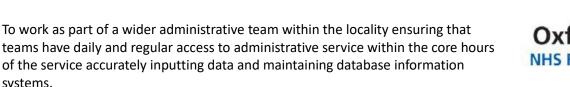**JOB DESCRIPTION**

**Oxford Health NHS FT**

**Band 3 Team Administrator**

Job Title:         Team Administrator

Band:             3

Responsible to:   *Clinical Lead RACU*

Accountable to:   *U&AC Matron*

Place of work:    RACU, Townlands Memorial Hospital

Hours:             37.5

Author:           Kirsty Blee

Creation Date:    10 June 2019

Last Updated:     10 June 2022

Version:          2

**JOB PURPOSE**

To work as part of a wider administrative team within the locality ensuring that teams have daily and regular access to administrative service within the core hours of the service accurately inputting data and maintaining database information systems.

**DUTIES AND RESPONSIBILITIES**

1. To provide a timely administrative duty system service, ensuring that all referrals are tracked through to allocation and/or providing administrative support to the referral process.
2. To lead on developing routine administrative processes to support the overall service needs
3. To be responsible for data inputting and maintaining database information, collating, maintaining, analysing and providing data and information as required, operating new and existing IT systems and software packages.
4. To access information systems as appropriate on  i.e. caseloads spread sheet, co-ordination of diaries of the teams
5. To assist managers in the development, testing and implementation of new IT and information systems
6. Take and record telephone calls and message accurately and respond to queries appropriately
7. Take accurate action notes and minutes as required within each locality
8. To accurately type and distribute correspondence and other documents as required
9. Arrange meetings and access information systems as appropriate including patient clinical data systems
10. Maintain and keep up to date departmental human resources records including sickness and annual leave records.
11. Undertake filing, photocopying and general office duties
12. Order stock and small stores using agreed systems and processes
13. To ensure that the office is kept tidy and accessible
14. To keep up to date staff contacts spread sheets
15. Provide administrative cross cover within the directorate and across the trust as required.
16. To be responsible for maintaining and booking staff  online training records for their teams
17. To order, check, maintain  and distribute equipment and supplies for  teams within the localities as required
18. Oxford Health is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.
19. Trust policies, procedures and guideline - It is a condition of your employment that as an employee you are expected to adhere to our policies, procedures and guidelines. These can all be found on the Trust's website.

**MANAGEMENT RESPONSIBILITIES**

1. To effectively manage own resources ensuring maximum productivity and efficiencies.
2. To manage and prioritise own workload seeking support as required.
3. To co-ordinate the day to day administrative requirements of the teams and to use initiative to take action to ensure that work is appropriately covered
4. To report gaps in the administrative support and any associated risks
5. To support the implementation of initiatives to improve the service, efficiency, quality of care received and the experience of patients and their carers within specialist pathways and across the wider community teams. Works in partnership with social services, GPs other external agencies and respond to enquiries from the general public.

**CODE OF CONDUCT FOR PROFESSIONAL GROUP**

All staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, DoH Code of Conduct for Senior Managers).

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

In addition to undertaking the duties as outlined above, the post-holder will be expected to fully adhere to the following:

**Personal Development**

- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
- To take responsibility for own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
- To attend any training as requested.

**Code of Conduct**

- To adhere to the Professional Code of Conduct relating to your profession (if applicable).
- To uphold the principles and values set out in the NHS Code of Conduct for Managers.
- To support the organisation in developing an effective work/life balance for employees that meets the needs of the organisation.
- To ensure that the health and wellbeing of patients is at the centre of all activities and that all staff engage and communicate with patients as appropriate.
- To always promote quality and safety of patients, visitors and staff thus enabling the Trust to meet its regulation requirements (Care Quality Commission Registration - Regulations and Outcomes) that relate most directly to patients and also strive for continuous quality improvement.

**Equal Opportunities/Diversity**

- To observe Oxford Health NHS Foundation Trust's Equal Opportunities Policy providing equality of treatment and opportunity to employee's, service users and service providers irrespective of sex, sexuality, age, marital status, ethnic origin or disability.

**Health & Safety**

- To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work.
- To promote the Trust's Health and Safety policy and ensure matters are managed in accordance with it.
- To co-operate with the Trust to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents and near misses, implementing corrective action where necessary.

**Infection Control**

- To comply with Trust policies for infection control and hand hygiene such as hand hygiene, decontamination policy, uniform and workwear code and standard precautions policy to reduce the spread of healthcare-associated infections (HCAIs).
- Employees with clinical responsibilities must incorporate into their clinical activities up-to-date evidence that supports safe infection control practices and procedures, such as the use of aseptic techniques and the safe disposal of sharps.

**Confidentiality and Data Security**

- To comply fully with the duties and responsibilities outlined in the Trust's Information Governance Policy.
- To comply with the Data Protection Act 2018 and General Data Protection Regulations (GDPR), National Data Security Standards and any professional code of practice on Confidentiality and Data Protection as accepted by the Trust. Departmental codes of practice and procedures for confidentiality are available from the head of department.
- To ensure that all information collected, stored and used is done so in compliance with the above Act and any relevant Trust Policy.
- To preserve the confidentiality of any information regarding patients, staff records in your area (in connection with their employment) and the Trust business. This obligation shall continue in perpetuity.
- To raise any matters of concern with your Manager/Director.

**Safeguarding**

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse, or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

**Other**

- To be aware of and work in line with all Trust policies and procedures.
- To carry out any other tasks as reasonably directed.

**PERSON SPECIFICATION**

| Essential | Desirable |
|-----------|-----------|
|           |           |

| | |
|---|---|
| **Qualifications**<br><br>IT skills to RSA3 / NVQ Level 3, or equivalent experience<br><br>BTEC/HNC or equivalent experience<br><br>English to GCSE or equivalent<br><br>Advanced ECDL or equivalent IT knowledge | Higher Education qualification (i.e. 'A' Level/NVQ III standard) or equivalent/previous experience in an Administration Assistant role. |
| **Knowledge and Experience**<br><br>Experience as an administrator in the private or public sector<br><br>Good interpersonal skills, face to face and telephone manner<br><br>Proactive and highly organised<br><br>Ability to problem solve and prioritise workload<br><br>Ability to work autonomously and as part of a wider<br><br>administrative team within the locality | Previous NHS experience<br><br>Ability to liaise with all professionals and levels in a confident and effective manner<br><br>Ability to deal with the public in a polite and effective manner<br><br>Ability to manage and prioritise own workload<br><br>Ability to produce good quality correspondence and reports |
| **Technical Expertise/ Competence**<br><br>Highly skilled in Microsoft Office, especially Word, Excel, data entry and Outlook<br><br>Knowledge of secretarial and administrative procedures<br><br>Ability to take meeting minutes<br><br>Experience of contributing to and implementing sound administrative systems and processes<br><br>Good  keyboard skills<br><br>Ability to travel to support other teams | Working knowledge of the internet |
| **People Skills**<br><br>Ability to communicate with all professionals and levels in a confident and effective manner<br><br>Excellent telephone manner<br><br>Professional approach | |

| | |
|---|---|
| Able to work effectively within a team environment | |
| **Motivation, commitment and values**<br><br>Customer focused approach. Able to work under limited supervision<br><br>Understanding of the need for confidentiality<br><br>Customer focused approach<br><br>Ability and willingness to attend training away from the workplace. | |