

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE: Team Secretary

BAND: Band 3

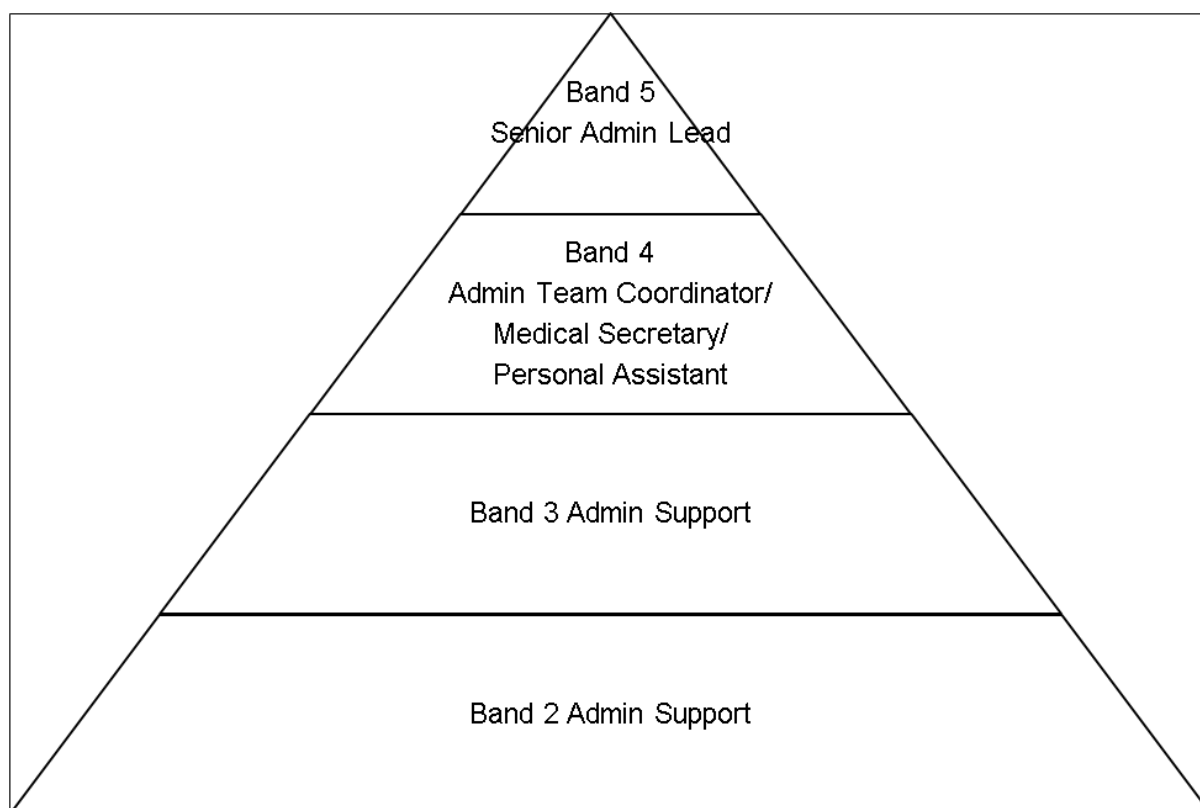
REPORTS TO: Band 4 Admin Team Coordinator

BASE: TBC

JOB SUMMARY

To provide efficient secretarial and administrative support to clinical and non-clinical teams across all services in the building, adhering to procedures and processes within service timescales, whilst operating within a busy and demanding environment. To supervise the day to day workload of Band 2 Admin Support staff.

ORGANISATIONAL CHART



Respect



Excellence



Integrity



Collaboration



Compassion

MAIN RESPONSIBILITIES OF THE POST

Organisational Values:



The post holder will:

- Work effectively as a team member
- Supervise the day to day workload of Band 2 Admin Support staff
- Provide an administrative service across all services in the building including: word-processing, drafting and producing for example meeting notes, reports, letters and business documents from either audio or copy sources
- Undertake general office duties as required including filing, photocopying, collating and distributing information, receipt and distribution of incoming and outgoing mail
- Operate and maintain a robust, accurate and secure filing system that is easily accessible by all staff
- Maintain spread sheets and databases including the production of regular information reports
- Be responsible for organising and servicing meetings / events as required, including room bookings, taking accurate notes, transcription and circulation as appropriate
- Procurement - order stationery, clinical supplies and equipment stock
- Use own initiative to meet tight deadlines
- Provide flexible administrative and clerical cover as required. This might occasionally involve working at another base in the local area during cross cover arrangements.

Communication

- Communicate effectively using good written, verbal, email and telephone skills
- Liaise closely with staff, service users and stakeholders maintaining a pleasant, professional and helpful manner
- Be a point of contact by receiving telephone enquiries, taking accurate messages dealing with calls and enquiries in line with Trust policies and procedures and redirecting calls where appropriate



- Exercise confidentiality, empathy, discretion and diplomacy skills when communicating by telephone or face to face, including dealing with difficult situations (eg. aggressive or demanding behaviour)
- Prepare letters, reports and other documentation of a sensitive and confidential nature within guidelines
- Basic, sensitive and complex information may be communicated
- The post holder may experience language barriers
- Attend admin team / departmental meetings on a regular basis and contribute to building effective teamwork in exchanging views and ideas and communicating effectively.

