

**21<sup>st</sup> Century Leadership Programme Team**

**JOB DESCRIPTION**

<b>Job Title:</b>	Education Administrator – 21 <sup>st</sup> Century Leadership Programme (CLP) Team 12 months fixed term contract
<b>Grade:</b>	Band 4
<b>Hours:</b>	37.5
<b>Salary:</b>	£30,279 to £33,116 incl. HCAS
<b>Main Base:</b>	CNWL Trust Headquarters, 350 Euston Road  In order to meet the needs of the role and service, you will be regularly required to work outside your normal place of work. The Trust reserves the right to change your normal place of work to any other location within the Trust.
<b>Responsible To:</b>	21CLP Project Manager
<b>Accountable To:</b>	21CLP Head of 21CLP and SCARF
<b>Key Relationships:</b>	The post holder will be an integral part of the team, liaising with other team members, CNWL staff, training providers and various internal and external agencies.

**JOB PURPOSE**

The 21CLP Team Administrator will support the delivery of education, learning and development at Central and North West London NHS Foundation Trust, for the Trust's 21<sup>st</sup> Century Leadership Programme (21CLP). The post will be integral to the 21 CLP team and will play a key administrative role in ensuring that staff members receive the training and education they need to do their jobs safely and effectively in line with the Trust's values and Safe, Compassionate, Accountable, Reflective and Fair (SCARF) cultural transformation ambitions. The 21CLP Team Administrator will work closely with all team members to ensure the smooth operation of 21CLP. This may involve working from any of the CNWL training hubs and venues, sharing work where necessary and providing cover for breaks and leave purposes.

**MAIN DUTIES AND RESPONSIBILITIES**

1. Administration
  - 1.1. To deal with correspondence, telephone calls and direct contacts including face to face with internal and external agencies in an appropriate and professional manner, using judgement and discretion where necessary and referring complex matters to relevant senior members of staff.

- 1.2. To attend team meetings as required and be an active participant in team meetings, including taking minutes, transcribing minutes, maintaining and monitoring action trackers and ensuring circulation in a timely manner.
- 1.3. Manage and co-ordinate learning events i.e. scheduling training dates in advance, pre-booking trainers, training venues, courses and conferences, creating Zoom / Teams links and liaising with external and internal training providers.
- 1.4. To arrange and support 21CLP meetings with Trust and external colleagues as required.
- 1.5. To ensure that the administrative systems within the team are operationally effective advising any concerns to the 21CLP team.
- 1.6. To set up training resources such as Mentimeter, Jamboards, Zoom Polls and Breakout rooms for cohort programme and standalone training.
- 1.7. To share relevant documents / links / reading with 21CLP participants ahead of programme days.
- 1.8. To assist with event management on face to face days – liaising with venues, booking refreshments, compiling registers, name badges, printing handouts etc.
- 1.9. To support tech hosting on 21CLP virtual training days and for standalone training and workshops.
- 1.10. To have an understanding of health and safety regulations and assist in maintaining a safe environment for staff and visitors to the department and training hubs in accordance with fire, health and safety procedures.
- 1.11. To carry out a range of administrative tasks (photocopying, post, taking messages, keeping timetables and diaries etc.) as directed and to provide cover for other administrative team members as and when required.
- 1.12. To update 21CLP Trustnet page.
- 1.13. To upload documents / links / videos to the Learning Development Zone repository for 21CLP programme participants.
- 1.14. To assist with developing 21CLP internal communications.
- 1.15. To raise requisitions on SBS as required and to monitor the payment of invoices through the oracle system raising any concerns and non-payment of invoices.
- 1.16. Responsible for office equipment, orders and maintains office supplies and stationery.
- 1.17. Provide supervision and co-ordination of staff and train administrators on department procedures and policies. Actively participate in ensuring that colleagues have the necessary skills and knowledge to provide cover for other administrative team members.

## **2. Administrative Data**

- 2.1. To ensure that the confidentiality of data and related information is maintained through careful and secure systems of work, paying particular attention to governance and the Data Protection Act.

