

SINGLE CORPORATE SERVICES

Temporary Staffing

Job title:	Temporary Staffing Administrator	To be completed by HR <i>Job Reference Number</i>
Reporting to:	Temporary Staffing Officer	
Accountable to:	Head of People Services	
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.

Job purpose

Provide a comprehensive temporary resourcing service to the organisation ensuring the timely and accurate administration of all temporary resourcing requirements, including the maintenance of all appropriate systems.

Job summary

- To provide a full temporary resourcing administration and advisory service to managers across the organisation.
- Ensure the timely and accurate management of all temporary staffing requests
- To provide a full recruitment process for all staff groups for temporary staffing.

Specific Core Functions

- Liaise with relevant line managers to ensure that all necessary documentation has been received in relation to any temporary staffing campaign.
- Provide advice and guidance to managers and applicants in all aspects of the temporary recruitment process in line with the agreed policies and procedures.
- Contact doctors with induction information and organise personal files/induction packs.
- Provide support to the Senior Resourcing Officer in the administration of all temporary resourcing activities.
- To respond to staff or manager enquiries by e-mail or phone, prioritise correspondence, e-mails and enquiries/queries.
- To compose and produce general correspondence and reports, as directed, ensuring presentation and lay out of documents conforms to the Trusts corporate image.
- Deal effectively with payroll related queries from temporary workers.
- Answer all incoming calls to the temporary resourcing team in a timely, polite and professional manner.

- Ensuring external and internal problems/complaints, including flexible worker performance issues are handled appropriately and politely, referring onto the Team Leader / Temporary Staffing Manager as appropriate.
- To ensure that appropriate information regarding hospital living accommodation is made available to all temporary staff and new appointments.
- Review temporary recruitment paperwork for compliance with relevant legislation e.g. equality and provide advice and guidance to managers on necessary changes, escalating as appropriate.
- Work to achieve deadlines for temporary recruitment and requests with managers being mindful of capacity of department to support ID and right to work checking.
- Provide advice on terms and conditions of temporary resourcing. e.g. NHSi Agency Controls and Procurement.
- Produce appointment letters and temporary agreements in accordance with agreed and statutory timescales.
- Responsible for ensuring the scheduling of all mandatory training for all bank workers.
- Administer the end to end recruitment process, including ensuring that all pre-employment checks are completed prior to a candidate commencing employment.
- Keep up to date with changes to the authorised signatory list to ensure the appropriate approval of contractual change documentation.
- Ensure that paperwork has been correctly authorised and that omissions and inaccuracies are corrected by the appropriate manager before input is carried out.

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 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. 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.
- The post holder will be responsible for the safe use of equipment other than equipment which they personally use.

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

- The post holder is guided by standard operating procedures (SOPs), good practice, established precedents and understands what results or standards are to be achieved. Someone is generally available for reference and work may be checked on a sample/random basis.

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.
- 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	How criteria will be assessed
Qualifications	NVQ Level 3 in Business Administration or equivalent experience		
Experience	<p>Experience of working in a busy office environment.</p> <p>Experience of effectively using paper and electronic filing systems.</p> <p>Experience of inputting data into personnel/payroll or other similar systems and use of Microsoft office</p>		
Knowledge	<p>High standard of computer literacy with good keyboard skills.</p> <p>Ability to communicate effectively by telephone, particularly in giving instruction on the use of systems.</p> <p>Ability to communicate effectively in person, dealing with callers to the department who may be distressed and / or upset.</p> <p>Ability to communicate effectively in writing</p>		

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.