerical duties as may be delegated.

General

- To be responsible for complying with Trust and local Safeguarding policies and procedures.
- To be responsible for the quality of data recorded. The data should be accurate, legible (if handwritten), recorded in a timely manner, kept up to date and appropriately filed.
- All employees must comply with the East Suffolk & North East Essex Foundation Trust Equality and Diversity Policy and must not discriminate on the grounds of sex, colour, race, ethnic or national origins, marital status, age, gender reassignment, disability, sexual orientation or religious belief.
- Employees have a responsibility to themselves and others in relation to managing risk and health and safety, and will be required to work within the policies and procedures laid down by the East Suffolk & North East Essex Foundation Trust. The Trust seeks to establish a safe and healthy working environment for its employees and operates a non-smoking policy.
- All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment or bullying in any form. All employees will be personally accountable for their actions and behaviour in cases of complaint of harassment or bullying.
- All staff have a responsibility to contribute to a reduction in the Trust's carbon footprint and should pro-actively reduce and encourage others through own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste etc.

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

Person Specification

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Criteria	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Previous administrative role • Working collaboratively as part of a team • Advanced IT Systems including - Microsoft Office • Experience of communicating with a range of people both within and external to the organisation • Experience of dealing with non-routine administrative matters 	<ul style="list-style-type: none"> • NHS experience • Experience within relevant work area • Experience of working with members of the public • Supervision/co-ordination of other team members
Qualifications	<ul style="list-style-type: none"> • GCSE grade 5/C or equivalent in English and Maths • NVQ level 3 in administration/secretarial or equivalent 	
Knowledge	<ul style="list-style-type: none"> • Confidentiality and Data Protection • Customer service • NHS • Knowledge of relevant work area and specialist terminology 	
Personal Skills	<ul style="list-style-type: none"> • Advanced keyboard skills • Excellent communication skills (written and verbal) to deal • with complex or sensitive information • Ability to work well in a team • Good attention to detail and accuracy • Able to plan and prioritise effectively and work within defined deadlines 	<ul style="list-style-type: none"> • Able to manage unpredictable workload

	<ul style="list-style-type: none"> • Ability to work flexibly to meet the demands of the service • Ability to deal appropriately with sensitive and confidential information • Able to demonstrate a commitment to Trust Values • Able to solve complex problems • Good organisational skills • Demonstrate leadership skill 	
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