

JOB DESCRIPTION

Job Title:	Senior Administrator
Band/Pay:	Band 3
Department:	Business Support
JD Identifier:	

Children and Family Health Devon is a system-wide service that delivers an integrated, coordinated support model which wraps around the child, young person and family. It has been specifically designed to respond to all elements of the commissioner's strategy and specification along with the vision and strategic direction of the Integrated Care System for Devon. It builds on our strong relationships across education, health, social care and voluntary sector services in Devon, and, most importantly, it has been developed and refined in partnership with children, young people and their families/carers.

Children and Family Health Devon is part of an Alliance that is unique and brings together five leading providers of adult and children's community, acute and mental health services in Devon:

- Torbay and South Devon NHS Foundation Trust
- Devon Partnership NHS Trust
- Royal Devon University Healthcare NHS Foundation Trust
- Northern Devon Healthcare NHS Trust
- Livewell South West

....along with key voluntary sector organisations:

- Young Devon
- Vranck House
- Kooth

...and, academic partners:

- University of Exeter
- University of Plymouth
- Marjon University

Children and Family Health Devon is committed to promoting equity and inclusion for all communities; to providing specialist children and young people's health services which are accessible, appropriate and which recognise the diversity of people, their needs and choices.

Our Children and Young People say...

“We would like the people who work for Children and Family Health Devon to be understanding, patient and respectful. They should be trustworthy and make us feel safe and comfortable. It is important that they use their skills and experience to listen carefully in a non-patronising and non-judgemental way. When staff are positive and friendly, they help to create an environment that is informal and without pressure”.

The core value of Children and Family Health Devon is that all staff will actively seek the views of children, young people, parents and carers in a variety of ways and use this feedback to develop their own practice and support the development of the service as a whole. This aspect of the work will be central within all supervision and appraisal processes.

Job overview

The Senior Administrator will be part of a wider Business Support function.

Main duties of the job

Have a key role in providing secretarial, administrative and organisational support across the full range of office and service activities, including the smooth running of the office, reception and front of house duties and secretarial/administrative support to a range of frontline clinicians & managers.

Detailed job description and responsibilities

Communication and working relationships

- Maintain effective working relationships with colleagues within the Organisation. In particular, work with managers and senior practitioners to ensure that statutory and other timescales for tasks are achieved
- Maintain effective communication with line manager to ensure that tasks are prioritised and resourced effectively
- Ensure that high standards of customer service are provided by communicating effectively and appropriately with service users, colleagues, managers and a range of professionals from within and outside of the organisation
- Advise managers and practitioners at all levels within the service area on queries and issues relating to IT systems, processes and procedures
- Support and advise lower banded Business Support staff on aspects of their roles, responsibilities, tasks and workload as required (under the guidance of line manager)
- Attend and actively contribute to a range of meetings to represent the Business Support function as required
- Carry out reception duties effectively including answering the telephone, taking accurate messages, greeting visitors, responding to queries
- Maintain the quality of own work and support direct reports and colleagues to do the same

Analytical and judgement

- The post holder is required to use his or her personal judgement to escalate or refer issues to colleagues/managers within the guidelines provided by their line manager
- Deal effectively with routine situations without further escalation (within the guidelines provided)
- Support lower banded staff in handling routine situations under guidance from line manager
- Organise and take appropriate notes or minutes at a range of meetings (some of which may involve sensitive and personal information about staff or service users) as agreed by line manager

Planning and organisation

- Organise own day to day tasks and responsibilities and prioritise appropriately
- Notify line manager of any identified gaps in service provision (e.g. reception cover)
- Organise meetings or other events as requested by line manager or another relevant manager

Responsibility for patient and client care

- Provide non-clinical information (within the organisation's guidelines) to service users, colleagues and other professionals

Policy and service responsibility

- Contribute to service development by making suggestions and expressing views about how systems and processes can be improved, and with the agreement of the Locality Business Support Manager, put these into effect
- Report suggestions made by service users and visitors to line manager
- Participate in service development projects/initiatives as requested by line manager
- Contribute to the improvement of quality in own service area by reporting and resolving issues and making suggestions for improvement to the Locality Business Support Manager
- Adhere to the organisation's policies and procedures in relation to health and safety
- Assist in maintaining the health and safety of self and others
- Report risks to health and safety to line manager or another manager as appropriate

