

SINGLE CORPORATE SERVICES

Strategy

Job title:	Admin Support Officer	To be completed by HR <i>Job Reference Number</i>
Reporting to:	Head of function in Strategy Portfolio	
Accountable to:	Deputy Director of Strategy & Analytics	
Pay Band:	3	

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 provide high quality, comprehensive and effective clerical and administrative support to the Strategy function in order to facilitate the effective management of the Strategy Portfolio.

The role will involve a high level of organisational skills and excellent working knowledge of administrative procedures and IT systems used across both Trusts. The post holder could be the first point of contact for services and, therefore, requires clear communication and liaison skills. They will be responsible for managing and prioritising their own workload and will be required to use their own initiative.

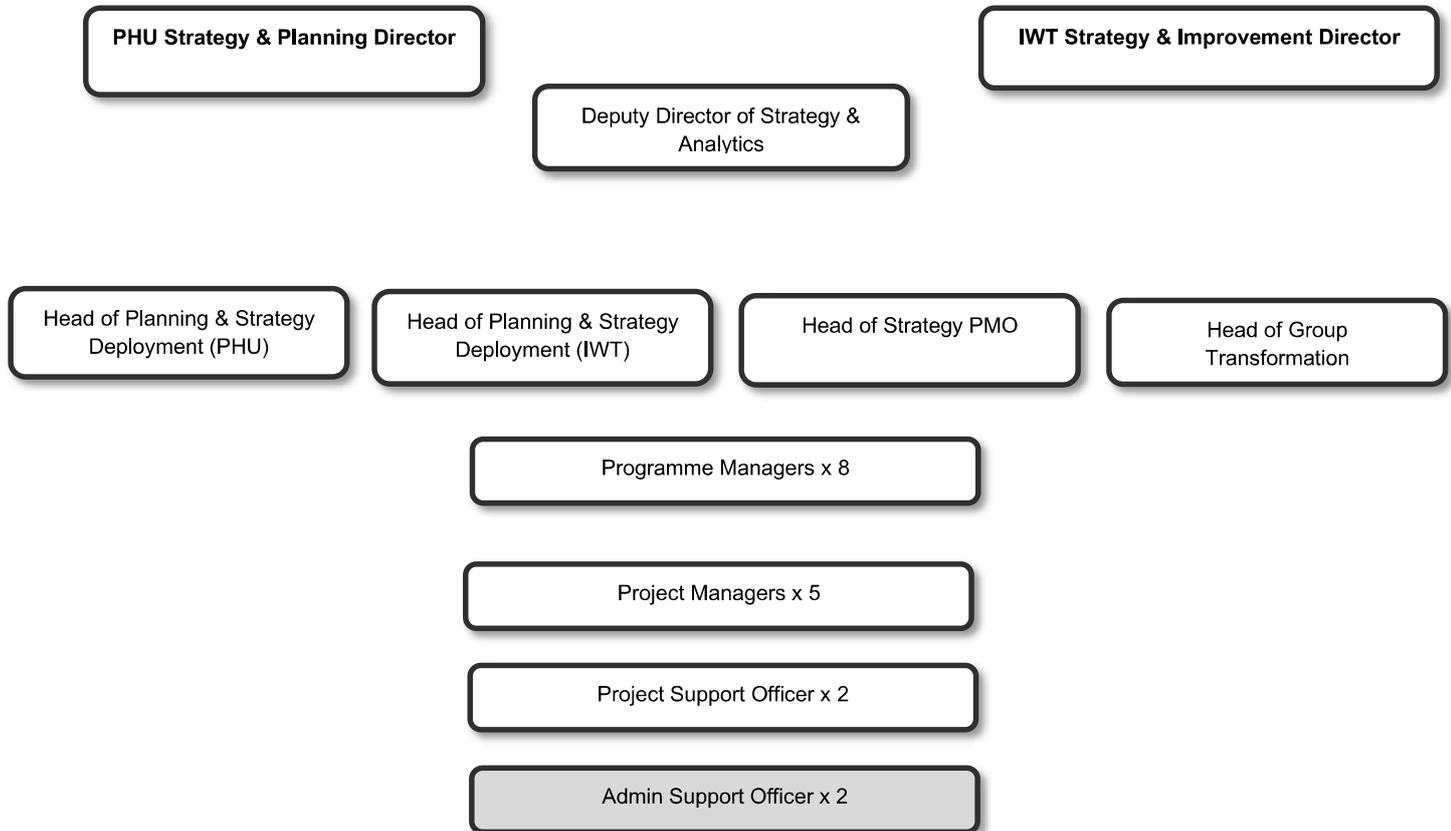
Job summary

The Admin Support Officer will play a key role in supporting the Strategy function across the breadth of its portfolio. This will range from:

- To plan, negotiate and allocate incoming jobs to appropriate team members across the strategy portfolio, including supporting teams with governance and assurance arrangements.
- To systematically review service data/registers and collect updates from appropriate service areas.
- To support the administration of the Joint Business Case Review Committee (BCRC) process by supporting the Project support officer, Programme Manager and Head of Planning & Strategy Deployment. Organising and assisting with the day-to-day administrative duties as required as Business Cases progress through the correct approvals and delivery routes.