- 2.2. To monitor and respond to emails received in the generic email boxes, highlighting any concerns and escalating complex problems or complaints to senior staff.
- 2.3. To analyse 21CLP data such as; attendance, course fill, training projections and scheduling etc. to monitor trends, highlighting any issues to senior colleagues and resolving any problems for trainers and colleagues.
- 2.4. Maintain educational electronic and paper filing/record systems.
- 2.5. Extensive use of the Learning Development Zone, inputting courses, producing and marking registers, collating evaluation forms, extracting and analysing data, uploading of education records and data uploads paying particular attention to detail and accuracy
- 2.6. Produce high quality professional materials including newsletters, presentations and other publications such as help guides.
- 2.7. Support the co-ordination and preparation of reports which may require the collation and formatting of data from different sources, including exporting and using excel reports for analysis and further analysis, monitoring dashboards and highlighting any concerns to senior staff.
- 2.8. Contribute to any audits including training evaluations and surveys.
- 2.9. To assist / contribute with reaching and maintaining key performance indicators and 21CLP team objectives.

### **3. Other**

- 3.1. To undertake all necessary statutory and mandatory training.
- 3.2. To participate in appraisals and performance review and identify any professional development needs.
- 3.3. To undertake any training necessary to fulfil the objectives of the post and enhance personal knowledge and development.
- 3.4. To supervise the work of temporary and permanent administrative staff as and when necessary.
- 3.5. To liaise effectively and maintain positive working relationships with other team members and to respond promptly to ad hoc enquiries and requests from team members.
- 3.6. To provide advice and information relating to education within area of expertise.
- 3.7. Ability to work independently to defined policies and procedures and manage own workload.

## **RIDER CLAUSE**

This is an outline of the postholder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Trust and Department.

### **Health and Safety**

Central and North West London Mental Health NHS Trust has a Health and Safety Policy applicable to all employees. Employees must be aware of the responsibility placed on them under the Employment Rights Act 1996, to ensure that agreed safety procedures are carried out, and to maintain a safe environment for employees, patients and visitors.

### **Improving Working Lives**

Central and North West London Mental Health NHS Trust is committed to the principles of Improving Working Lives and all managers are encouraged to follow Improving Working Lives practices. Consideration will be given to all requests for flexible working in line with Trust policy.

### **Staff Involvement**

Central and North West London Mental Health NHS Trust is committed to involve staff at all levels in the development of the organisation.

Managers should ensure that staff are encouraged and involved in organisational and service developments including business planning and they are able to influence discussions, which affect them and their working conditions.

All managers should engender a culture of openness and inclusion so that staff feel free to contribute and voice concerns. They should develop and implement communication systems that ensure staff are well informed and have an opportunity to feedback their views.

### **Smoking**

Central and North West London Mental Health NHS Trust acknowledges its responsibility to provide a safe, smoke free environment to its employees, patients and visitors. In expressing its commitment to the prevention of smoking related diseases, the Trust has a 'Non Smoking Policy' and all Trust buildings and vehicles are designated as smoke free areas.

### **Alcohol**

Employees are expected to be aware of and understand that Central and North West London Mental Health NHS Trust has a policy on alcohol and the consumption of alcohol. Alcohol is not permitted whilst on duty.

### **Confidentiality**

Employees should be aware that the Trust produces confidential information relating to patients, staff and commercial information. All employees have a responsibility for ensuring the security of information and to comply with the Data Protection Acts, Access to Health Records and Computer Misuse Act. Disclosure of personal, medical, commercial information, systems passwords or other confidential information to any unauthorised person or persons will be considered as gross misconduct and may lead to disciplinary action which may include dismissal.

### **Equal Opportunities**

All employees of Central and North West London Mental Health NHS Trust are expected to be aware of, and adhere to, the provision of the Trust's Equal Opportunities Policy, and to carry out their associated duties and responsibilities under this policy. As users of the disability

symbol, the Trust guarantees to interview all disabled applicants who meet the minimum essential criteria for a vacant post.

### **Grievances, Disputes, Disciplinary and Other Industrial Relations Procedures**

Central and North West London Mental Health NHS Trust has grievance, disputes, disciplinary and other industrial relations procedures. Employees are required to make themselves aware of these procedures, copies of which are available on the Trustnet, from your manager and the Human Resource Directorate.

