

Job Title:	Business Support Team Leader
Reports to (job title):	Locality Business Support Manager
Line Manager to:	Administrative Staff

Job purpose

To provide day to day line management of a team of up to 8 administrative staff, dealing with all management issues such as workload, performance, absence, annual leave, appraisals and any other HR issue which may arise.

The role will cover the whole of Wiltshire Children's Community Health Services within the specified locality, overseeing all administrative functions and ensuring that the Business Support teams are working effectively.

In addition to line management responsibilities, the postholder will have an administrative workload and will also provide cover within the Business Support team as required.

The Business Support function provides secretarial, administrative and organisational support across the full range of office and service activities, including the smooth running of the office, reception and front of house duties and secretarial/administrative support to a range of frontline clinicians & managers.

SPA Team function complete appointments for Clinicians. Respond and process incoming calls from Service Users. Patient data entry to Organisational systems. Support and gather information around referrals into Wiltshire Community Children's Health Services. Manage SPA (Single Point of Access) emails. Working with Waiting Lists and Pathways for all Services.

Key responsibilities

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role:

Communication

Communicate effectively with a wide range of internal and external stakeholders, demonstrating clarity, sensitivity, diplomacy and confidentiality.

Develop and maintain effective working relationships with colleagues within our organisation and within partner organisations. In particular, work with managers and senior practitioners to ensure that statutory and other timescales for tasks are achieved.

Action and administer appropriate communications, either verbal or written clearly and concisely to all relevant staff.

Advise managers and practitioners at all levels within the service area on queries and issues relating to IT systems, processes and procedures.

Attend and actively contribute to a range of meetings to represent the Business Support function as required.

Maintain effective communication with the Business Support Manager to ensure that tasks are prioritised and resourced effectively.

Ensure that high standards of customer service are provided by communicating effectively and appropriately with service users, colleagues, managers and a range of professionals from within and outside of the organisation. Provide role modelling, training and support to direct reports.

Analytical/Judgmental

The postholder is required to use his or her own judgement to make decisions about the most appropriate course of action in situations where there are a range of options available.

Handle general issues and escalate complex matters to a senior member of staff.

Ability to use initiative and take appropriate action in absence of Business Support Manager.

To maintain effective administrative systems and where appropriate develop them to increase effectiveness/productivity.

To carry out a range of administrative tasks and be able to provide cover for other team members as and when required.

Human Resources

Direct line management in line with the organisation's policies, including regular one-to-one meetings, supervision sessions, appraisals, allocation of work, induction and training and development.

Manage absence, conduct return to work interviews and absence monitoring meetings following organisational policies.

Provide support to the recruitment process within the Business Support service, including shortlisting, participation at interviews and assisting in the appointment process, as required by the Business Support Manager.

Provide administrative support to the recruitment process within other service areas as required.

Monitor annual leave requests for Business Support staff to ensure the continuous smooth running of the service.

Attend statutory and mandatory training as required, and ensure that direct reports do so.

Maintain a high standard of personal development.

Participate and contribute to supervision sessions with line manager.

Attend and contribute to Business Support team meetings.

Manage minute taking requests as required.

Health, Safety & Security

Adhere to the organisation's policies and procedures in relation to health and safety.

Assist in maintaining the health and safety of self and others.

Be proactive in identifying risks to health and safety and take appropriate action to resolve them, reporting to Business Support Manager or other manager as appropriate.

Policy and Service Improvement

Contribute to service development by making suggestions and expressing views about how systems and processes can be improved, and with the agreement of the Locality Business Support Manager, put these into effect.

Report suggestions made by service users and visitors to line manager.

Participate in service development projects/initiatives as requested by line manager.

Audit/Research & Development

Take responsibility for the collection of data required for audit purposes by the Locality Business Support Manager or other relevant manager.

Participate in audits relating to service area or own work as directed by line manager.

Supports feedback from service users by complying with the organisation's requirements (eg Friends & Family Test).

Quality

Maintain the quality of own work and support direct reports and colleagues to do the same.

Contribute to the improvement of quality in own service area by reporting and resolving issues and making suggestions for improvement to the Locality Business Support Manager.

Freedom to Act

Use own initiative to deal with non-routine tasks and situations in a timely and effective way.

Be proactive in highlighting areas of concern within the Business Support service and act accordingly (within the guidelines provided by the organisation and under the guidance of the Locality Business Support Manager).