Analytical and Judgemental Skills / Freedom to Act

- Ability to decide on own action within the team whilst receiving support
- Judgements involving facts or situations, some requiring analysis
- Work is managed rather than supervised. To work with the minimum of supervision on a daily basis
- Problem solving within own given areas of responsibility (eg. reception and care records management)
- Be aware of and deal with issues as they arise and highlight any concerns to the Line Manager
- Ability to recognise situations that should be referred onto the Line Manager and take prompt and appropriate action
- Ensure accurate data is provided for statistical and planning purposes as requested
- Identify and promote best practice and innovation to improve efficiency and productivity

Planning and Organisational Skills

- Organise own day-to-day work tasks showing an ability to prioritise in order to achieve set timescales
- Undertake work that has been prioritised by the Line Manager
- Plan and organise straightforward tasks
- Arrange meetings on a regular basis

Physical Skills

- Use of computer and telephone will largely be continuous
- Advanced key board skills are required
- Use of Trust IT systems (eg. data inputting)
- Be familiar and competent with a variety of paper and electronic filing systems
- Manual handling of files, stationery and supplies



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Responsibility for Patients / Clients

- Contact with patients on the telephone in a sensitive and confidential manner
- The post holder may have incidental face to face patient contact as part of their daily duties
- Paperwork to be filed chronologically in patients records
- Book interpreters and transport as required for patient appointments. To record issues and liaise with interpreter and transport services to resolve issues
- Provide patients with support, non-clinical advice and information on a range of issues including complex appointment queries
- Act as Fire Warden and First Aider

Policy and Service Responsibilities

- Work collaboratively as part of an integrated team
- Work within and keep up to date with National and Trust legislation, guidelines, policies, procedures, protocols and code of conduct relating to own role
- Follow secretarial procedures
- May be required to comment / implement policies and propose changes to practices and procedures for own area
- Maintain all records in accordance with Trust policy
- Receive and open incoming post and take action as required
- Liaise with the Central Booking Service regarding cancellation and rescheduling of clinics
- Book, verify and authorise flexible / agency staff as requested and monitor this to ensure that the required staffing allocation is covered
- Participate in and contribute to the effective introduction of new systems and initiatives leading to the improvement and development of patient services

Responsibility for Financial and Physical Resources

- Have a personal duty of care for all equipment and resources used
- Be responsible for stock control and ordering of stationery / clinical supplies
- Be responsible for petty cash and cash handling

Responsibility for Staff

- Participate in the induction and training of all new members of staff.
- Demonstrate own activities to new / less experienced staff
- Day-to-day supervision, prioritisation and motivation of Band 2 Admin Support workload to ensure set timescales are achieved
- Assist in producing admin staff rotas



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Responsibility for Information

- Be responsible for data security within working environment protecting staff and patient confidentiality in line with Trust policy and procedures
- Accurately input confidential data using a variety of Trust IT systems in a timely way. Strictly adhere to Caldicott and the Data Protection Act
- Prepare and scan information onto the Trust IT systems
- Identify all outstanding data items in order to update patient / staff records as soon as possible
- Ensure all information held is kept up to date
- Be responsible for the quality of information
- Photocopy and distribute documents as required
- Shred and destroy confidential documentation in line with Trust policy
- Take and transcribe notes of meetings in a timely manner
- Gather information / produce routine reports in response to queries
- Input staff information into the Electronic Staff Record (ESR) adhering to confidentiality and only accessing the information required to fulfil the role / task
- Be responsible for all aspects (as identified) in relation to care records preparation, such as verifying patient demographics details and making up patient and clinic files as required
- Occasionally, provide signposting and partner agency information to service users
- Be responsible for the lifecycle management of records in paper and electronic form
- Create electronic and paper care records for new patients to the standard Trust design.
- Maintain a confidential and efficient filing and maintenance system ensuring paper and electronic care records are up to date and available for staff as required. Including filing information into patient care records
- Request and ensure the return of patients' care records to the library / storage area, tracking the movement of records as appropriate
- Use appropriate "missing records" systems when unable to locate care records.
- Participate in the on-going archive process for paper care records
- Process the responses to requests for information/care records as appropriate and ensure that National guidelines and deadlines are adhered to.

