



JOB DESCRIPTION

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| Section 1 | |
| JOB TITLE: | Team Secretary |
| PAY BAND: | 3 |
| Section 2 | |
| AREA OF WORK: | West Locality |
| ACCOUNTABLE TO: | Team Manager |
| REPORTS TO: | |
| RESPONSIBLE FOR: | No Line Management Responsibilities |
| JOB SUMMARY: | To provide an effective, efficient, comprehensive secretarial and administrative service to support the team. Where necessary cover reception. |
| LIAISES WITH: | Team members, service users, carers, other Trust departments and outside agencies |
| Section 3 | |
| <u>KEY RESPONSIBILITIES:</u> | |
| <ol style="list-style-type: none">1. To undertake word processing of correspondence, reports, agendas and minutes including effective storage and retrieval all electronic documents and information. Produce other documents and presentations using the most appropriate element of Microsoft Office Software. These can be produced by copy typing or audio.2. To be responsible for processing queries through the office paper and electronic administration systems.3. Where applicable staff may be responsible for providing a clinic/reception service.4. To organise and prioritise own workload on a daily basis to ensure that time deadlines are met and that urgent work is accommodated.5. To receive enquires to the team that may be of a sensitive/distressed nature, either via telephone or direct contact taking messages and necessary action.6. Maintaining up to date and accurate paper and electronic diaries which includes making appointments including arranging meetings, events, refreshments, venues and travel requirements.7. Where applicable staff may be responsible for making arrangements for out-patient appointments.8. To maintain strict confidentiality in all aspects of the work, complying with policies and procedures on the safeguarding of personally identifiable information.9. Where applicable to be responsible for processing referrals, reviews and discharges accurately through the office administration systems, ensuring that information is correctly entered on the client database and that any missing information is followed up.10. To be responsible for inputting, maintaining and retrieval of information from relevant databases and to assist in the preparation of statistical, audit information and assist in time limited projects as requested.11. To manage and maintain departmental/client current and archive files where appropriate in line with Trust policy and to assist with the safe transfer of information.12. Prepare for regular team meetings/events and to participate, take accurate notes and follow up | |

actions, produce minutes and circulate as per Trust Guidance.

13. When necessary contribute to the teams intranet and sharepoint sites by ensuring relevant and timely content is uploaded to the sites.
14. To support team manager in the reporting of staff absence, supervision, training and Personal Development Plan using the relevant Trust systems.
15. Where applicable, to supervise and support junior administration staff.
16. To undertake general office duties for example distribution of incoming mail, photocopying, filing and communicating/circulating information to Department members as required.
17. To monitor and maintain stationery/stock supplies.
18. To contribute to maintaining notice boards within the team.
19. To support the Manager in organising and supporting the administrative function of the team in periods of absence and peak in workloads including providing administrative support for other colleagues at meetings.
20. To contribute to the admin induction of temporary admin staff, new staff and trainees on placement as required.
21. To participate in the regular testing of any local alarm systems and maintain safe systems of work in relation to the general work environment and maintain security to assist in ensuring the lone worker policy is adhered to where necessary.
22. Where applicable to assist in the process of financial information, patients monies procedures and petty cash in accordance with the Trusts standing financial instructions.
23. Ensure rooms are maintained to an acceptable standard and report any maintenance faults to IT or Estates as appropriate, following these up to ensure work has been carried out.
24. To keep working practices under constant review to improve efficiency and effectiveness and be involved in new developments to redesign and modernise office systems.
25. To undertake any training and development necessary to fulfil the requirements of the post.

Section 4

1. HEALTH AND SAFETY

All staff have a general duty to take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions. All safety rules, regulations and codes of practice relating to the work area should be observed.

2. INFECTION PREVENTION AND CONTROL

Infection Prevention and Control (IPC) is everybody's responsibility. All staff, both clinical and non clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection prevention and control at all times, thereby reducing the burden of Healthcare Associated Infections including MRSA and Clostridium Difficile in accordance with the Hygiene Code - Code of Practice for the Prevention and Control of Healthcare Associated Infections (DH 2008).

