

Administration Assistant

Job Description & Person Specification –

A summary of the role responsibilities and person specification

Why Our Trust?

Terms and conditions

Post – Administration Assistant

Division – Trust Services

Band – 3

Salary – AFC Band 3

Location – Safety Department, Education Centre

Hours of work – Full time Monday-Friday 37.5hrs

Contract length – Permanent

Annual leave – Up to 33 days dependant on NHS Service

Pension - The NHS Pension Scheme is a defined benefit scheme. Further details and outline of benefits can be found at: www.nhsbsa.nhs.uk/pensions

What you'll love about working here

A digital exemplar- Being appointed as a Global Digital Exemplar means we can realise this vision by implementing digital technologies that will help us to transform the way we work and how we relate to our colleagues, patients and partner organizations.

Sustainable healthcare - We have joined the international movement to declare a climate emergency, recognising the impact climate change is having on the world. Climate change is labelled as the greatest threat to health in the 21st century, with a range of conditions related to heat, cold, extreme weather and air pollution predicted to rise. To lead the way in healthcare the Trust has set ambitious goals to become carbon neutral by 2030.

Access to further opportunities with the Trust

Apprenticeships are a great way to learn and earn on the job. UH Bristol and Weston provides a range of apprenticeships to support a huge number of career opportunities in clinical and non-clinical support services with apprenticeships starting at level 2 through to level 7.

As an organisation we encourage further development of all employees to progress upward within their chosen field.

Diversity & Inclusion

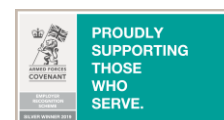
A core principle of the Trust is to ensure that patients and staff are treated with dignity and respect. Promoting equality, diversity and human rights and challenging any form of inequality, discrimination, harassment or abuse are central to the Trust's Values.

'Committed to inclusion in everything we do' is the ambition set out in the Trust's Workforce Diversity & Inclusion Strategy.

The Trust will not tolerate discrimination, harassment or bullying under any circumstances and particularly because of a characteristic protected by the Equality Act 2010.

Version Issued: April 2020

Respecting everyone
Embracing change
Recognising success
Working together
Our hospitals.



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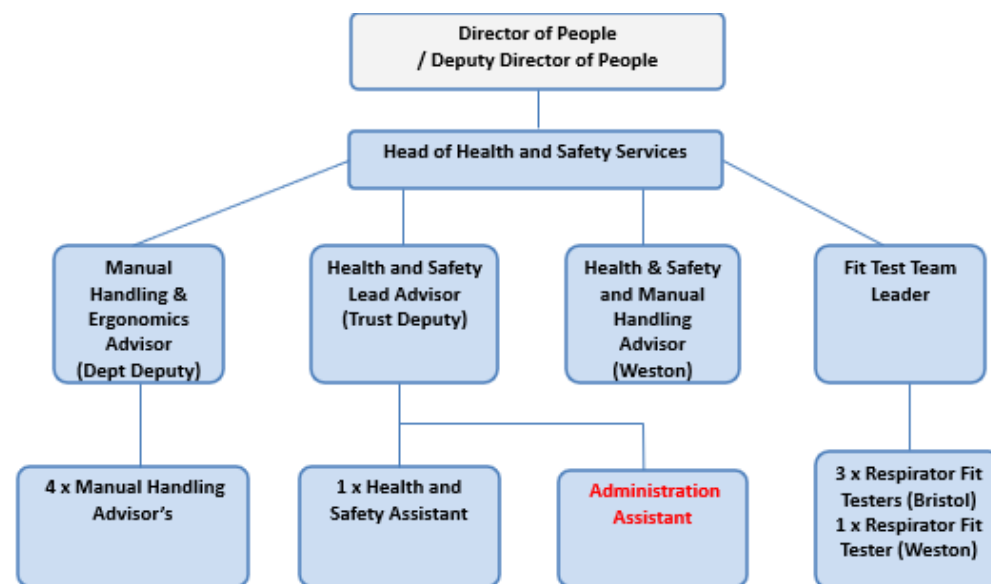
Main Duties and Responsibilities

The post holder will be required to support the Safety Department in its efforts to achieve and maintain health and safety legislative compliance through implementation of action plans, health and safety audits and administration duties for training, site inspections and advisory service in line with requirements of the assurance framework.

