

PROGRESS *your* CAREER



Administrator & Support to Head of Service Band 3

Job Description and Person Specification

Job Description

JOB TITLE: Administrator and Support to Head of Service
BAND: 3
RESPONSIBLE TO: Head of Service
KEY RELATIONSHIPS:

Internal	External
Own Team Line Manager Clinics Clinical team members	Clients Families Multidisciplinary Teams Local authorities Benefits office Social services Clinical Teams GPs Acute Hospitals

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

Aim of the role:

The expectation of this post holder will be to support their team, department and organisation to achieve the Trust's Values in their day-to-day work. These are the 5P's:

- Putting people first
- Prioritising quality
- Being progressive, innovative and continually improve
- Being professional and honest
- Promoting what is possible – independence, opportunity and choice.

The post holder will achieve this by:

The post holder will be required to provide a comprehensive and confidential secretarial and/or administrative support to the locality/department to ensure the smooth running of the area.

The post holder will support their peers and team leader and be an effective team member whilst working on their own initiative. They will have a commitment to collaborative working and actively support and liaise with other health and social care professionals and agencies.

Specific Tasks directly related to the post:

This post is to support the Head of Service in the Mental Health Support Team Services in Essex the post holder will work 60-80% of their role in the Admin team undertaking tasks detailed above and then the remainder of the time will assist the Head of Service with designated tasks.

Key Responsibilities:

- Communicate effectively with a range of people, either in person or on the telephone, promptly and in a professional and courteous manner whilst recognising barriers to communication.
- Ensure that complex calls from anxious and distressed clients are passed to appropriate person to deal with (dealt with) effectively and appropriately or escalated to senior staff member if appropriate.
- Respond to enquiries, and take appropriate action on behalf of the service, either by telephone, personal contact or correspondence, within agreed time limits.
- Manage and maintain an efficient administrative system on behalf of others.
- Draft general correspondence on behalf of own service.
- Accurately produce reports, correspondence and documents from a variety of sources including material from dictation, audio or manuscripts within agreed timescales (not including medical reports).
- Work without supervision and ensure urgent situations are addressed swiftly.
- Ensure workload is managed and prioritised appropriately.
- Responsible for the induction and orientation of Band 2 administrative staff and temporary staff as well as supporting with orientation of new starters to the wider team.
- Provide admin assistance to named member of the leadership team, supporting with specified tasks and organising meetings and tracking actions.
- Provide guidance, advice and support to Band 2
- Establish and maintain electronic and manual filing systems.
- Arrange and take minutes or notes at meetings that are intended for internal review only.
- Type medical or other reports under supervision.
- Input generic data into organisational systems or in-house records. Printing of simple reports – i.e. training records or basic clinical info
- Cover other teams/services, where necessary, which may require working on other sites.
- Monitor and maintain secure stamp allocation, petty cash refunds for expenses and keys held on site.

Customer Service and Communication

- Facilitate the smooth running of the service, dealing sensitively with any complaints, problems or issues arising, highlighting and referring problems where necessary to the line manager.
- Take clear messages and pass them promptly to the appropriate member of the team using own judgement on urgency.
- Responsible for ordering stationery and other supplies via the electronic procurement system, receipting goods and chasing shortfalls.

- Demonstrate effective communication skills and promote a positive image of the team with service users, carers, professionals and external agencies from a variety of disciplines, both within and outside the Trust.
- Respond to frequent enquiries made by clients/staff, either in person or on the telephone, promptly and in a professional and courteous manner in line with Trust policy.
- Work competently within current procedures for own working practices and, where appropriate, contribute to the development and implementation of changes to improve own working practices/service, policies, procedures and guidelines.

Computer/Administration

- Use the patient records system to enter client related information and care events.
- Retrieve and record patient information in line with service requirements.
- Print out monthly team reports on service activity.
- Participate in audits and surveys as necessary. Provide support in the development of audit reports.

Please note that this job description is not exhaustive. The post holder may have specific skills which mean that they may work outside of the competency boundaries for this role.

Additional Information

Additional information about protocols and guidelines while working at NELFT are outlined in [this document](#).

Key Performance Indicators (KPI) and Objectives

Each individual and service will be set KPIs and achievement against these will be regularly reviewed. Performance against individual and service KPI's will be routinely monitored by your manager.

Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

Other Duties

There may be a requirement to undertake other duties as may reasonably be required to support the Trust. These may be based at other Trust managed locations.

Date last reviewed: March 24

Date to be reviewed: March 25

Person Specification

Please note if you do not meet all the criteria listed in the person specification, we encourage you to still apply and development needs can be discussed at the interview.

Demonstration of Trust Values	Essential	Desirable	Measurement
<ul style="list-style-type: none"> • Putting people first • Prioritising quality • Being progressive, innovative, and continually improve • Being professional and honest • Promoting what is possible, independence, opportunity, and choice 	✓		Application Form Interview Assessment

Qualifications	Essential	Desirable	Measurement
NVQ level 2 or equivalent standard of literacy and numeracy	✓		Application Form Interview
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Experience	Essential	Desirable	Measurement
Working in a busy office environment	✓		Application Form Interview
Experience of storing and maintaining records	✓		Application Form Interview

Experience of supervising others		✓	
Working in an NHS environment		✓	Application Form Interview

Knowledge	Essential	Desirable	Measurement
Maintaining efficient administrative systems	✓		Interview Assessment
Maintain confidentiality/data protection	✓		Interview Assessment
Understand the needs of clients and deal tactfully and sensitively with concerns	✓		Interview Assessment
Updating and maintaining database systems	✓		

Skills	Essential	Desirable	Measurement
Basic awareness of IT and IT skills	✓		Interview Assessment
Establish and maintain good working relationships	✓		Interview Assessment
Excellent interpersonal skills in a customer focussed environment	✓		Interview Assessment
Team player	✓		Interview Assessment
Able to use own initiative and work without supervision	✓		

Prioritise own workload.	✓		
Willing to learn new skills	✓		Interview Assessment

Other	Essential	Desirable	Measurement
To be aware and demonstrate the Trust Values	✓		Application Form Interview Assessment
To be able to travel effectively throughout the Trust	✓		Application Form Interview Assessment