All staff employed by Cheshire and Wirral Partnership NHS Foundation Trust have the following key responsibilities:

- Staff must wash their hands or use alcohol gel on entry and exit from all clinical areas, between each service user contact and after any clinical or cleaning task.
- Staff members must attend mandatory infection prevention and control training provided for them by the Trust.
- Staff members who develop an infection (other than common colds and illness) that may be transmittable to others have a duty to contact the IPCT and Occupational Health.



3. EQUALITY AND DIVERSITY

To value diversity and promote equality of opportunity ensuring that individuals are treated fairly and respected for their contribution in terms of experience, knowledge and skills.

4. COMPETENCY OF HEALTH PROFESSIONALS

To maintain professional registration (as appropriate) and to act in accordance with professional codes of practice and guidelines. To follow Trust policies and procedures and maintain up to date skills and knowledge through participation in Continuing Professional Development.

5. STAFF INVOLVEMENT - INDIVIDUAL RIGHTS & RESPONSIBILITIES

To work in partnership to achieve service objectives and promote a culture of working together through good communications, openness and honesty.

6. SAFEGUARDING

Everyone within CWP has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm. Every adult has a responsibility to protect children and as employees of the Trust we are duty bound always to act in the best interest of a child about whom we may have concerns.

7. KSF

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post.

8. SUPERVISION

To take responsibility for personal development by accessing appropriate supervision and personal development as per CWP supervision policy.

Section 5

PERSON SPECIFICATION

| | <i>Essential</i> | <i>Desirable</i> | <i>Method of Assessment</i> |
|--|---|---|---|
| Qualifications | <ul style="list-style-type: none"> Evidence of good typing skills e.g. RSA 111/NVQ Level III in an admin related subject or equivalent | <ul style="list-style-type: none"> ECDL AMSPAR | <ul style="list-style-type: none"> Certificates and questioning at interview |
| Knowledge and Expertise | <ul style="list-style-type: none"> Working knowledge of software programmes e.g. Microsoft office applications Knowledge and understanding of confidentiality | <ul style="list-style-type: none"> Audio typing skills Minute/note taking experience | <ul style="list-style-type: none"> Formal typing test and questioning at interview Certificates |
| Experience | <ul style="list-style-type: none"> Experience of providing secretarial/administrative duties | <ul style="list-style-type: none"> Experience of working in a health environment Experience of working as a member of a team in an office environment Where applicable experience of general finance systems Experience of supporting the organisation of seminars, conferences, workshops etc. | <ul style="list-style-type: none"> Application and questioning at interview |
| Analytical and judgemental skills | <ul style="list-style-type: none"> Be able to exercise judgement when dealing with enquiries in relation to service requirements | <ul style="list-style-type: none"> | <ul style="list-style-type: none"> Questioning at interview |
| Personal skills | <ul style="list-style-type: none"> Organisational skills and the ability to prioritise work and meet deadlines and use own initiative Educated to an appropriate standard of English Language to undertake the job role Flexible adaptable and "can do" approach to adapt to rapidly changing priorities and a variety of tasks Empathy and sensitivity to client group Clear and accurate written and verbal communication skills | <ul style="list-style-type: none"> | <ul style="list-style-type: none"> Questioning at interview On application |



Section 5

PERSON SPECIFICATION

| | <i>Essential</i> | <i>Desirable</i> | <i>Method of Assessment</i> |
|--|---|------------------|-----------------------------|
| | <ul style="list-style-type: none">Managing workload and able to act independently | | |

To be completed by HR

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|----------------------------|--|--------------------|---|--------------------|---------------|
| Job Number: | 0911G | Version No: | 1 | Issue Date: | December 2011 |
| KSF Number: | | Version No: | | Issue Date: | |
| Jurisdiction of JD: | Trust Wide (Clinical and Non Clinical) | | | | |



LOCALISED DIFFERENCES SHEET

This section is to be completed where 'local' areas have minor differences to those indicated in the generic job description in **sections 2 and 3 only** - **there can be no difference to job title or banding.**

N.B. Where there are no localised differences, delete this section/sheet.

| Section 6 | | |
|------------|----------------------------|----------------------------|
| Section 6a | New applicable information | Not applicable information |
| | Insert text | Insert text |
| Section 6b | New applicable information | Not applicable information |
| | Insert text | Insert text |

To be completed by HR

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|---------------------|-------|-------------|---|-------------|---------------|
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