

## HUMBER TEACHING NHS FOUNDATION TRUST JOB DESCRIPTION

**Job Title:** Administration Assistant

**Band:** 3 (12 Month Secondment)

**Department:** Humber and North Yorkshire Health and Care Partnership  
Mental Health, Learning Disabilities and Autism Collaborative Programme

**Responsible to:** Admin Team Leader (MH LDA Collaborative Programme)

**Responsible for:** n/a

**Location:** Health House, Willerby, Hull, HU10 6DT / remote working

### Job Role Summary

This post will focus on supporting administrative processes for the Humber and North Yorkshire Health and Care Partnership Mental Health, Learning Disabilities and Autism Collaborative Programme. The post is part-time (22.5 hours per week) for 12 months.

This role will work closely with the programme leads supporting the fantastic work taking place in our workstreams, which include: Adult Mental Health, Suicide Prevention, Learning Disabilities and Autism, Perinatal and Maternal Mental Health, Community Mental Health and more. Please note a significant part of this role will be diary management and meeting support, including minutes, agenda setting and action logs.

### Core Functions

- To work with our programme leads to ensure they have effective admin support to deliver their workstreams To prepare for and support meetings, which will include regular minute taking, agenda setting and taking any appropriate follow up action as necessary.
- To provide diary management, organising meetings with a number of external stakeholders, often utilising own initiative to identify contacts.
  - To prepare and amend documentation including terms of reference and meeting papers

- To assist with the procurement process, ensuring that purchase orders are raised and correct process is followed.
- To ensure that robust clerical systems are kept in place, including maintaining risk registers, Oracle order tracker and keeping Outlook contact groups and meeting invites up to date
- To respond appropriately to enquiries from internal and external stakeholders.
- To, when required, provide administrative support to members of the senior management team.
- To undertake any other duties appropriate to the band as assigned by the line manager.
- Our collaborative programme comprises a wide range of work programmes of which coproduction and stakeholder engagement plays a key part. You may be required to support in the organisation and delivery of stakeholder events both online and in person across our Humber & North Yorkshire area.

**The successful candidate will:**

- Have experience of preparing agendas and papers, ability to complete minutes to a high standard, noting and monitoring the completion of actions.
- Have demonstrable experience of a range of administrative procedures and practices.
- Have excellent communication skills and experience of working with a range of stakeholders.
- Be confident to work independently and with initiative.
- Have experience of organising, preparing for and supporting meetings.
- Experience of using a range of IT systems, including Microsoft Office applications.
- Enjoy working within a busy environment.

**Communication and Relationships Skills**

- To provide and receive routine information orally, in writing or electronically to inform work colleagues and external contacts - the information may be of a sensitive and confidential nature, and there may be barriers to understanding.
- To demonstrate a competent level of inter-personal skills when providing information of a non-clinical nature to staff and external contacts, maintaining the Trust standards of customer service.
- To have an understanding of security/health and safety processes and procedures, as required, relevant to the area of work.
- To accurately record information.
- To contribute to team meetings.

### **Analytical and Judgemental Skills**

- To make judgements in resolving problems of a customer service or administrative nature within pre-defined limits, referring anything of a more complex nature to senior staff.
- To deal with all enquiries effectively and responsively, deciding upon appropriate follow-up action.
- To deal with incoming/outgoing mail in accordance with the workplace procedures.
- To recognise difficult situations and respond accordingly.

### **Planning and Organisational Responsibilities**

- To plan and organise own day to day tasks within the parameters set out by supervising staff.
- To plan and organise a range of tasks, where there is a need to make adjustments/reallocation e.g. clinics/admin work, as directed by senior staff in line with service provision.
- Arrange meetings/venues/diary appointments.
- Take formal/informal minutes/notes of meetings – ensuring that any actions are followed up.
- May be required to plan the work of less experienced staff.

### **Physical Skills**

- Advanced keyboard skills or equivalent advanced skills for accurate manipulation of large amounts of data/information systems as appropriate to the role.
- Maintain up to date mandatory and role specific training and knowledge as required.

### **Responsibilities for Patient Care**

- Incidental Patient contact
- May provide information of a non-clinical nature to clients.

### **Responsibilities for Policy and Service Development Implementation**

- Knowledge of relevant Trust policies and procedures e.g. Fire, Health & Safety, Information Governance and Infection Control, Confidentiality.
- May comment on policies, procedures or possible developments relative to the area of work.

### **Responsibilities for Financial and Physical Resources**

- To use office equipment in an appropriate manner, reporting any faults following the recognised organisational procedure.
- May be required to act as authorised signatory
- Order stationery supplies/issue petty cash/client funds as required.

### **Responsibilities for Human Resources**

- Day to day supervision of less experienced staff.
- Provide training in own discipline.
- Provide cover for colleagues, working flexibly to meet the needs of the service/Trust.
- To work towards the objectives agreed in own Performance and Development Review.

### **Responsibilities for Information Resources**

- To input data onto computerised systems.
- Text processing as necessary to the role, which may include audio.
- To maintain records both manually and electronically, producing routine information as required e.g. reports.
- To contribute to the quality of accurate and up-to- date filing/computerised systems.
- To take and transcribe formal minutes/notes, including from audio recordings.
- Diary/venue management.
- Regular use of computer software to develop or create reports/documents.
- Maintain the quality of one or more information systems.

### **Responsibilities for Research and Development**

- To contribute to research projects/audits/surveys within the service speciality.