To do this, the post holder will provide a range of administrative duties and communicate with staff at all levels across the trust to support the department. Main duties will include the following administrative activities;

- Act as point of contact for the dissemination of queries to teams within the department as appropriate. This will cover both internal and external enquirers
- Provide secretarial support for department meetings including formal & informal minute taking, organising department meeting dates and circulating documents
- Management of department group mailbox using judgement to respond to request or escalate to appropriate team members
- Diary management for team activities/meetings
- Maintaining stock (stationery and equipment) and order as required, including receiving goods into the department.
- Filing of documents in a timely manner
- Receiving, dating and distribution of departmental post.
- Book site inspection dates with key personnel
- Type inspection reports and report repairs using the Estates Agility system

Organisational Structure



About us

Our mission is to improve the health of the people we serve by delivering exceptional care, teaching and research every day.

In addition to a common mission and vision, we share our Trust values:

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Main Duties and Responsibilities Continued:

Training:

- Identify training dates for risk assessor courses and:
 - o Book training rooms
 - o Create training flyers
 - o Add course dates to trainers' diaries
- Add training bookings to the Kallidus Learn system and mark training attendance upon delegate completion of the course
- Collation of risk assessor training resource packs
- Maintain a database of Trust wide Risk Assessors

Finance:

- Order and receipt purchases on the Trust's procurement system EROS as required

Information resources:

- Collate documents related to the investigations for incidents reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
- Support with daily incident validation on the Trust incident system Datix and provide cover for the incident administrator during periods of absence
- Visit or contact departments as required to gain incident feedback to support Datix incident management
- To extract data from Datix to assist in the production of qualitative and quantitative reports
- Provide managers and staff at all levels of the organisation with signposting support for routine enquiries on health and safety incidents
- Contribute to administration duties for information systems ensuring accurate data is recorded
- Assist with updating of the department Intranet website

- Undertake any ad hoc projects or research on behalf of teams within the Department as agreed with the Head of Services

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Personal Profile - Essential (E) or Desirable (D).

Knowledge and Experience

Please use this section to detail what previous experience is required in this role and what knowledge, understanding is to be expected.

- Knowledge of secretarial or administrative procedures and systems (E)
- Knowledge of Datix incident reporting system (D)
- Knowledge of Kallidus training system (D)
- Knowledge of EROS procurement system (D)
- Significant experience of using Microsoft applications such as Word, Excel, PowerPoint, Outlook (E)

Skills and Abilities

State whether the post holder is required to use standard keyboard, advanced keyboard, standard driving or advanced / high-speed driving skills

- Standard keyboard skills (E)
- Ability to take / transcribe meeting minutes (E)
- Ability to prioritise own workload (E)
- Ability to work independently and use own initiative (E)
- Ability to maintain high levels of confidentiality (E)
- Ability to work effectively as part of a team (E)
- Ability to problem solve (E)
- Good communication skills both written and verbal with people at all levels (E)
- Proficient in the use of Microsoft applications including Word, Excel and Outlook (E)

Aptitudes

This section should detail what qualities you are looking for within an ideal candidate for example; Sympathetic Attitude, Quick Decisions, Integrity, Patience, Formal Authority, Leadership, Social Responsibility, Good Communication Skills.

- Effective communication skills with a wide range of stakeholders (E)
- Good time management (E)
- Strong organisational skills (E)
- Flexible (E)
- Motivated to deliver consistent and standard good service (E)

Qualifications and Training

Qualifications do not need to be in the JD but should be stated in the PS

Any experience and training that is required can be expanded on in this section.

- Good standard of education at GCSE level or equivalent (E)
- Office administration and/or secretarial qualifications at RSA Level 3, NVQ 3, or equivalent knowledge gained through experience (E)
- Highly computer literate (E)
- ECDL trained or other Microsoft Office qualifications (including Word, Excel) or equivalent experience (E)

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Transforming Care

Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation. Transforming Care is the Trust's overarching programme of transformational change. It enables staff to use a structured approach to continuously improve and innovates their services, strengthen our capability, and deliver our Trust's mission to improve the health of the people we serve by delivering exceptional care, teaching and research, every day.

Our Quality Improvement Academy is open to all staff and leaders across the Trust, and provides training to lead or take part in improvement and transformation activities in their departments and across the Trust. We will support staff to develop the skills and tools to improve services to deliver the best care to our patients and public.

Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act 2018 and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 2018.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System

Maintain the confidentiality of their passwords / usernames and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

Workplace health and wellbeing

The Trust Workplace Health and Wellbeing Framework applies to all employees, students and volunteers who are encouraged to take responsibility for their individual health and wellbeing and to promote the wellbeing of colleagues. Line managers must recognise the importance of health and wellbeing and take it into account when planning tasks and designing jobs.

Safeguarding Children and Vulnerable Adults

The Trust is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness. Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints. If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

Health and Safety

Under the provisions contained in the Health and Safety at Work etc. Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Everyone has a responsibility for contributing to the reduction of infections.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.