- Functions and responsibilities will be shared between the Admin Support Officers, with each taking a particular lead in certain aspects and coordinating with the relevant Project Support Officers and Programme Manager(s).
- To ensure suitable communications systems are in place and actioned.

Organisational Chart



Specific Core Functions

The Admin Support Officers, working as one, in a single Strategy function, under the leadership of the Heads of functions, will specifically (noting these tasks will be allocated across the team to provide broad coverage, and enable cross working and cover):

- Support the organisation of meetings across the Strategy portfolio, using Outlook and make travel arrangements for staff as required.
- Provide general administrative support to the strategy portfolio and any associated initiatives required by the Heads of Function.
- To ensure the smooth flow of all incoming and outgoing correspondence.
- Support the end-to-end process of Business Case submissions on behalf of the Business Case Review Committee and TLTs as required; schedule Business Case submissions, manage action logs, and drive actions to a close; administer meetings, including preparing agendas and providing documentation.
- Support the collection and collation of performance data as requested.

- Support the maintenance of trust-wide benefits realisation trackers with the Project Support Officers and Programme Managers, extraction of benefits from Business Cases and Project Charters into the Benefits Tracker, quarterly updates and reporting on progress in achieving benefits, and timely provision of accurate reporting information to the appropriate trust committees.
- Provide administrative support for managing and maintaining the submission and approval process for the Business Case and Trust Projects.
- Support with maintaining and developing portfolio resources such as workbooks, templates, intranet sites, shared drives and other documentation.
- Provide data input and analysis into regular reports and maintain and update data files as required.
- Implement policy, practice and procedures applicable to own post and contribute to the discussions on how to implement these within the function and Trusts.
- To respect confidentiality for work undertaken and have the ability to use initiative, work with minimum supervision to meet deadlines and maintain a flexible approach to all aspects of the role.
- To update records, liaise with other internal and external departments, collate accurate details, and ensure these are recorded appropriately and on time.
- Support the training and induction of new colleagues in the team.
- Through continuing professional development maintain an up-to-date knowledge of appropriate methodologies, standards, procedures and national guidance.
- At all times, ensure the provision of a professional and high-quality service.

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 a range of facts or situations, which require analysis or comparison of a range of options.

Planning and organising

- Planning and organisation of straightforward tasks, activities, or programmes, some of which may be ongoing.

Physical Skills

- The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. 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 is responsible for implementing policies within a team/department and proposes changes to working practices or procedures for own work area.

Financial Management

- The post holder is responsible for maintaining stock control and/or security of stock.
- The post holder will be an authorised signatory for small cash/financial payments.

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 records personally generated information.
- The post holder will be responsible for data entry, text processing or storage of data compiled by others, utilising paper, or computer-based data entry systems,
- 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

- Exposure to unpleasant working conditions or hazards is rare.

Person Specification

Criteria	Essential	Desirable	<i>How criteria will be assessed</i>
Qualifications	<p>Accredited secretarial / admin / business qualification or course (e.g. RSA, NVQ Level 3, BTEC or equivalent level of experience)</p> <p>Communication skills level 1 or equivalent</p>		Application Form / Interview
Experience	<p>Secretarial/administrative experience in a clinical or similar environment (e.g. NHS, Local Authority, Social Services, Care Home DSS etc.)</p> <p>Must be numerate and able to provide statistical data clearly and accurately.</p> <p>Ability to receive and communicate information of a confidential and/or sensitive nature using discretion and integrity.</p> <p>Demonstrated ability of dealing with complex situations</p> <p>Able to prioritise workload and deal with pressured situations. Good numeric and literacy skills</p> <p>Working effectively to deadlines with conflicting priorities.</p> <p>Experience of working within an office environment</p> <p>Ability to work independently, with awareness of knowing when to escalate or seek advice</p>	<p>Ability to understand and work within financial, processes and practices.</p> <p>Experience of working successfully with clinicians and managers.</p> <p>Experience of project management support.</p>	Application Form / Interview

	Ability to work flexibly across programmes and projects, with the ability to prioritise own workload – would be an advantage		
Knowledge	<p>Knowledge of statistical analysis via IT systems and producing reports often relating to complex information. Demonstrated literacy and numerate to GCSE level</p> <p>Understanding of Confidentiality and data protection.</p> <p>Good knowledge of administrative policies and procedures</p> <p>Be computer literate and have good working knowledge of Windows packages including Word/Excel</p> <p>Excellent communication skills both written and oral.</p> <p>Strong customer service skills and ability to liaise at all levels.</p>	Knowledge of NHS specific software and applications	Application Form / Interview

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.