### **Freedom to Act**

- Works within well established procedures.
- Work is managed rather than supervised.
- Uses own initiative to resolve problems of a customer service or administrative nature within pre-defined limits.

### **Standard Paragraphs**

- Trust's Values: Promote and demonstrate the Trust's 3 values Caring, Learning and Growing. Caring for people while ensuring they are always at the heart of everything we do. Learning and using proven research as a basis for delivering safe, effective, integrated care. Growing our reputation for being a provider of high-quality services and a great place to work.
- Confidentiality: Confidentiality/data protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Trust Information Governance policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.
  - Equal Opportunities: Promote the concepts of equality of opportunity and managing diversity Trust wide.

- Health and Safety: Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.
- Infection Prevention and Control: Employees must be aware of their responsibilities to protect service users, visitors and employees against the risks of acquiring health care associated infections, in accordance with Trust policy.
- Professional standards and performance review: Maintain consistent high professional standards and act in accordance with the NMC code of professional conduct. Employees are expected to participate in the performance review process.
- Service/Departmental standards: Support the development of performance standards within the Service/Department to ensure the service is responsive to and meeting the needs of its customers.
- Finance: All Trust staff will comply with financial processes and procedures
- Safeguarding Children: Employees must be aware of the responsibilities placed on them under the Children Act 1989, 2004.

### Summary

This job Description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development needs of the post holder

### Confirmation of Job Evaluation Process

<b>Job Reference Number:</b>	JE2009
<b>Date of Job Evaluation:</b>	12 October 2020
<b>Date of Consistency Check:</b>	

## Person Specification

	Essential	Desirable	How assessed
<b>Qualifications and Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of a range of work procedures and practices</li> <li>• Basic knowledge of the Humber and North Yorkshire Health and Care Partnership Mental Health, Learning Disabilities and Autism Programme</li> <li>• Literate and numerate</li> <li>• Advanced keyboard skills: RSA/OCR III or equivalent/Advanced ECDL</li> <li>• 3 or more GCSE/O levels which must include English and Maths</li> <li>• 'A' Level/BTEC Diploma/NVQ3 Business Administration/ Customer Service or equivalent experiential learning</li> </ul> <p>OR demonstrable experience within A&amp;C field at Advanced level</p>	<ul style="list-style-type: none"> <li>• Intermediate level of theoretical knowledge</li> <li>• Literacy and numeracy level 2</li> <li>• Working towards Diploma level of knowledge e.g AMSPAR</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>



<p><b>Experience</b></p>	<ul style="list-style-type: none"> <li>• Demonstrable experience of practice and procedures relevant to the area of work</li> <li>• Experience organising, preparing for and supporting meetings</li> <li>• Experience of preparing agendas and papers, writing minutes, noting and monitoring the completion of actions</li> <li>• Experience of using a range of IT systems, including Microsoft Office applications</li> <li>• Experience of inputting data into databases to maintain records</li> <li>• Significant use of VDU</li> </ul>	<ul style="list-style-type: none"> <li>• Maintaining the quality and integrity of data in Trust IT systems</li> <li>• Experience of audio/use of Microsoft Teams</li> <li>• Experience of event support</li> <li>• Working knowledge of mental health, learning disabilities and autism services.</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>
<p><b>Skills and Competencies</b></p>	<ul style="list-style-type: none"> <li>• Able to demonstrate inter-personal communication skills</li> <li>• Able to plan and prioritise effectively</li> <li>• Good telephone manner</li> <li>• A team player</li> <li>• Ability to motivate others</li> <li>• Have a flexible approach to workload and enjoy working in a busy team.</li> </ul>	<ul style="list-style-type: none"> <li>• Supervision Skills</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>



	<ul style="list-style-type: none"><li>• Ability to demonstrate ethical values and attitudes within a culture of equality and diversity</li><li>• Confidential and trustworthy</li><li>• Ability to commute between the various sites</li><li>• Light physical effort required for lifting stationery, files, sitting at a keyboard</li><li>• Requirement for frequent concentration</li><li>• Occasional exposure to emotional or distressing circumstances</li></ul>		
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## Job Risk Profile – Effort Factors

This role involves:	Yes	No	Rare	Occasional	Frequent	Examples
Lifting Weights / objects between 6 – 15 kilos	x		x			Collection of IT equipment
Lifting weights / objects above 15 kilos		x				
Using equipment to lift, push or pull patients / objects		x				
Lifting heavy containers or equipment		x				
Running in an emergency		x				
Driving alone / with passengers / with goods	x			x		Travel to meetings/events
Invasive surgical procedures		x				
Working at height		x				
Concentration to assess patients / analyse information	x				x	Analysis of reports and other documents
Response to emergency situations		x				
To change plans and appointments / meetings depending on the needs of the role	x				x	Rescheduling of meetings
Clinical Interventions		x				
Informing patients / family / carers of unwelcome news		x				
Caring for terminally ill patients		x				
Dealing with difficult family situations		x				
Caring for / working with patients with severely challenging behaviour		x				
Typing up of minutes / case conferences	x			x		Recording notes/actions from meetings
Clinical / hands on patient / client care		x				
Contacts with blood / bodily fluids		x				
Exposure to verbal aggression		x				
Exposure to physical aggression		x				



Exposure to unpleasant working conditions dust / dirt / fleas		x				
Exposure to harmful chemicals / radiation		x				
Attending the scene of an emergency		x				
Food preparation and handling		X				
Working on a computer for majority of work	x				x	Majority of work will be via use of computer
Use of road transport	x			x		Travel to meetings/events

