SINGLE CORPORATE SERVICES

JOB DESCRIPTION

Job title:	Business Administration Manager	***To be completed by HR - Job Reference Number:***
Reporting to:	Head of Business and Finance (LEaD)	
Accountable to:	Head of Business and Finance (LEaD)	
Pay Band:	Band 7	

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

The department is responsible for ensuring the delivery of excellent learning and development opportunities for all staff groups at all stages of their career within the NHS. It works in partnership with organisation such as Health Education England, NHS England/Improvement, Higher Education Institutions and training providers in delivering its remit.

The Business Administration Manager is a key role within the Learning and Development Department, responsible for day-to-day management of the administrative function, ensuring the delivery of an excellent customer focussed service for all stakeholders, internal and external.

The post covers a broad range of administration activities including, but not limited to, line management, SBS (finance) activity, trainee doctor relocation expenses, management of discreet projects [Quality Mark, Apprenticeships (non -clinical) Datix reports, ALERT group, Fire Warden, Info Gov rep.

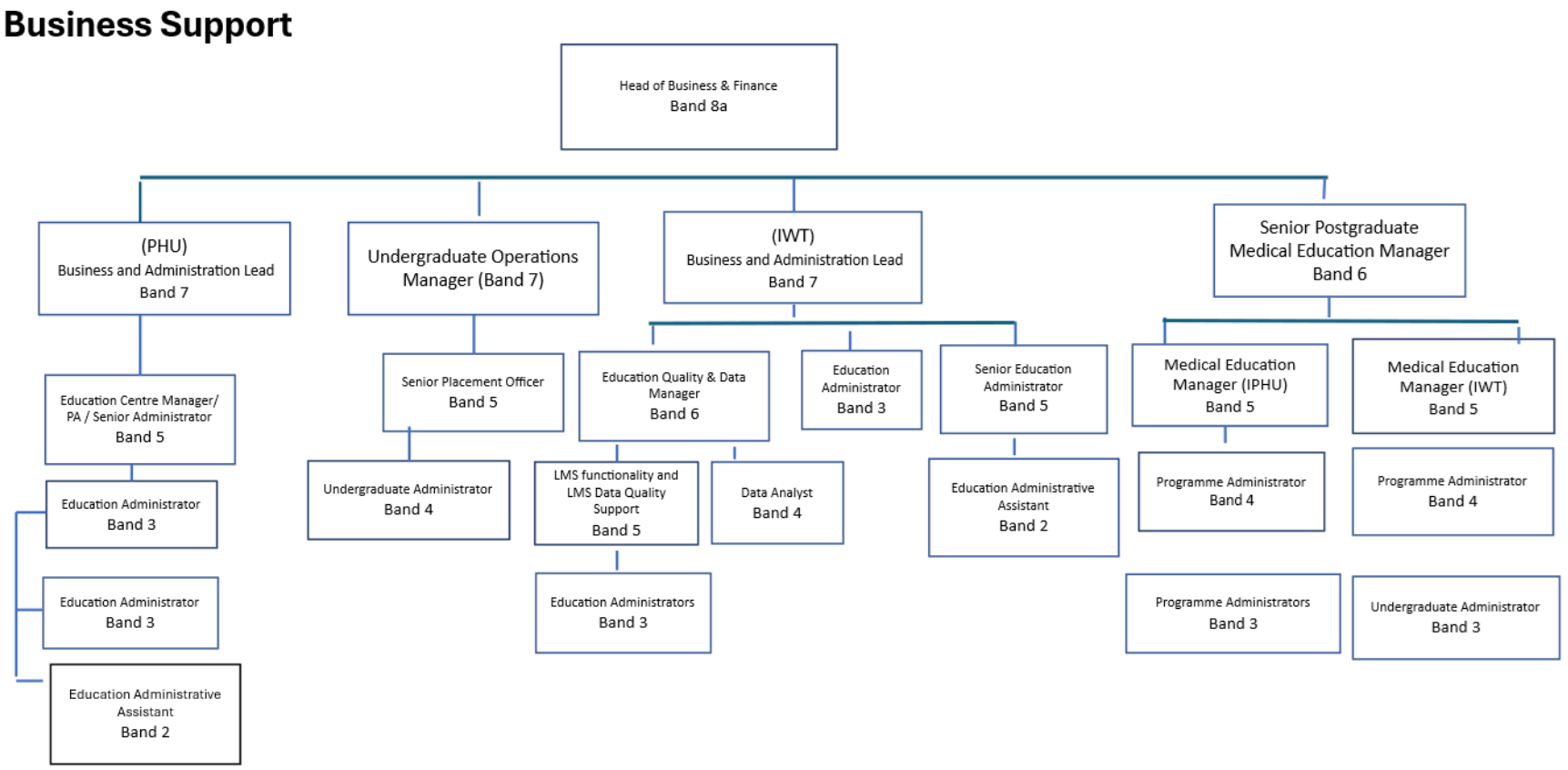
The post holder will be expected to act autonomously ensuring that daily tasks and ongoing workloads are prioritised and completed in agreed timeframes.

