

**ADMIN OFFICER
JOB DESCRIPTION**

Job Title:	Admin Officer
AfC Band:	Band 3
Directorate/Service:	Adult Social Care
Accountable To:	Administrative Supervisor
Responsible To:	Senior Admin Officer
Base Location:	Cromwell House CMHT
On-Call Requirement:	No
AfC Job Code:	N/A

Values

Three values are at the heart of our organisation: **Care, Appreciate** and **Inspire**.

Our values and behaviours define what's important to us as we work alongside each other and with our patients and service users. They also shape what it feels like to work at the NCA and will be central to your development and performance conversations. Together, we will create a culture where care, appreciation and inspiration thrive.

Structure Chart



Job Summary

To support GMMH Community Services with a comprehensive administrative support service and be part of a team that provides an efficient and responsive focal point for social workers, clinicians and other health professionals.

The role also involves attending and minuting team meetings on a rota basis and reception duties, as required, answering a variety of call and queries from professionals, patients and carers.

Key Role and Responsibilities

Communications and Relationships

- Communicate professionally and effectively with other team members.
- Work flexibly as a member of the team and be willing to offer support to colleagues.
- Work closely with partner organisations actively supporting integrated ways of working.

Analytical and Judgmental Skills

- Record, maintain amend and print information using relevant IT systems within an agreed timeframe.

Planning and Organisational Skills

- Prioritise and organise own workload and work with minimum supervision using initiative.
- Ensure a timely response to urgent queries from professionals and patients.
- Update and maintain calendars for clinic appointments and produce letters for patients.

Policy and Service Development

- Assist to review and develop policies, procedures and protocols for Adult Social Care with the ICO making recommendations for improvement.
- Assist with monitoring, implementing and reviewing service area systems, processes and procedures to deliver an efficient and effective administrative support service.

Financial and Physical Resources Responsibility

- Ensure security and correct use of all IT equipment in line with Trust Policy.
- Ensure all information is transmitted in an encrypted way to internal and external professionals, partners and the public maintaining confidentiality.

Physical Skills

- Undertake aspects of work that require long periods of concentration.
- Use of PC and VDU for long periods of time.

Administrative Responsibilities

- Responsible for day to day planning and prioritising of own workload ensuring requirements of the team are met.
- Undertake and maintain Mandatory Training in with the Trust's timetable.
- Attend 1:1 meetings with line manager.
- Maintain and update information held within in-house systems relevant to service area.
- Take responsibility for own learning and development keeping up to date with any Policy changes within the organisation.
- Comply with the Trust's Information Governance Policy.

PERSON SPECIFICATION

Job Title:	Admin Officer
AfC Band:	Band 3

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • ECDL or equivalent GSCE IT qualification 	<ul style="list-style-type: none"> • NVQ Level 2/3 in Business Admin or equivalent experience
Knowledge, Training & Experience	<ul style="list-style-type: none"> • Knowledge and experience of Microsoft applications ie: Word, Excel and Outlook • Work with a high degree of accuracy and attention to detail. • Experience of dealing effectively with people at all levels and from a range of organisations. • 2 years office experience. 	
Skills & Abilities	<ul style="list-style-type: none"> • Proven interpersonal skills in dealing with queries both face to face and by telephone. • Ability to work under pressure and to strict deadlines. • Ability to work as a team member willing to offer support to colleagues. • Ability to prioritise and organise own workload. • Ability to maintain confidentiality by applying Data Protection Principles 	

Living our Values

All colleagues are expected to demonstrate the NCA values and underpinning behaviours as you carry out your role.

Values	Behaviours (I will...)
CARE We listen and treat each other with kindness.	Provide the highest standard of care, with compassion and kindness.
	Communicate clearly, actively listen and be person centred.
	Seek to understand and empathise.
	Collaborate to deliver services that are safe and give confidence in our care.
APPRECIATE We value and respect each other's contribution.	Recognise and openly acknowledge how we all make a difference.
	Value and respect others and share in celebrating our successes.
	Treat people fairly, notice, champion and positively appreciate diversity.
	Provide constructive feedback to support growth and development.
INSPIRE We speak up and find ways to be even better.	Have a voice and act with integrity and honesty.
	Make time to learn, share and find new ways of working.
	Be positive, be open to change and empower others.
	Work with my team and other teams to agree and deliver best outcomes.

Appendix

The below details all the standard Trust requirements which must be incorporated within the role.

Infection Prevention
Employees will adhere to all Trust Infection Control policies and procedures which are relevant to the post and undertake any appropriate mandatory training. All colleagues will ensure that advice is sought from the infection control team as required and appropriate action is taken to minimise cross infection.
Safeguarding
The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role.
Health and Safety
Employees must act in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, under which they must take reasonable care to avoid injury to themselves and to others who may be affected by their work activities. Employees are required to co-operate with the Trust in meeting statutory requirements. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of colleagues, patients, and the general public.
Confidentiality and Data Protection
Employees are required to uphold the confidentiality of all records held by the Trust, whether patient records or Trust information. Unauthorised disclosure of any confidential information, or that covered by the Data Protection Act may result in disciplinary action.
Equality and Diversity
All colleagues are required to understand the equality and diversity commitments and statutory obligations under the Equality Act 2010. You must act in ways that support Equality, Diversity, and Inclusion (EDI) and recognise the importance of people's rights in accordance with legislation, policies, frameworks, procedures, and good practice.
Colleagues must recognise and report any behaviour that undermines equality under Trust policy and further EDI activity by: <ul style="list-style-type: none"> • eliminating discrimination, harassment and victimisation

- advancing equality of opportunity between people who share a protected characteristic and those who don't
- fostering good relations between people who share a relevant protected characteristic and those who don't
- understanding the impact of policies, services and practice on people with different protected characteristics

Code of Conduct

Colleagues that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Colleagues who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

Leadership and Development

We believe our colleagues play a vital role in delivering excellence, and that everyone has the ability to demonstrate leadership and make a difference. As a member of our team, we expect you to live the NCA values: Care, Appreciate and Inspire through your daily habits, to improve outcomes for patients, customers and service users across the system. In return we provide a range of development opportunities that help you to realise your potential and reach your professional best.

As you join us, you are required to attend our Corporate Induction, complete the Trust's mandatory training and participate in the NCA Accelerated Leader Development Programme if you are in a leadership or management role. Your annual My Time appraisal conversation helps to continually review your contribution and ongoing priorities through your Personal Development Plan, informed through a wide choice of development available to you.

Flexibility

This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time, in discussion with the post holder. This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.