### **Personal Development**

The post holder is expected to co-operate in activities which line management believes will contribute to personal and/or to team growth. This includes attending supervisory sessions and training modules, both at their work base and other selected venues of instruction.

### **Conflict of Interest**

Employees are expected to declare any private 'interest or practice', which might conflict with their NHS employment, and be perceived to result in actual or potential financial or personal gain.

### **Working Time Regulations**

The Working Time Regulations 1998 require that you should not work more than an average of 48 hours each week i.e. no more than 816 hours in a 17-week period. To work more than 48 hours you must have management authorisation and you will be required to sign an opt out agreement.

The Trust policy has a limit of 60 hours per week and all staff must ensure a 24 hour rest period is taken in every 7 days.

### **Conditions of Employment**

The Trust will screen all staff that will be working with children and police checks will be carried out on all staff appointed to posts, which have access to children. This will also apply if role develops to include access to children.

### **Terms and Conditions**

The terms and conditions of service associated with this position are those agreed by the Trust.

PERSON SPECIFICATION:			
Essential	See Key*	Desirable	See Key
<b>Education and Qualifications</b>			
<ul style="list-style-type: none"> <li>GCSEs in Maths and English</li> <li>NVQ level 3 Business Administration or equivalent and/or experience of working in an administrative role in an education setting</li> </ul>	<p>A, C</p> <p>A, C, I</p>	<ul style="list-style-type: none"> <li>Educated to degree standard</li> </ul>	<p>A / C</p>
<b>Experience</b>			
<ul style="list-style-type: none"> <li>Experience of working in a busy administrative role</li> <li>Experience of working with a variety of different people in and outside the organisation</li> </ul>	<p>A, I</p> <p>A, I</p>	<ul style="list-style-type: none"> <li>Project or programme management implementation</li> <li>Experience of working in a training and development or customer service role</li> <li>Working in an NHS organisation</li> <li>Working in a complex organisation</li> </ul>	<p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A</p>
<b>Knowledge/Skills/Abilities</b>			
<ul style="list-style-type: none"> <li>Excellent communication</li> <li>Evidence of a flexible approach</li> <li>Ability to plan &amp; organise own work; good time-management skills</li> <li>Customer-focused approach</li> <li>Advanced keyboard skills &amp; ability to communicate through IT using packages such as Word, Outlook, Excel</li> <li>Ability to work flexibly as part of a team and on own initiative</li> <li>Ability to prepare data for reports, prepare reports for submission to external stakeholders</li> <li>Able to manage competing demands and timescales</li> <li>To understand the Trust values and to demonstrate those values in the work environment</li> </ul>	<p>A, I</p> <p>I</p> <p>I, T</p> <p>A, I</p> <p>A, I, T</p> <p>I</p> <p>A, T</p> <p>I</p> <p>A, I</p>		



Working within Professional Boundaries:			
<ul style="list-style-type: none"> <li>• Accepts responsibility and accountability for own work and can define the responsibilities of others</li> <li>• Recognises the limits of own authority within the role</li> <li>• Seeks and uses professional support appropriately</li> <li>• Understands the principle of Confidentiality</li> </ul>	<p>I</p> <p>I</p> <p>I</p> <p>A, I</p>		
Planning & Organisational Skills:			
<ul style="list-style-type: none"> <li>• Good telephone manner, with the ability to deal calmly and tactfully with telephone callers and visitors.</li> <li>• Experience of working in an office environment and demonstrate ability to analyse and identify shortcomings in work processes and present ways of overcoming them.</li> <li>• Demonstrate a good level of administrative and organisational skills, ensuring a structured and methodical approach to work.</li> <li>• Ability to work on own initiative, prioritise workload and work to deadlines without constant supervision.</li> <li>• Ability to demonstrate an eye for detail</li> </ul>	<p>I, T</p> <p>A, I, T</p> <p>I, T</p> <p>I, T</p> <p>A, T</p>		

\* **Key:** Assessment will take place as follows: **A** = Application, **I** = Interview, **As** = Assessment, **T**=Test, **C**=Certificate