

# Policy Administrator

## Job Description & Person Specification –

A summary of the role responsibilities and person specification



University Hospitals  
Bristol and Weston  
NHS Foundation Trust

### Why Our Trust?

#### Terms and conditions

Post – Policy Administrator

Division – Trust Services, Trust HQ

Department - Corporate Governance Team/Trust Secretariat

Band – AFC Band 4

Location – Trust HQ

Hours of work – Full-time

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](http://www.nhsbsa.nhs.uk/pensions)

#### Job Purpose

The post-holder will play a key role in the administration and communication of essential information for the effective management of procedural documentation across the organisation.

The post-holder will be required to act as an advisor to clinical and non-clinical staff on the formatting and layout of Trust policies, guidelines, Standard Operating Procedures and other types of procedural documentation.

The post-holder will be required to review and advise on the process of document management Trust-wide and identify and escalate issues that may have potential to impact on the achievement of the Trust's objectives.

The post-holder will also support the Trust Secretariat team, for example, by taking minutes at key meetings and supporting other departmental projects as required.

#### About us

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

#### What you'll love about working here

**UHBW has been rated by the CQC as 'Good'** - our staff are proud to deliver excellent care. As a forward-thinking multi-award winning Trust, our world-leading research and innovations are having a positive local and global impact. Our hospitals are spread across Bristol and Weston-super-Mare, join us and you can enjoy the very best of both worlds; city living within a stone's throw of the countryside or beside the seaside, both with easy access to all that the South West has to offer.

**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.

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supportive  
respectful  
innovative  
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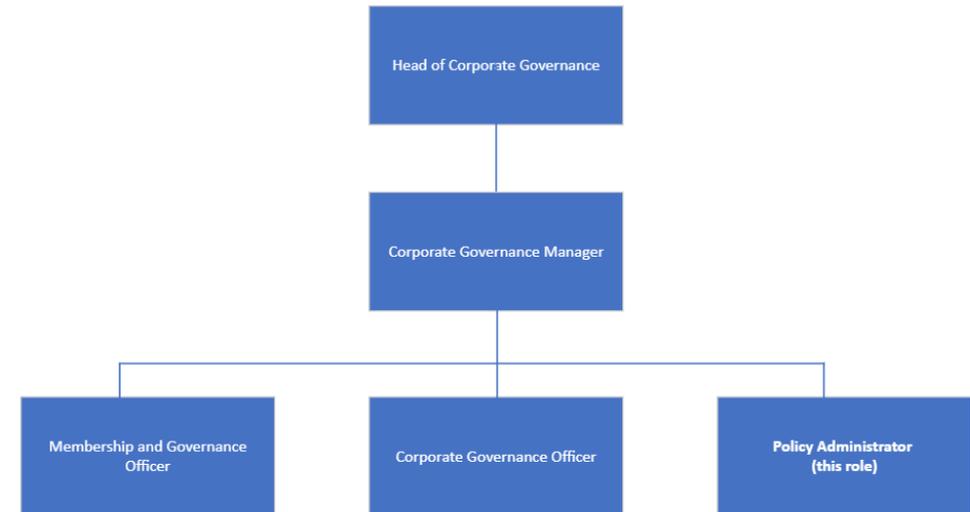
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### Main Duties and Responsibilities

By supporting the development of controlled documents within the Document Management Service, the post holder will ensure that standards outlined in the Trust Procedural Document Framework are adhered to. Duties will include:

- Maintaining a collection of document templates and checklists to support document authors
- Reviewing all documents prior to upload to check for completeness, correct template and formatting
- Liaising with document authors to establish that documents have been appropriately approved and ratified
- Converting ratified documents to secure PDF, including setting document properties appropriate for online searching
- Maintaining a register of controlled documents
- Uploading ratified document PDF files to the Trust online repository (Document Management System) for staff access
- Producing reports on documents status'
- Monitoring the status of documents coming up to review and contacting document owners to advise of review process.
- Maintain procedural document web pages on the Trusts intranet, Connect site as required
- Provide documentation related information as requested to support incident investigation and risk management processes
- Provide general administrative support to the Trust Secretariat function
- Planning and organisational
- The post holder will be responsible for the management of their own workload and will have the ability to identify the priorities to be achieved on a daily basis in agreement with Trust Risk Manager, working to agreed timescales but with ability to decide how these might be achieved for own area of work.
- To support external inspections as requested

### Organisational Structure



### Key Relationships

The post holder will be required to communicate and provide information to a wide range of internal and external stakeholders, including Head of Corporate Governance / Director of Corporate Governance / Executive Directors/ Non-Executive Directors / Head of Risk / Senior Leadership Team members/ Divisional Directors/ Legal Services / Council of Governors.

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Personal Profile - (E) = Essential (D) = Desirable

### Knowledge and Experience

- Previous experience of working in a similar role (E)
- Experience of using Microsoft Word (E)
- Experience of using Microsoft Excel (E)
- Experience of using Adobe Pro (D)
- Experience of interrogating databases (D)

### Skills and Abilities

- IT literate
- Advanced word processing skills using Microsoft Word (E)
- Excellent Microsoft Office skills (E)
- Possess excellent verbal and written communication skills (E)
- Demonstrate flexibility in working patterns and practices (E)
- Ability to manage time in order to meet conflicting demands (E)
- Ability to work well within a team and work independently (E)
- A flexible approach within the working environment (E)

### Aptitudes

- Highly motivated, adaptable and resourceful (E)
- High level of attention to detail (E)
- Excellent communicator (E)
- Highly organised (E)

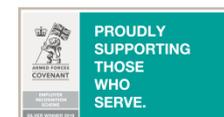
### Qualifications and Training

- Numeracy and literacy skills to GCSE standard (equivalent)
- ECDL (D)
- Administration/Secretarial Qualification (D)

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### Continuous Improvement

Patient First is a long-term, tried and tested, approach to improvement that will fundamentally change the way we do things at UHBW.

It will help us deliver our Trust strategy and achieve our mission to improve the health of the people we serve by delivering exceptional care, teaching and research, every day. It will see us move from trying to do too many things to working together on fewer goals and doing them well - with the patient at the heart of everything we do. Patient First will help us to live our values. No matter what your role, whether you are clinical or non-clinical, you are best placed to know where improvement needs to happen, and you will be encouraged and supported and given the tools you need to do this. You will receive training, coaching and support to undertake improvements no matter how small or large they are, and you will be empowered to resolve problems and issues at a local level.

### 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 Wellbeing

The Trust Workplace Wellbeing Framework encourages all colleagues to look after their own wellbeing as well as supporting the wellbeing of colleagues. Line managers will oversee the wellbeing of their team, making wellbeing a priority when considering ways of working and will undertake regular health and wellbeing conversations that are supportive, coaching-style one-to-one discussions focused on building team resilience. To assist this, the Trust offers comprehensive wellbeing provision for employees, students, volunteers and managers.

### 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 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.

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