

## Job Description

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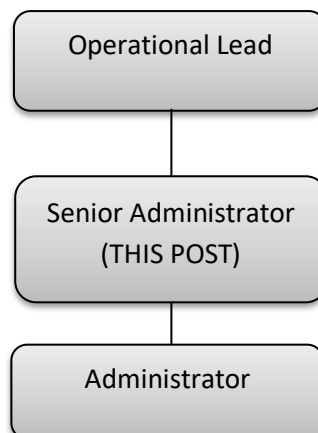
<b>Job Title</b>	Senior Administrator
<b>Salary Band</b>	Band 3
<b>Division/Service Line</b>	Children's Services
<b>Department</b>	Children's Community Nursing Team

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### Job Overview

- Responsible for the day-to-day operation and co-ordination of administrative support for the Children's Community Nursing team, ensuring those children and their families are provided with an efficient and satisfactory service. To guarantee that all functions are carried out in accordance with agreed procedures, protocols and timescales.
- To ensure a consistently high level of performance standard is maintained, to support an efficient, effective and satisfactory service delivery.
- To participate in administrative duties ensuring that all administrative staff are supported and all patients, staff and visitors are treated in a professional and pleasant manner.

### Organisational Chart



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## **Duties and Responsibilities**

### ***Communication and Working Relationships***

- Provide a responsive and approachable 'front of house' function for Children and Young People's Services, acting as a point of contact for staff and families in accessing the service.
- Be an initial point of contact for problems and complaints.
- Liaise with staff, service users, public, other Trusts and various organisations on behalf of the service.
- To act as an information resource for other members of the team.
- To use relevant communication skills to deal with difficult and distressing situations.

### ***Management and Personal Development***

- To undertake any necessary skills training and updates and mandatory training appropriate to the role when required.
- Support any new members of staff within the team to undertake their role.

### ***Strategic Development, Planning and Organising***

- To coordinate and book appointments for the Children's Community Nursing team, in the community and to respond to requests for changes and alterations to these.
- To ensure messages and urgent information are communicated clearly and efficiently.
- To service diagnostic/team meetings – taking minutes, set up rooms, refreshments off site, as necessary.
- To organise room and venue bookings and inform staff and service users of meetings and venues.
- To ensure messages and urgent information are communicated clearly and efficiently.
- To participate in audits as required.

### ***Administrative***

- Provide a responsive and approachable 'front line function for Children and Young People's Services, acting as a point of contact for staff in accessing the service.
- To answer the telephone, giving and taking information accurately, dating and recording where necessary ensuring information is relayed where appropriate.
- Liaise with staff, service users, public, other Trusts and various organisations on behalf of the service.
- To support the Team Manager to maintain accurate Staff Health Roster records
- To support the Team Manager in basic Workforce tasks such as developing Contract Amendment forms as appropriate
- • To have knowledge of and be able to support the Team Manager to complete the TRAC system to facilitate the recruitment of staff.
- To participate in audits as required.

- Sort and prioritise incoming and outgoing mail.
- Undertake photocopying, scanning, uploading and collating of documents.
- To undertake any other general office duties that are appropriate to the post in support of the Service.

### ***IT Systems and Processes***

- To ensure filing and efficient office systems are used and maintained including electronic record system.
- To monitor and respond promptly to requests that come through on the generic e-mail, including new referrals from consultants, referring to the nurses as appropriate.
- To enter new referrals on the electronic patient record and ensure all relevant supporting information is uploaded
- To participate in supporting the collection of regular data for monitoring and evaluation reports in line with local and national requirements.
- To comply with all relevant Trust Policies and Procedures in exercising the duties of the role.
- Maintain databases as required.
- Order, receive and maintain clinical resources for the team
- Typing and word processing correspondence, reports, and letters as required.
- To use the various Microsoft Office functions specifically Word (to include mail merge), Excel, and Powerpoint.

## **Additional Information**

### *Code of Conduct*

The post holder is required to comply with all relevant Code of Conducts for the role, including the Trusts Code of Conduct. All staff are required to support the Trust's commitment to developing and delivering excellent customer service by treating patients their carers, families, friends, visitors and staff with professionalism, dignity and respect. All staff are expected to behave in a professional manner and not to bring the Trust into disrepute.

