

SINGLE CORPORATE SERVICES

JOB DESCRIPTION

Job title:	Resuscitation Training Administrator	To be completed by HR - Job Reference Number:
Reporting to:	Lead Resuscitation Officer	
Accountable to:	Head of Resuscitation and Simulation	
Pay Band:	Band 2	

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 summary

An exciting opportunity has arisen for an assistant administrator at the Resuscitation Training Department at Queen Alexandra Hospital. You will be required to provide clerical support to the Resuscitation Administration Manager and the wider members of the resuscitation training department.

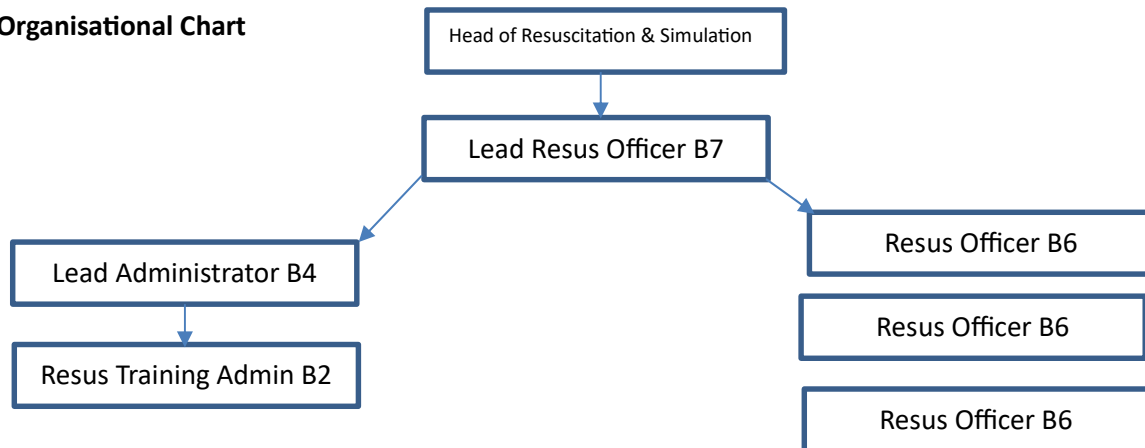
You will have a responsible and friendly approach, have excellent interpersonal skills and must be able to work as part of a team. A high level of organisational skills is required to correlate data specific to each training course. Keyboard skills and an excellent telephone manner are also essential.

Specific Core Functions & Key Responsibilities

- Support the co-ordination and administration of courses and programmes delivered to staff and students to ensure timely updating of staff records. This includes sending reminder text messages to course delegates.
- Recording of staff training with ESR following successful completion of programmes supported by the Resuscitation Training department.
- Updating and maintaining the Resuscitation Training department intranet site.
- Assist with the creation of external learning accounts on the Resuscitation Council UK (RCUK) website to enable all learners to access eLearning.
- Assist with pre and post course administration to ensure accurate record keeping.
- Raise electronic requisition orders for stationary items, receipting appropriately when the goods arrive and chasing up outstanding orders with the suppliers.
- Undertake photocopying, printing, laminating, and shredding as required.
- Collect and distribute mail daily and follow up as necessary.

- Support the Resuscitation Administration Manager in the coordination of advanced resuscitation courses where required.
- Always ensure the delivery of excellent customer service by maintaining good levels of communication and confidentiality.

Organisational Chart



Communication and Working Relationships

- Good communication and interpersonal skills, including:
 - dealing with telephone queries or answer machine messages,
 - communicating and interactions with learners, faculty members from multiple disciplines, & trainers
 - dealing with course enquiries and booking processes
 - communicating verbally and in writing/ through emails
- Strong customer service skills

Analytical and Judgement

- Ability to problem solve issues such as bookings onto courses, paying course fees, responding to queries and complaints, escalating issues when necessary to senior administrator or resuscitation officers.

Planning and organising

- Able to work independently and recognise the importance of teamwork.
- With support from senior administrator, plan and organise of courses on ESR or Resuscitation Council UK Learning Management System
- To manage own workload independently and escalate to senior administrator when needed.
- Undertake photocopying and printing of registers, course programmes and correspondence.

Physical Skills

- Previous experience working in an office environment is essential including using a computer for long period of time, lifting & sorting files and paperwork, handling course manuals & post, and delivery of resuscitation training equipment.
- Working standard office hours, Monday to Friday, with the flexibility for change of working pattern during advanced courses, where earlier and later starts are required.

Mental Effort

- Frequent concentration is essential, such as updating records on ESR, spreadsheets and on learning management systems for the Resuscitation Council.

Emotional Effort

- Potential exposure to patient information in relation to cardiac arrest data or safety learning events that will involve the resuscitation training department such as educational activities.

Working Conditions

- Working in shared office with other administration staff, in external hospital building with ramp access and lift, shared toilet and kitchen facilities

Policy/ Service Development

- To support in the delivery of high-quality resuscitation education against the Resuscitation Council UK operating procedures, and trust policy through the administration of resuscitation training for staff at Portsmouth Hospitals and external learners for advanced courses.

Financial and Physical Resources

- With support from senior administrator, taking payment for advanced courses using on-line payments, sharing payment details, to support with booking process.
- With support from senior administrator, order catering for advanced courses through EQUANS

Information Resources

- Essential computer literacy and keyboard skills including the use of Microsoft Office and other operating systems such as spreadsheets.
- Essential correspondence with learners and faculty through emails
- Answering telephone enquiries or answer machine messages, escalating to the resuscitation officers or resuscitation matron when required

Freedom to Act

- Is able to use initiative with standard operating procedures and provide advice in relation to resuscitation training and escalate when needed.

Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
Qualifications	GCSE pass in Maths and English		
Experience		Previous experience working within the NHS is desirable	
Knowledge	Computer literacy and keyboard skills including the use of Microsoft Office. Efficient with good organisational skills and the ability to prioritise workload. Ability to achieve high levels of accuracy whilst ensuring deadlines are met. Ability to liaise with staff at all levels.		

Freedom to Act

- The post holder is guided by precedent and clearly defined occupational policies, protocols, procedures or codes of conduct. Work is managed, rather than supervised, and results/outcomes are assessed at agreed intervals.

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 continuously on most days.

Compliance statement to expected organisational standards:

To comply with all Trust Policies and Procedure, regarding:

- 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.
- Always Comply with key clinical care policies and protocols for prevention and control of infection; 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 regarding 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 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 adult's 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 everyday 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.