

SINGLE CORPORATE SERVICES

Governance and Risk Compliance Team

Job title:	Compliance Team Administrator	To be completed by HR
Reporting to:	Compliance Manager	
Accountable to:	Associate Director of Quality Governance	
Pay Band:	4	

As part of the Single Corporate Service, the role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis and the staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

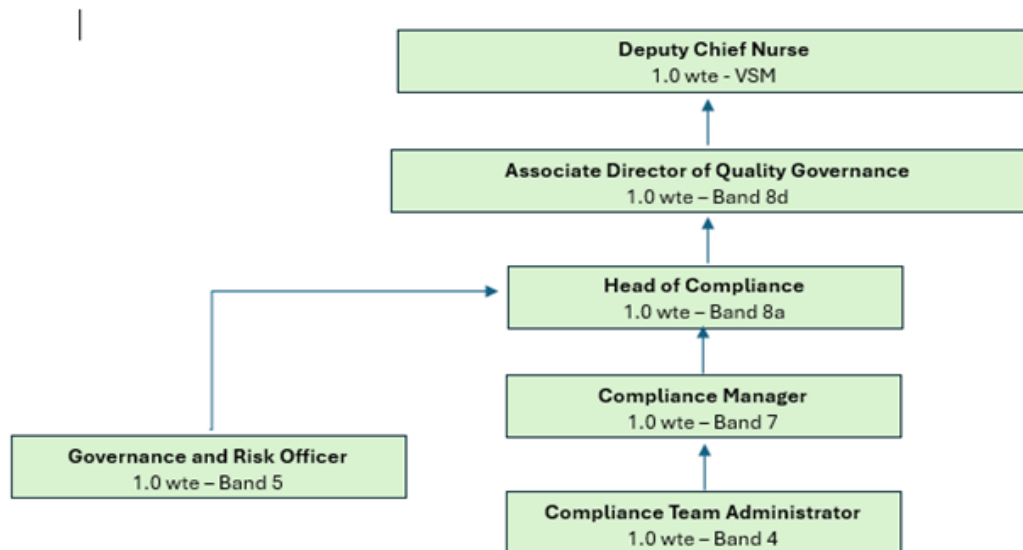
Job purpose

To support both Trusts to meet their legal and regulatory obligations associated with compliance, ensuring robust processes are in place, and undertaking administrative duties to support the requirements associated with this.

Job summary

1. Support the Head of Compliance and Compliance Manager in the delivery of the requirements of quality and regulatory compliance.
2. Day to day administration of compliance related modules within the Trust's risk management systems.
3. Maintain processes in place for the routine compliance regarding matters, including policy management, safety alerts (CAS) and External visits.
4. Administrative duties for the Head of Compliance including diary management, meeting arrangements, minuting and general administration duties as required.

Organisational Chart



Specific Core Functions

1. Support the Head of Compliance and Compliance Manager in the delivery of:
 - Care Quality Commission regulation and compliance
 - Safety alert (CAS) monitoring and compliance
 - External Visits
2. Provide administrative support in matters relating to the CQC, including enquiries, inspections, and the collation of information requests.
3. Provide oversight of the Trust's central policy system, including administration of the Trust Policy Steering Group
4. To administer the safety alerts process and to ensure they are accurately documented, distributed and monitored, escalating any areas of non-compliance to the Head of Compliance.
5. Administrative support in the development and monitoring of the Trust's annual Quality Account.
6. To work flexibly within an environment of changing priorities and pressure.
7. To assist with the production of the monthly Integrated Governance Reports for the Trust's Leadership teams
8. Provide training and guidance as required on basic matters pertaining to the compliance agenda
9. Maintain confidentiality and professionalism in the management of complex and sensitive information.

10. Contribute to the overall governance and compliance improvement agenda, alongside the Delivering Excellence Framework.
11. To be the first point of contact for the Compliance team and management of the associated inboxes, demonstrating excellent communication skills.
12. Produce basic reports, by extracting information from compliance systems for internal and external reporting purposes, including some initial analysis.
13. Provide general administrative duties for the Head of Compliance, including meetings management and diary support.
14. This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with the manager.
15. This job description will be reviewed regularly in the light of changing service requirements, and any such changes will be discussed with the post holder.

Key Responsibilities

Communication and Working Relationships

The post holder will be providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts. The communication will include;

- a) Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding
- b) providing and receiving complex or sensitive information,
- c) providing advice, instruction, or training to groups, where the subject matter is straightforward.

Analytical and Judgement

Judgements involving facts or situations, some of which require analysis.

Planning and organising

Planning and organisation of a number of complex activities or programmes, which require the formulation and adjustment of plans.

Physical Skills

The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. standard driving or keyboard skills, use of some tools and types of equipment.

Patient Client Care

Assists patients/clients/relatives during incidental contacts.

Policy and Service Development

The post holder follows policies in own role which are determined by others; no responsibility for service development, but may be required to comment on policies, procedures, or possible developments.

Financial Management

The post holder will observe a personal duty of care in relation to equipment and resources used in the course of their work.

Management/Leadership

The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

Information Resources

The post holder has occasional requirement to use computer software to develop or create statistical reports requiring formulae, query reports or detailed drawings /diagrams using desktop publishing (DTP) or computer aided design (CAD).

Research and development

Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

Freedom to Act

Generally, works with supervision close by and within well established procedures and/or practices and has standards and results to be achieved.

Physical effort

A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

Mental effort

There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention, or there is an occasional requirement for concentration where the work pattern is unpredictable.

Emotional Effort

Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

Working conditions

Occasional exposure to unpleasant working conditions, or occasional requirement to use road transportation in emergency situations, or frequent requirement to use road transportation, or frequent requirement to work outdoors, or requirement to use Visual Display Unit equipment more or less continuously on most days.

Person Specification

Criteria	Essential	Desirable	<i>How criteria will be assessed</i>
Qualifications	- G.C.S.E (or equivalent) grade 4 or above in English and Maths - NVQ Level 4 (or equivalent)		
Experience	- Evidence of at least 2 years of experience in administration - Administrative duties including inbox and diary management; email management and minuting of meetings.	- Experience of working within an NHS environment for 1 year - Experience of delivering basic level training	
Knowledge	- IT experience preferably in the use of Risk Systems and Microsoft Office Ability to use own initiative and deal with competing priorities - Excellent verbal, telephone and written communication skills - Ability to communicate with staff/people at all levels	- Knowledge of data analysis and associated software/computer systems acquired through diploma or equivalent experience/qualification - Experience of use of Workforce management systems	

Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

- Understand duty to adhere to policies and protocols applicable to infection prevention and control.
- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults' policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.

- Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.