This post requires someone with initiative, a calm and professional manner and a high standard of administrative and communication skills.

Job Statement

This Business Administration Manager is a key post within the Learning and Development Department. In conjunction with the Head of Business Management (Education) the postholder will support the department to deliver initiatives and programmes of work to ensure the strategic objectives of the Team are met. Critical to this is ensuring an effective governance structure within the Team and support in monitoring key performance indicators.

Organisational Chart



Key Responsibilities

Operational Delivery

- Provide a business and administration support service to the Head of Business Management (Education).
- Lead and manage the smooth running of the Education Centre ensuring effective use of teaching resources.
- Lead the administration team in the delivery of an excellent, customer focused service. To include the organisation of the team to utilise their strengths and attributes to maximum effect, achieving department objectives whilst ensuring flexibility to meet changing and conflicting demands.
- Liaise with Professional Education Team to ensure provision of effective administrative support.
- Make decisions on day-to-day support required for the successful delivery of the administration function for the department.
- Manage the day-to-day operational issues within the office in conjunction with the administration team.
- Co-ordinate and ensure effective support for Essential Skills Training. Establish and lead an operational essential skills group, taking recommendations to Education Governance. Develop and implement communication plans for the organisation wide dissemination of information relating to Essential Skills.
- Respond to queries from staff and managers in relation to Essential Skills Compliance and work with team members to resolve any issues.
- Provide point of contact for queries and issues around the Trust Learning Management System, raising service requests with the provider when required. Contribute to discussions with LMS provider in relation to potential enhancements and updates when required.
- Respond to queries that may not be straightforward, refer on as appropriate (escalating where necessary) ensuring that information is passed on accurately to relevant parties in a timely manner.
- Manage and develop the implementation of effective office systems, control processes and risk management arrangements.
- Participate / Chair meetings with senior and administrative staff.
- Responsibility for the management and leadership of the administration team including recruitment, induction, performance management and training. (9.3 WTE)

Service Development and Project Management

- Contribute to business planning and strategy development and direction for the Department.
- Support Learning and Development Department projects and lead on implementation of new processes that impact on the administration function.
- Plan, develop and maintain a strategic direction on specific projects.
- Lead on submission and update of the Trust's application for Skills for Health Quality Mark (annual exercise)

Communication and Partnership Working

- Provide a conduit for communicating with internal and external stakeholders such as Health Education England and Higher Education Institutions/training providers, ensuring timely response to requests for information.
- Take a leading role in facilitating effective staff engagement and communication across the administrative function, including team meetings and team building events. Lead on internal communications for the Department.
- Support development of communications and briefings from the Department to the wider organisation, e.g. newsletters, bulletins, digital communications.
- Receive, manage and communicate highly complex and sensitive information to members of staff in the Department.
- Manage, motivate, persuade and influence multiple stakeholders and partners to ensure timely completion of work across the partnerships.