Research and Development

- Undertake surveys or audits (eg. reception volume / traffic) as necessary. Ensure other admin staff undertake this as required
- Complete staff surveys



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Physical Effort

- Frequent sitting or standing in a restricted position
- Word-processing and inputting data. Repetitive movements as required for data input
- Work will be predominantly office based although travel to support services taking place at other Trust locations may be required

Mental Effort

- Predictable concentration (eg. for transcribing)
- Ability to check own work
- Ability to pay attention to detail where there are predictable interruptions to the work pattern
- Typing complicated documents
- Ability to work under pressure and deal with stressful situations
- Support the team handling appropriate customer complaints in relation to the service, escalating formal complaints to a Band 5 Senior Admin Lead if appropriate and liaising with other relevant departments and agencies

Emotional Effort

- Show empathy toward service users
- Indirect / direct exposure to distressing or emotional circumstances on a regular basis

Working Conditions

- Required to use a computer continuously throughout the day.
- Most tasks keyboard based
- Potential exposure to verbal aggression via telephone calls and face-to-face contact

OTHER DUTIES

1. The post holder will be required to use a computer, either a stand alone or as part of a networked system, and will be responsible for the quality of information. The amount of time spent on this type of work will depend on the job.
2. The Trust embraces the principles of Improving Working Lives and all staff will be required to adhere to the standards laid down in this initiative.
3. The post holder will be required to take part in an annual performance appraisal, where this job description will be reviewed, and objectives set.
4. The Trust has a No Smoking Policy that prohibits any smoking whilst at work.



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5. To follow and adhere to the Trust's Health and Safety Policies and instructions and be responsible for your own and others health and safety in the work place.
6. The post holder is expected to contribute to the creation of a working environment where everyone feels respected, valued and treated with dignity.

This job description is not exhaustive and may be amended in consultation with the post holder. It should be reviewed whenever major changes have been agreed to the post and should be reviewed as part of the annual appraisal process to ensure it remains an accurate reflection of the duties and responsibilities undertaken by the post holder.

Safeguarding Children and Adults

All Trust staff has a responsibility to ensure the safeguarding of children, young people and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults boards' policies and procedures and inter-agency guidance as identified in the Trust's Safeguarding policies and procedures.

Confidentiality

Personal information and many of the duties of this post are of a confidential nature and disciplinary action will be taken if confidential information is divulged to inappropriate persons.

Data Protection Act

All staff are reminded of their duties and responsibilities as employees under the General Data Protection Regulations (2018) and in particular to ensure that Personal Data is not negligently or unlawfully handled or disclosed to unauthorised persons.

Infection Control

As an employee of Coventry and Warwickshire Partnership Trust you are responsible for protecting yourself and others against the risk of acquiring a Healthcare Associated Infection. All staff, clinical or non-clinical are expected to comply with infection control policies and procedures. You will attend the mandatory infection control training and updates as required by the Trust.

Environmental Issues

The Trust is committed to reducing its impact on the environment by preventing pollution, continually improving its environmental performance which increases the wellbeing of staff and patients. As a member of staff you are expected to adhere to policies to assist the Trust in meeting its environmental and sustainability targets.



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Post holder's Signature

Date:

Post holder's Name:

Manager's Signature

Date:

Manager's Name:



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Person Specification

JOB TITLE: Team Secretary – Band 3

		HOW MEASURED? A (Application form) I (Interview)	WEIGHTING 1 – Low 2 - Medium 3 - High
Coventry and Warwickshire Partnership Trust Values	Demonstrable ability to meet the Trust's Values  Respect  Excellence  Integrity  Collaboration  Compassion	A/I	3
QUALIFICATIONS or equivalent qualification / experience/ willing to work towards completion of this	Good General Education (eg. GCSE English and Maths A-C)	A	3
	QCF Business Administration Level 2	A	3
	QCF Customer Service Level 2	A	3
KNOWLEDGE & SKILLS	Excellent communication / customer care skills both written and verbal demonstrating sympathy and compassion	A/I	3
	Advanced keyboard / IT skills Including audio typing	A/I	3
	Ability to manage and prioritise own and other's workload and use own initiative	A/I	3
	Ability to audio-type	A/I	3
	Understanding of working in a supervisory role	A/I	3
	Good organisation skills and ability to multitask	A/I	3
	Good time management skills	A/I	3
	Good knowledge and	A/I	3



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		HOW MEASURED? A (Application form) I (Interview)	WEIGHTING 1 – Low 2 - Medium 3 - High
	understanding of reception / office procedures		
	Ability to take and transcribe notes of meetings in a timely manner	A/I	3
	Ability to maintain relevant recording and information systems	A/I	3
	Ability to deal professionally with enquiries from staff, service users and stakeholders	I	3
	Ability to problem solve	A/I	2
	Understand confidentiality and apply the principles in every day working practice	A/I	3
EXPERIENCE	Experience of working with a range of Microsoft Office packages (eg. Word, Excel, Outlook, PowerPoint and Access)	A	2
	Experience of using Trust IT systems	A	1
	Experience of working in a busy office / customer care environment	A/I	3
	Experience of working in Healthcare	A	1
PERSONAL ATTRIBUTES (Demonstrable)	Work effectively and flexibly as part of a team to meet the needs of the services	A/I	3
	Leadership qualities	A/I	2
	Confident in dealing with people at all levels	A/I	3
	Must be able to demonstrate an understanding of equality and diversity	I	3
OTHER (Please specify)	Willing to undertake DBS (Disclosure and Barring Service) enhanced clearance	I	3
	Experience of cash handling	A	2
	Ability to travel to multiple sites	A	3
	Ability to work from home	A	2



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		HOW MEASURED? A (Application form) I (Interview)	WEIGHTING 1 – Low 2 - Medium 3 - High
	where applicable		



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