



Together



Lancashire Teaching Hospitals

   @LancsHospitals

LANCASHIRE TEACHING HOSPITAL NHS TRUST

WORKFORCE AND EDUCATION DIRECTORATE

JOB DESCRIPTION

JOB TITLE:	Employee Services Administrator
DIRECTORATE:	Workforce & Education
REPORTS TO:	Employee Services Team Managers
ACCOUNTABLE TO:	Head of Employee Services
KEY RELATIONSHIPS:	Workforce Colleagues, IT, Senior and Departmental Managers
DIRECT REPORTS:	Not applicable
HOURS:	37.50 hrs
LOCATION:	Preston Business Centre (but required to work across RPH, CDH and BTH as required)
BAND:	2

NB: The Post holder may be required to work in other departments across the Trust including across Trust sites

KSF Core Dimension Levels for Role

Communication	Personal & People development	Health, Safety & Security	Service Improvement	Quality	Equality & Diversity
2	1	1	1	2	1

Role Summary

The post holder will provide accurate input of data to the payroll system in accordance with internal control procedures, reception duties and delivery of high quality routine clerical support as required within the Employee Services Department of the Workforce Directorate. The post holder will also further support to the department by filing documents, provide reception cover and ensure the correct distribution of payslips within the agreed timescales.

In a polite and courteous manner, they will be responsible for providing an efficient and effective reception service for the Employee Services Department with the need for confidentiality and integrity.

The post holder will be multi-skilled following training, have a working knowledge of the various types of input i.e. payroll, travel and pensions and have a basic understanding of reception duties and ad hoc clerical jobs within the department.

Key Duties and Responsibilities:

Excellent care with compassion

The duties and responsibilities listed below should be undertaken in accordance with the levels of competence as defined in the KSF outline for this post. In addition all staff are expected to act in accordance with the values and behaviours of the Trust.

Our Values



Being Caring and Compassionate

Being caring and compassionate is at the heart of everything we do, it is about understanding what each person needs and striving to make a positive difference in whatever way we can.



Recognising Individuality

Appreciating differences, making staff and patients feel respected and valued.



Seeking to Involve

Actively gets involved and encourages others to contribute and share their ideas, information, knowledge and skills in order to provide a joined up service.













Building Team Spirit

Working together as one team with shared goals doing what it takes to provide the best possible service.












Taking Personal Responsibility










Individuals are accountable for achieving improvements to obtain the highest standards of care in the most professional way, resulting in a service we can all be proud of.

ROLE DUTIES	MEASURABLE OUTCOMES					
<p>Input payroll, travel and pensions data accurately and promptly into the payroll system, in accordance with the Trust's policies and procedures.</p> <ul style="list-style-type: none"> ➤ Input data to the various modules of the Payroll System accurately by the deadlines specified. ➤ Identify discrepancies, unusual features or queries at any point in the process and either resolve or refer to the appropriate officer for action. ➤ Complete/Submit payment related forms and returns accurately and by the due date. 	<ul style="list-style-type: none"> • All data is entered onto databases/spreadsheets in a timely manner and is accurate • Discrepancies are identified and rectified where possible or highlighted to a senior staff in a timely and appropriate manner. • All forms are processed in a timely and appropriate manner following departmental 					

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<ul style="list-style-type: none"> ➤ File all documentation in accordance with departmental procedures. ➤ Assist the Pension Manager with Pension information and utilise the Pensions on line system 	<p>procedures. Audits of forms show accurate submission and completion.</p> <ul style="list-style-type: none"> • All files are stored in a good condition and readily retrievable to respond to queries and for audit purposes. • Audit of forms show they are processed in line with department procedures. • All queries are dealt with in accordance with departmental procedures. Issues are escalated as appropriate in a timely and appropriate manner. • Feedback from Pension Manager is positive and no issues are raised. 					
<p>Provide ad hoc clerical support to the Department.</p> <ul style="list-style-type: none"> ➤ To monitor the usage of stationary and re-ordering as necessary. ➤ Distribute incoming mail, prepare outgoing mail for collection. ➤ Sort and Distribute payslips and attach any other documents. ➤ Distribute Staff attendance records. ➤ Scan/photocopy documents accurately and to a good standard. ➤ 	<ul style="list-style-type: none"> • Stationary assessed and available when required. • All mail items are handled in line with department procedures and data protection guidance is followed. Any distribution list is maintained. • All documents are all captured in an appropriate manner. IG procedures are followed. • Documentation is filed appropriately in line with departmental procedures. 					
<p>Provide reception support to the Department</p> <ul style="list-style-type: none"> ➤ Answer all telephone enquiries in an efficient and courteous manner. ➤ Maintain good communication skills when dealing with employees, colleagues and external agencies, utilising a 	<ul style="list-style-type: none"> • Phone is answered within 5 rings and all callers are dealt with in a courteous manner. No complaints are received. 					