Financial Responsibilities

- Responsible for the management of the Learning and Development Department Budget.
- In partnership with Education Team and Finance ensure that the Developing Costs for Education submission is completed/updated to reflect changes in education/placement provision.
- Manage the relocation expenses for doctors in training, ensuring HEE (Health Education England) guidelines are applied, liaising with HEE where required to ensure consistency across the Deanery. Communicating decisions regarding eligibility to trainees. Ensure that trainees are reimbursed in a timely manner and all costs reclaimed from HEE. (circa £180k)
- Approval of study leave reimbursement for doctors in training, ensuring HEE guidelines are applied. (circa £150k)
- Ensuring timely raising of invoices to external organisations and responding to queries from customers in relation to outstanding payments for orders.
- Monitor office and project resource utilisation and expenditures when required.

Information Management

- Development of databases and management of information to support any required returns that report into trust corporate financial and managerial systems, e.g. risk register.
- Collate and compile audit data for internal and external organisations as required.
- Ensure the department adheres to GDPR and Data security requirements.
- Ensure department's information governance reporting tools are maintained and accurate
- Represent the Department on Trust Information Governance Committees as required.

Communication and Working Relationships

Develop effective relationships with internal teams, Health Education England, Higher Education Institutions, training providers and Trust stakeholders. Lead communication activities and respond to complex enquiries.

Analytical and Judgement

Analyse operational, financial and performance information; resolve complex enquiries; make autonomous decisions within broad guidelines; identify and manage risks.

Planning and organising

Manage competing priorities, projects, workforce activities and departmental objectives. Coordinate education programmes, meetings and reporting requirements.

Physical Skills

Standard keyboard, IT and office skills with advanced use of Microsoft Office applications.

Patient Client Care

Indirect contribution through supporting learning and development services that improve workforce capability and patient care.

Policy and Service Development

Contribute to business planning, service improvement, implementation of new processes and annual Skills for Health Quality Mark submissions.

Financial Management

Manage Learning and Development budgets; oversee education-related reimbursements and invoicing; monitor expenditure and resource utilisation.

Management/Leadership

Line management of administrative staff including recruitment, induction, performance management, training and staff engagement.

Information Resources

Maintain databases, audit information, risk registers and information governance systems ensuring GDPR compliance**.**

Research and development

Support audits, data collection, continuous improvement and organisational reporting.

Person Specification

Criteria	Essential	Desirable	*How criteria will be assessed*
Qualifications	• Educated to Masters level or equivalent experience • Management qualifications • Evidence of continuing professional development		**CV**
Experience	• Operational support/administration function management experience • Line/Performance Management Experience • Demonstrable success in delivering change and improved performance in accordance with strategic priorities and objectives • Experience of dealing with complex queries		
Knowledge	• Strong general management skills in communication, team working and negotiation • Ability to 'multi-task', managing own workload and that of others, often with conflicting pressures, without supervision and within specified timescales. • Think and plan strategically, tactically and creatively, and to prioritise significant workloads in the face of competing demands • Ability to problem solve independently within broad guidelines • Advanced knowledge of Microsoft Office software applications (Word, Excel, Power point, Outlook etc.). • Excellent administrative skills, including ability to construct clear, grammatically correct letters and reports, at high standard of presentation. • Highly developed organisational skills with exceptional attention to detail. • Ability to adapt to change and to develop services and systems to meet changing needs. • Skills for communication on complex information and administrative matters,		

	requiring developed interpersonal and oral/ written communication skills. • Ability to pull together comprehensive draft reports, data and letters. • Negotiating, networking and persuasive skills. • Excellent time management skills with the ability to re-prioritise. • Project management skills.		

Freedom to Act

The post holder works autonomously within broad occupational policies and organisational objectives, exercising significant discretion in the management of operational and administrative services. The role is managed through agreed objectives and performance outcomes rather than direct supervision.

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

Frequent concentration required for analysing information, producing reports, managing financial processes and coordinating departmental activities. Work is often unpredictable, with frequent interruptions and conflicting demands requiring continual reprioritisation. High levels of accuracy and attention to detail are required when dealing with financial information, performance data, governance requirements and workforce matters.

Emotional Effort

Occasional exposure to emotionally demanding situations arising from staff management issues, organisational change, difficult conversations and the handling of sensitive or confidential information. Requires resilience, diplomacy and professionalism when supporting staff and stakeholder

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.