

SINGLE CORPORATE SERVICES

FACILITIES SERVICES

Job title:	Administrative Assistant (IWT)	To be completed by HR <i>Job Reference Number</i>
Reporting to:	Facilities – Portering, Waste & Car Parking Manager	
Accountable to:	Head of Facilities	
Pay Band:	Band 2	

As part of the Single Corporate Service, this role is a designated site-based role however the post holder will be part of the Corporate Service team which 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.

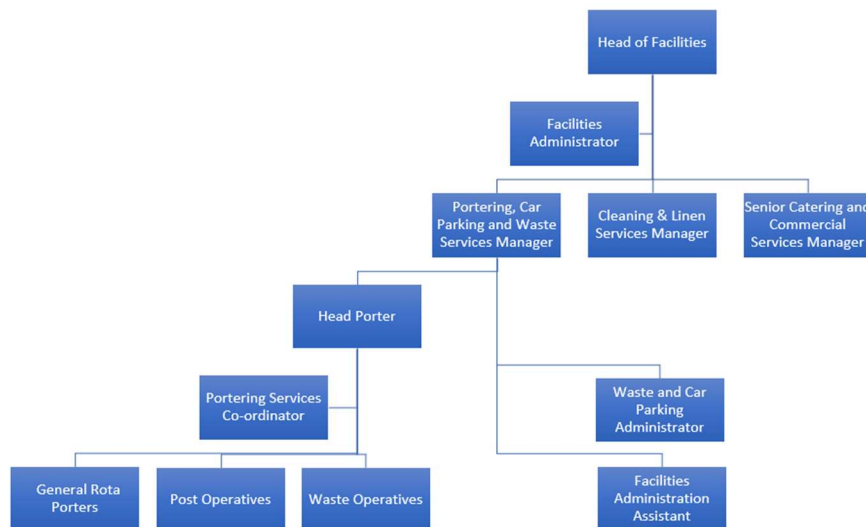
Job purpose

Work as a member of the Facilities Services team predominately supporting the processing of ID badges for the Isle of Wight NHS Trust and to provide effective clerical and general administration support to Facilities Services.

Job summary

To provide comprehensive administrative support to the Facilities Services Team. 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.

Organisational Chart



Specific Core Functions

The primary purpose of this role is to provide administrative support in processing Isle of Wight NHS Trust ID badges and access requests. However, as part of an integrated Facilities Services administration team, the post holder will be expected to acquire and maintain knowledge of wider Facilities administration activities and provide support when required to meet service needs.

Act as a first point of contact, communicating with all persons in a professional, polite, and respectful manner, in accordance with local and Trust policy.

Be responsible for incoming calls and emails to the service, prioritising and dealing with enquiries, taking detailed messages, and responding or referring to the relevant team in a timely manner.

Identify and use the most effective means of communication appropriate to the situation and for the individuals involved. There may be barriers to understanding for example anxious colleagues, cultural differences, language, or communication difficulties.

To accurately record and maintain all staff ID badge requests, ensuring that requests are logged appropriately and can be easily retrieved for auditing, monitoring and reporting purposes. This includes checking that the required information has been provided, updating records as requests progress, and ensuring that all relevant procedures are followed.

To maintain accurate and up-to-date records within the staff ID badge system, ensuring that information is entered correctly and updated promptly when changes occur. This will include regularly reviewing and cleansing the database to identify and correct inaccurate, duplicate, or outdated information, ensuring that records remain reliable and fit for purpose

To act as the first point of contact for visitors to the department, providing a welcoming, professional and helpful service. This will include identifying visitors' needs, provide appropriate

information and signposting or direct them to the relevant department or member of staff as necessary.

Provide support with other ad hoc administrative duties as required, contributing to the smooth, efficient and effective operation of the department.

Contribute to the continuous improvement of departmental processes through the sharing of information, knowledge, and best practice across the Facilities Department.

Key Responsibilities

Communication and Working Relationships

- The post holder will be providing and receiving routine information orally to assist in undertaking own job. Communication is mainly with work colleagues.

Analytical and Judgement

- Judgements involving straightforward job-related facts or situations.

Planning and organising

- The post holder organises own day-to-day work tasks or activities.

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 records personally generated information.

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

- General awareness and sensory attention; normal care and attention; an occasional requirement for concentration where the work pattern is predictable with few competing demands for attention.

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	How criteria will be assessed
Qualifications	• GCSE's (or equivalent) - English essential	• BTec/NVQ Level 2 Business Administration (or equivalent)	A/I
Experience	• Evidence of previous experience of working in a customer services environment		I
Knowledge	• IT skills (Microsoft Office suite of products, including Word and Excel) • Excellent verbal and written communication skills • Customer/personal awareness (social intelligence skills) • Organisational skills • Ability to multitask and able to work accurately under pressure within timeframes • Attention to detail		I/T

	• Ability to maintain confidentiality		
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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 times; 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 training) 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

UK GDPR and Data Protection Act 2018, 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.