Responsibility for finance, equipment and other resources

- Support managers and practitioners with procuring/arranging services such as transport, accommodation, placements and meeting rooms
- Co-ordinate the sourcing, completion, processing and distribution of standard forms and documents
- Monitor and order stationery and office/clinical supplies (expenditure to be authorised by line manager or Business Support Manager)
- Carry out duties in relation to the administration of petty cash on site (e.g. refunds of travel expenses to service users) in line with the organisation's policies and procedures

Responsibility for leadership, supervision and management

- Attend statutory and mandatory training as required
- Maintain a high standard of personal development
- Participate and contribute to supervision sessions with line manager
- Attend and contribute to team meetings
- Support new and existing colleagues as directed by line manager
- Contribute to the induction and training of new staff as directed by line manager

Information and administrative duties

- Be proactive in ensuring the accuracy of data on the organisation's systems and databases and take appropriate action in case of concern or issue
- Accurate data input to key IT systems and databases. This will include scanning and attaching documents, creating patient records, updating personal information relating to service users, generating standard letters and discharging cases
- Ensure paper and/or electronic systems and kept up to date and accurate
- Typing for practitioners, including audio typing if required
- Maintenance of filing systems including keeping filing accurate, up to date, archiving and adhering to file retention policies
- Operate and maintain a range of statutory, regulatory and corporate business processes and systems as required
- Operate and maintain effective administration systems to support managers and practitioners
- Diary management for specified clinicians
- Photocopying and scanning
- Processing incoming and outgoing mail

Responsibility for research and development

- Take responsibility for the collection of data required for audit purposes by the Locality Business Support Manager or other relevant manager
- Participate in audits relating to service area or own work as directed by line manager
- Supports feedback from service users by complying with the organisation's requirements (e.g. Friends & Family Test)

Responsibility and accountability

- Be proactive in highlighting areas of concern within the Business Support service and act accordingly (within the guidelines of the organisation and under the guidance of line manager)
- Adhere to the organisation's policies and procedures
- Carry out duties within the guidelines provided by line manager
- Deal with routine matters within the guidelines provided by line manager and escalate non-routine issues to colleagues/managers as appropriate
- Prioritise own workload on a day to day basis
- Act in ways which support and promote equality, and value diversity in own work
- Challenge bias, prejudice and intolerance if appropriate

The postholder is required to work flexibly and provide cover for other Business Support colleagues as required to ensure that service priorities and workloads are maintained.

The postholder is required to undertake any additional duties as delegated by their line manager or Business Support Manager.

PERSON SPECIFICATION

Attributes	Essential	Desirable
Qualifications and training	<ul style="list-style-type: none"> • Good general education e.g. GCSEs or equivalent 	<ul style="list-style-type: none"> • NVQ level 3 Business Administration or equivalent experience
Knowledge and experience	<ul style="list-style-type: none"> • Computer Literate • Good working knowledge of Microsoft Office packages including Outlook, Word, Excel • Willing to undertake training relevant to the post • Clerical, administrative or reception experience (minimum 1 year) 	<ul style="list-style-type: none"> • Good knowledge of a wide range of office procedures • Clerical, administrative or reception experience (minimum 2 years) • Experience within a customer care, healthcare, education or social care setting
Specific skills	<ul style="list-style-type: none"> • Effective interpersonal, organisational and communication skills • Ability to communicate clearly with a wide variety of colleagues and service users, both verbally and in writing • Ability to work as part of a team • Responsive attitude to delegation of tasks • Punctual, cheerful, reliable and dependable • Reliable and flexible • Ability to work with discretion, sensitivity and maintain confidentiality • Good planning and organisational skills and ability to meet deadlines 	<ul style="list-style-type: none"> • Ability to support and advise lower banded staff • Ability to delegate tasks • Minute taking • Interested/enthusiastic about working within our services

	<ul style="list-style-type: none"> • Ability to prioritise and manage workload within a busy environment • Able to contribute to the changing demands of the service • Demonstrates a positive commitment to upholding the organisation's equality and diversity policies • Smart appearance 	
Requirements due to work environment/conditions	<ul style="list-style-type: none"> • Accurate and efficient IT and keyboard skills • Willing to travel to work at other sites to cover absences, for training etc. 	

Physical skills	<ul style="list-style-type: none"> • Accurate and efficient IT and advanced keyboard skills
Physical effort	<ul style="list-style-type: none"> • Use of VDU more or less continuously
Emotional effort	<ul style="list-style-type: none"> • Processing (e.g. typing/transmitting) news of highly distressing events
Mental effort	<ul style="list-style-type: none"> • Attend/minute meetings, check documents