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<p>variety of communication methods including verbal and electronic.</p> <ul style="list-style-type: none"> ➤ Constructively managing barriers to effective communication. ➤ Collating pension information received either in person or by mail 	<ul style="list-style-type: none"> • Post holder demonstrates they adapt communication style to meet the needs of the individual. • Staff survey demonstrates staff are respectful of colleagues and the work they undertake. No issues raised at appraisal. • All information received and processed is in accordance with departmental procedures. Feedback from customers is positive. 					
<p>Customer Relations and Communications.</p> <ul style="list-style-type: none"> ➤ Respond to all enquiries either written or verbal in a professional, courteous and timely manner and ensuring a high standard of customer service is provided. ➤ Recognise where problems/issues need to be escalated. ➤ Provide effective communications to include the distribution of confidential information, including promotion of new communication technologies to the Trust and system users. ➤ Maintain an effective working relationship with other members of the department, other employees within the Trust and external organisations to deliver a professional service focused on achieving a high level of customer satisfaction. 	<ul style="list-style-type: none"> • Phone is answered within 5 rings and all callers are dealt with in a courteous manner. No complaints are identified by customers. • Staff survey demonstrates staff are respectful of colleagues and the work they undertake. No issues raised at appraisal. • Feedback from customers is positive. • Discrepancies are identified and escalated to senior staff in a timely manner. 					
<p>Contribute to the overall effectiveness of the Department, the Workforce Directorate, the Trust and Client organisations.</p> <ul style="list-style-type: none"> ➤ Adhere to the Trust's Standing Orders, Standing Financial Instructions and relevant Trust policies and procedures. ➤ To carry out other appropriate delegated duties as required by Head of Department. 	<ul style="list-style-type: none"> • Staff survey demonstrates staff are respectful of colleagues and the work they undertake. No issues raised at appraisal. • Feedback from customers is positive. 					

<p>➤ The job description and person specification are an outline to the tasks, responsibilities and outcomes required of the role.</p> <p>➤ The job description and person specification may be reviewed on an on-going basis in accordance with the changing needs to the department and the organisation.</p>						
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Occupational hazards or exposures relevant to this job (please tick)			
Physical			
Patient moving & handling	<input type="checkbox"/>	Regular DSE work	<input type="checkbox"/>
Regular equipment / material moving & handling > 10kg	<input type="checkbox"/>	Climbing ladders and / or working at height	<input type="checkbox"/>
Noise (LEP,d > 80)	<input type="checkbox"/>	Hand Arm Vibration	<input type="checkbox"/>
Hot or cold conditions	<input type="checkbox"/>	Exposure to Ionising Radiations	<input type="checkbox"/>
Entry into confined spaces	<input type="checkbox"/>	Other potential ergonomic problems	<input type="checkbox"/>
Driving on Trust business	<input type="checkbox"/>	Vocational driving (C1,D1, LGV, PCV)	<input type="checkbox"/>
Chemical			
Exposure to known respiratory irritants or sensitisers	<input type="checkbox"/>	Exposure to known skin irritants or sensitisers (including latex)	<input type="checkbox"/>
Exposure to asbestos (non-licenced work)	<input type="checkbox"/>	Exposure to any other chemicals	<input type="checkbox"/>
Biological			
Exposure-prone procedures	<input type="checkbox"/>	Laboratory exposure to pathogens	<input type="checkbox"/>
Other			
Night work	<input type="checkbox"/>	On-call duties/ lone working	<input type="checkbox"/>

