

## Job Description

<b>JOB TITLE</b>	<b>Support Secretary</b>
<b>GRADE</b>	<b>Band 2</b>
<b>REPORTS TO</b>	<b>Lead Medical Secretary</b>
<b>ACCOUNTABLE TO</b>	<b>Operational Co-Ordinator</b>
<b>DEPARTMENT</b>	<b>Renal Services</b>
<b>DIVISION</b>	<b>SMBU2</b>
<b>DATE</b>	<b>August 2022</b>

### JOB PURPOSE:

To provide a professional and comprehensive Administration Service in departmental areas across the Trust always ensuring the effectiveness of all communications and organisational systems.

### ORGANISATIONAL CHART

See local organisational chart relevant to Business Unit/Division

### DIMENSIONS

- No budget

### KEY RELATIONSHIPS

#### Internal

- Members of the Senior Management Team.
- Admin Team regarding general administration services and Directorate meetings/information.
- Representatives of various corporate departments, e.g. IT, HR, Information.

#### External

- Suppliers regarding ordering of goods and services.
- Other NHS trusts/services, GP practices.
- Patients, Agencies.
- External NHS event organisers.

## KEY RESULT AREAS:

- Provide effective communication across all boundaries to ensure the delivery of a comprehensive administration service.
- To ensure all enquiries are effectively managed and successfully resolved within a prompt timescale, ensuring all relevant personnel are informed as necessary and an appropriate record is maintained.
- Prioritise own work schedule, to ensure an efficient and timely output within all areas of responsibility, to assist in achievement of quality and audit standards.
- Awareness and understanding of sensitive information, ensuring strict confidentiality at all times.
- Ensure timely delivery of regular and ad hoc, data / information requested by the management team, producing reports as required.
- Use of IT applications to monitor, prepare and validate databases as appropriate.
- Assist in the supply of stationery and office items for the department, as required
- To actively participate in regular team and departmental meetings.
- Answer telephone queries from patients
- Typing and despatch of clinical correspondence relating to NHS medical patients within the quality standards and time limits as specified.
- Effective liaison with the relevant wards and departments within the hospital and with patients and other health care providers associated with the Consultant, his/her team to ensure a prompt and effective communication system.
- Assist in the upkeep of the departmental clinical information and general filing correspondence.
- An understanding of the 18-week RTT process and a knowledge of the Trust Patient Access Policy and an agreement to adhere to these policies according to National Trust Guidelines.
- Books and arranges meetings when required.
- To provide support and cover to other areas to the Business Unit/Division and to undertake other duties as requested.
- Cover of reception desk in times of sickness, annual leave etc.

## PERSON SPECIFICATION – FOR RECRUITMENT PURPOSES

	Essential	Desirable
<b>Experience &amp; Knowledge</b>	<p>A good standard of English to O level/GCSE (A-C grade) or equivalent, and ability to demonstrate both excellent written and verbal communication skills.</p> <p>Demonstrable experience working in an administrative role.</p> <p>Standard level of IT literacy with experience of using a range of IT applications.</p> <p>Ability to work under pressure and</p>	<p>NVQ II in Business and Administration or equivalent knowledge and skills.</p>

	<p>meet strict Trust deadlines. Knowledge of the RTT (Referral To Treatment) waiting list procedures in accordance with the local and national targets and the Trust Patient access policy as appropriate to the role. Ability to work independently and as part of a team.</p>	
<b>Skills and Ability</b>	<p>Good organisational skills and the ability to prioritise a demanding unpredictable workload, tasks and assess straightforward facts and situations. Works with the team to provide information in relevant formats. Ability to filter and prioritise a variety of communication Uses own judgment when gaining others co-operation internally and externally. Planning and organisational skills. Prioritise workload and meet daily, weekly &amp; monthly deadlines consistently. Manages daily a range of administrative tasks as required by the speciality. Flexible approach to workload.</p>	
<b>Communications and interpersonal skills</b>	<p>Good communications skills in order to communicate routine information with members of the team, patients, other departments and external contacts. Able to maintain internal &amp; external relationships. Able to receive and communicate information through various sources. Deals with queries via the telephone and face to face.</p>	
<b>Values and Behaviours</b>	<p>Follow Trust values.</p>	

## Person Specification

### Communication and relationship skills (include internal/external contacts)

Good communications skills in order to communicate routine information with members of the team, patients, other departments and external contacts.  
Able to maintain internal & external relationships.  
Able to receive and communicate information through various sources.  
Deals with queries via the telephone and face to face.

### Knowledge, training and experience

A good standard of English to O level/GCSE (A-C grade) or equivalent, and ability to demonstrate both excellent written and verbal communication skills.  
NVQ II in Business and Administration or equivalent knowledge and skills.  
Demonstrable experience working in an administrative role.  
Standard level of IT literacy with experience of using a range of IT applications.  
Ability to work under pressure and meet strict Trust deadlines.  
Knowledge of the RTT (Referral To Treatment) waiting list procedures in accordance with the local and national targets and the Trust Patient access policy. As appropriate to the role.  
Ability to work independently and as part of a team.