### *Confidentiality and Data Protection Act*

All NHS employees have a duty to maintain confidentiality under both common law and the Data Protection Act 2018. Service users and staff have a right to expect that any information, whether personal or commercial, held by the Trust will be treated in a confidential manner. All employees of Cornwall Partnership NHS Foundation Trust must not, without prior permission, disclose any information regarding patients or staff.

### *Safeguarding Children and Vulnerable Adults*

All employees of Cornwall Partnership NHS Foundation Trust must be familiar with and adhere to the Trust's safeguarding policies and procedures.

### *Personal Development*

All employees are required to undertake statutory and essential training as directed by the Trust. This will be monitored through the supervision and appraisal process which is in place for all staff to participate in.

### *Risk Management and Health and Safety*

All employees of Cornwall Partnership NHS Foundation Trust are required to make positive efforts to maintain their own personal safety and that of others. You are reminded of your responsibilities for health and safety at work under the Health and Safety At Work Act 1974 as amended and associated legislation. These include the duty to take reasonable care for the health and safety of yourself and of others in your work activities or omissions, and to co-operate with your employer in the discharge of its statutory duties. It is also essential that precautions advised by Management, Occupational Health, Risk & Safety Services, etc. are adhered to for your own protection.

### *Infection Prevention and Control*

All staff, collectively and individually, has a duty of care in following best practice in adherence to guidelines which is a fundamental requirement in underpinning the management of infection control.

### *Location/Mobility*

In accordance with the Trust's requirements, all staff are required to undertake work and alternative duties as reasonably directed at variable locations in the event of, and for the duration of a significant internal incident, major incident or pandemic. You may be required to work at or from any additional location as determined by the Trust. You may also be required to travel between Trust premises for the performance of your duties.

### *Equal Opportunities*

The aim of the Trust's policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of race, creed, sex, marital status, disability, age, nationality, ethnic or national origins. The Trust commits itself to promote equal opportunities and will keep under

review its policies, procedures and practices, to ensure that all users and providers of its services are treated according to their needs.

#### *Review of the Job Description*

This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, 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.

#### *Rehabilitation of Offenders Act*

The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 is applicable to this post. Therefore should you be offered the post it will be subject to a Disclosure & Barring Service check satisfactory to the Trust. You will therefore be required to declare all criminal convictions, cautions, reprimands and warnings that would not be filtered in line with current guidance

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**The Trust operates a no smoking policy. Employees are not permitted to smoke anywhere in the premises of the Trust or when outside on official business. Staff must be mindful of public perception and therefore must not smoke whilst travelling in Trust identified vehicles or when can be identified as a member of CFT staff.**

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## Person Specification

<b>Job Title</b>	Senior Administrator
<b>Salary Band</b>	Band 3
<b>Division/Service Line</b>	Children's Services
<b>Department</b>	Children's Community Nursing Team

Role Requirement	Essential	Desirable
<i>Education / Qualifications and Relevant Experience</i>		
GCSE Maths and/or English or equivalent	✓	
OCR Level 3 Text Processing or equivalent		✓
NVQ 3 or Equivalent qualification or experience in administration	✓	
OCR Level 3 Audio Typing or equivalent		✓
CLAIT/ECDL/NVQ 2 or equivalent	✓	
Record keeping	✓	
Data – Protection/Information Governance	✓	
Previous Team administrative experience	✓	
Administrative Experience of Working in a complex office environment	✓	
<i>Skills and Aptitude</i>		
Good communication / interpersonal skills	✓	
Understanding of confidentiality	✓	
Good organisational and office skills e.g. telephone	✓	
Ability to understand Trust Procedures and Policies relating to the role	✓	
Ability to manage and prioritise workload	✓	
Ability to work in a Team	✓	
Ability to work with spreadsheets and databases	✓	
<i>Knowledge and abilities</i>		
Experience in using NHS software packages i.e. RiO		✓

Previous NHS or Local Authority experience	✓	
Supervisory experience		✓
Understanding of Children's Services	✓	
Personal Qualities		
Professional attitude and presentation	✓	
Self-motivated	✓	
Flexible approach to work	✓	
Other		
Occupational health clearance satisfactory to the Trust	✓	
Disclosure and Barring Service check satisfactory to the Trust	✓	
Demonstrates evidence of Trust "CHOICE" values	✓	
Ability to travel independently where required	✓	
This role may be deemed as an Information Asset Owner in line with the Trust Information Risk Policy		