Governance

The post holder will operate at all times to high standards of probity. This will include compliance with:

- Health and safety regulations
- All policies and procedures approved by the Trust
- Trust Standing Financial Instructions
- Working within the Data Protection act 1984, Health & Safety at work Act 1974, Maintain confidentiality at all times, as required by legislation and Trust Policy
- Working to defined policies and procedures, actively implementing the development of the electronic solution
- Work within the limitations of the role
- Professional codes of conduct including the NHS Managers Code of Conduct (where these apply)
- All policies and procedures related to infection prevention and control as relevant to their post
- To raise any concerns as soon as possible, as per whistle blowing policy, relating to any:-
 - Healthcare matters, e.g. suspected negligence, mistreatment or abuse of patients; the quality of care provided
 - Concerns about the professional or clinical practice or competence of staff
 - The treatment of other staff, including suspected harassment, discrimination or victimisation
 - Health, safety and environment issues
 - Suspicion or knowledge of theft, fraud, corruption, bribery allegations or other financial malpractice
 - Employment standards and/or working practices
 - Criminal offences or miscarriages of justice
 - Failure to comply with any other legal obligation
 - Deliberate concealment of any of the above

Information Governance

- To be fully aware of and committed to all Policies, Procedures and Initiatives relating to Information Governance - this will include, but not limited to, Data Quality improvements, Confidentiality and Information Security
- To take personal responsibility for safeguarding and ensuring the quality of information.

Behaviour

The post holder will be expected to:

- Support the aims and vision of the Trust

- Act with honesty and integrity at all times
- Be a positive ambassador for the Trust
- Demonstrate high standards of personal conduct
- Value and respect colleagues, other members of staff and patients
- Work with others to develop and improve our services
- Uphold the Trust's commitment to equality and diversity
- Take personal responsibility for their words, deed and actions and the quality of the service they deliver

Job Review

This job description will be reviewed periodically to take into account changes and developments in service requirements. Any changes will be discussed fully with the post holder.

Signature of Post Holder:

Date:

Signature of Manager:

Date:

LANCASHIRE TEACHING HOSPITAL NHS FOUNDATION TRUST

PERSON SPECIFICATION

POST: Employee Services Support Administrator

Band: 2

DIRECTORATE / DIVISION: Workforce and Education

ATTRIBUTE	ESSENTIAL	DESIRABLE	HOW ASSESSED
Qualifications & Education	<ul style="list-style-type: none"> GCSE English and Maths at Grade 4 (formerly grade C) or above, or equivalent qualifications or level of experience 	<ul style="list-style-type: none"> ICT qualification Business Administration, Customer Service or Team Leading Qualification 	<ul style="list-style-type: none"> Certificates Application form Interview
Knowledge & Experience	<ul style="list-style-type: none"> Experience of working within a customer service environment Experience of identifying solutions to problems Recent experience of handling administrative tasks Experience of using Microsoft Office suite in particular, Word, Excel and Outlook 	<ul style="list-style-type: none"> Previous experience of working in an education or training setting Experience of ESR/Oracle finance systems Knowledge of NHS Terms & Conditions of service 	<ul style="list-style-type: none"> Interview
Skills & Abilities	<ul style="list-style-type: none"> Good written and verbal communication skills Demonstrate professionalism and objectivity Numeracy and literacy skills Be an effective team worker Ability to prioritise own workload Adaptable and flexible Work accurately and meet deadlines 		<ul style="list-style-type: none"> Application form Interview

	<ul style="list-style-type: none"> • Experience in working with Microsoft packages eg Excel and Word. 		
Values & Behaviours	<ul style="list-style-type: none"> • Professional approach. • Enthusiastic and motivated. • Adaptable to change. • Capable team worker with ability to create and sustain good working relationships. • Demonstrate positive drive and commitment. • Ability to use own initiative 		<ul style="list-style-type: none"> • Interview • Assessment