### Analytical and judgemental skills

Excellent organisational skills and the ability to prioritise.  
Works with the team to provide information in relevant formats.  
Ability to filter and prioritise a variety of communication.  
Uses own judgment when gaining others co-operation internally and externally.

### Planning and organisational skills

Prioritise workload and meet daily, weekly & monthly deadlines consistently.  
Ensure the effective co-ordination of Data/Information/spreadsheets.  
Manages daily a range of administrative tasks as required by the speciality.  
Flexible approach to workload.  
Excellent organisational skills.

### Physical skills

Advanced Keyboard skills

### Responsibilities for patient / client care

Assists patients, clients, contacts during incidental contact

### **Responsibilities for policy and service development**

Adhere to Trust Policies and Procedures. Follow departmental policies.  
Implements policies in own area.

### **Responsibilities for financial and physical resources**

Observes personal duty of care in the use of equipment used in course of work.  
Stationery requirements

### **Responsibilities for human resources**

Provides advice, or demonstrates own activities or workplace routines to new  
or less experienced colleagues in own area of work.

### **Responsibilities for information resources**

Ensures the maintenance of accurate and timely records keeping  
Responsible for data entry text processing via paper and PC systems  
Responsible for the validation of information in accordance with Trust target.  
Able to provide report on behalf of management team.

### **Responsibilities for research and development**

Completes audits/staff surveys as part of role

### **Freedom to act**

Works within standard operating procedures with colleagues available for  
advice and guidance.

### **Physical effort**

Frequent requirement for sitting at a desk / keyboard for a proportion of working time

### **Mental effort**

Concentration required when inputting/organising information.  
Able to respond to changes in workload with some interruptions

### **Emotional effort**

Occasional exposure distressing or emotional circumstances

### **Working conditions**

Working conditions Use of VDU, general office condition

This job description outlines the duties as currently required but may be amended by mutual agreement to reflect future transformation and integration of the Trust.

<b>Signed:</b> <b>(Member of staff)</b>		<b>Date</b>	
<b>Signed:</b> <b>(Line Manager)</b>		<b>Date</b>	

**University Hospitals of Derby and Burton NHS Foundation Trust was formed on 1 July 2018, bringing together five hospital sites in Derby and Burton.**

**Our aim is to bring together the expertise of our 12,300 staff to provide the highest quality care to patients within Derbyshire and South East Staffordshire. Our vision, values and objectives are:**



## Our Vision & Identity

Our UHDB Identity is that we provide *'Exceptional Care Together'*, which is our 'Why?'. It is the fundamental purpose that guides all that we do.



## Our Values & Behaviours

Our staff have co-created a set of values and behaviours that are stretching and inspiring in equal measures. These are our UHDB promises. They are powerful messages and will shape how we care for others and care for each other. They are **Compassion, Openness** and **Excellence...**



## Our objectives

As part of the 'Big Conversation', we lastly turned our attention to our aims, big steps we must we take in the future. This is our 'What?'. Our staff said that we should continue to have **PRIDE...**

## Equality, Inclusion and Diversity

University Hospitals of Derby and Burton NHS Foundation Trusts is fully committed to promoting inclusion, equality, diversity and human rights in employment and delivery of its services. The Trust is committed to providing an environment where all employees, patients, carers and visitors experience equality of opportunity by means of understanding and appreciating the value of diversity.

The Trust works to eliminate all forms of discrimination in line with the Equality Act 2010, and recognises that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Version control – March 2020



The Trust actively encourages its employees to challenge discrimination and promote equality of opportunity for all.

Employees of the Trust are required to comply with its policies and values around equality, inclusion, diversity and human rights. Failure to do so will be treated as misconduct under the Trusts' Disciplinary Policy and Procedure, which may result in dismissal."

## **Freedom to Speak up**

The Trust is committed to listening to our staff and learning lessons. There are a variety of ways in which concerns can be raised in person, by phone or in writing (including email). We also have a Freedom to Speak Up Guardian who works with Trust leadership teams to create a culture where staff are able to speak up in order to protect patient safety and empower workers. Full details can be found on the Trust Intranet

## **Data Protection**

Organisations are required to comply with the General Data Protection Regulation; the UK Data Protection Act 2018; all other data protection legislation and other local policies and procedures regarding the handling of information. All employees retain the right to request information held about them.

## **Confidentiality**

The Trust requires all staff to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence.

## **Infection Control**

The prevention and management of infection is a key priority for the Trust. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at mandatory training and ongoing continuing professional development
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

## **Health and Safety at Work Act**

All staff must not wilfully endanger themselves or others whilst at work. Safe practices and precautions must be adhered to.

## **Smoke free Trust**

The smoke free policy applies to staff, patients, resident's visitors and contractors.

## **Research:**



"The Trust comprises research-active hospitals with a developing culture of research and innovation across the whole organisation. All clinicians are expected to engage in research, development & innovation.

Engagement of clinical staff in research covers a spectrum of involvement, ranging from having an awareness of the studies and trials taking place in their areas, to assisting with the identification of research participants, to research-experienced individuals who win research funding and assume the role of Chief Investigator for multi-centre trials and studies".