

Job Title:	Admin Service Lead
Reports to (job title):	Deborah Rowe
Line Manager to:	Administrators

Job purpose

To support the senior leadership team in Slough by ensuring smooth and efficient operations within the administrative workforce, overseeing daily operations and managing local team.

Key responsibilities

- Deliver effective coordination and administration support across Slough Child and Family Wellbeing and it's senior leadership team.
- Manage a team of multiskilled administration colleagues across the service ensuring excellent support is provided to families while meeting service needs.
- To ensure accurate UpToDate electronic records to include but not limited to asset records, procurement logs, training spreadsheets
- Develop highly collaborative relationships with a wide range of key stakeholders to deliver your role and the agreed objectives of your roles
- To promote quality improvement across all areas of your work, including auditing linked to area of expertise.
- General clinical systems maintenance; ensuring quality of confidential records in line with HCRG's Clinical Systems policies
- Support administrative function across service, ensuring efficient operations, and supporting both patients and staff, whilst contributing to potential service development.
- To support the recruitment process and onboarding of Slough Child and Family Wellbeing Staff, eg arrangng interview dates and ordering equipment etc.
- Identify new ways of working that may create efficiencies across the team.
- To assist with meeting preparation, room bookings, verifying attendance, providing hospitality, setting up presentations and producing agenda's and minutes for meetings
- Conduct in-depth data analysis/ drilling on required basis to support service reporting functions and operational decision making; including but not limited to NCMP uploads and KPI data.
- Complete all line management duties in line with relevant HCRG policies.

Our values

Our values are our moral compass and core underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there is only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none">• Inspire• Understand• Communicate	<ul style="list-style-type: none">• Challenge• Improve• Learn	<ul style="list-style-type: none">• Accountability• Involve• Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets

- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on Datix Incidents or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy, and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

- Educated to level 5
- At least 3 years relevant experience
- Evidence of CPD in change management.
- Excellent communication skills, written and verbal, with ability to demonstrate fluency, clarity and effectiveness.
- Excellent organisational skills
- High standards of written presentation
- Excellent interpersonal skills
- Ability to prioritise and organise work effectively
- Able to work to deadlines.
- Excellent time management
- Experience of successfully managing individual staff performance
- Experience of managing a number of priorities and work streams to within well-defined timelines
- Expert user of the Microsoft Office tools
- Self-motivated
- Able to work alone or as part of a team
- Sound decision making skills
- Customer orientated.
- Discretion and tact
- Ability to achieve tight deadlines
- Able to cope under pressure
- Able to act independently on own initiative and use own judgement within agreed boundaries
- Attention to detail with a thorough and systematic approach to tasks and high standards of accuracy
- Commitment to keep up to date with developments in own specialist area and to ensure that work reflects current knowledge

Job Description

- Willingness to learn and develop further in key areas of the job
- Commitment to health and safety policies and procedures
- An understanding and commitment to equality and diversity
- Polite, professional and friendly approach to work
- Enthusiastic and motivated
- Ability to demonstrate discretion and diplomacy

Desirable

- Change management
- Clinical systems TTT

Employee signature

Manager signature