Prioritise own workload on a day-to-day basis and ensure that the work of the team is prioritised appropriately.

Liaise with other team leaders to ensure maximum efficiency of staff resources.

Deal with routine and non-routine matters within the guidelines provided by line manager and escalate more complex issues to colleagues/managers as appropriate.

Equality, Diversity and rights

Act in ways which support and promote equality, and value diversity in own work.

Challenge bias, prejudice and intolerance if appropriate.

Planning and Organisational

Organise own day to day tasks and responsibilities and prioritise appropriately.

Ensure that direct reports have appropriate workload levels and that tasks and duties are prioritised appropriately.

Liaise with other Business Support Team Leaders to ensure that all service areas are adequately covered.

Manage annual leave and other planned absence within Business Support to ensure service provision at all times.

Resolve any identified gaps in service provision and escalate outstanding issues to Business Support Manager.

Organise meetings or other events as requested by line manager.

Patient Care

Provide non-clinical information (within the organisation's guidelines) to service users, colleagues and other professionals.

Responsibility for Financial and other Physical Resources

Support managers and practitioners with procuring/arranging services such as transport, accommodation, placements and meeting rooms.

Co-ordinate the sourcing, completion, processing and distribution of standard forms and documents.

Ensure that stationery and office/clinical supplies are monitored and ordered in a timely way.

Ensure that petty cash is administered efficiently on site and in line with the organisation's policies and procedures, complete petty cash returns and attend the bank as required.

Raise payments for services and goods provided as appropriate and within agreed limits.

Information Resources

Be proactive in ensuring the accuracy of data on the organisation's systems and databases and take appropriate action in case of concern or issue.

Accurate data input to key IT systems and databases. This will include scanning and attaching documents, creating patient records, updating personal information relating to service users, generating standard letters and discharging cases.

Ensure paper and/or electronic systems and kept up to date and accurate.

Diary management for specified clinicians as required.

Typing for practitioners if required.

Maintenance of filing systems including keeping filing accurate, up to date, archiving and adhering to file retention policies.

Operate and maintain a range of statutory, regulatory and corporate business processes and systems as required.

Operate and maintain effective administration systems to support managers and practitioners.

Photocopying and scanning.

Processing incoming and outgoing mail.

Provide training to new colleagues on a range of systems and databases and support colleagues with queries.

Participate in IT related projects and initiatives as required.

The postholder is required to work flexibly and provide cover for other Business Support colleagues as required to ensure that service priorities and workloads are maintained.

The postholder is required to undertake any additional duties as delegated by the Business Support Manager

Our values

Our values are our moral compass and core to our DNA. They 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's only three, but because they are unique to who we are. We care, we think, and we do.

Care

- Inspire
- Understand
- Communicate

Think

- Challenge
- Improve
- Learn

Do

- 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

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- 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 CIRIS 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

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

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

Qualifications

- Good general education e.g. GCSEs or equivalent.
- Relevant administrative or IT qualifications e.g. ECDL, RSA, NVQ etc.
- Qualification in supervisory or line management or relevant experience to NVQ 4 or equivalent level.

Knowledge & Skills

- Computer literate.
- Good working knowledge of Microsoft Office packages including Outlook, Word, Excel.
- Accurate and efficient IT and keyboard skills.
- Effective interpersonal, organisational and communication skills. Ability to communicate clearly with a wide variety of colleagues and service users, both verbally and in writing.
- Ability to work with discretion, sensitivity and maintain confidentiality.
- Good planning and organisational skills and ability to meet deadlines.
- Ability to prioritise and manage workload within a busy environment.
- Ability to work as part of a team.
- Ability to support and advise lower banded staff.
- Ability to delegate tasks and responsive attitude to delegation of tasks.
- Punctual, cheerful, reliable and dependable.

Experience

- Clerical, administrative or reception experience (minimum 3 years months).
- Experience in line management of administrative staff.
- Experience within a customer care, healthcare, education or social care setting.

Personal Attributes (demonstrable)

- Reliable
- Flexible
- Able to contribute to the changing demands of the service.
- Willing to undertake training relevant to the post.
- Ability to work within a team.
- Demonstrates a diplomatic caring attitude.
- Maintains confidentiality.
- Assertive.
- Uses own initiative in an appropriate way.
- Has confidence in self.
- Able to manage difficult conversations

Desirable

- NVQ level 4 Business Administration or equivalent experience.
- Qualification in supervisory or line management or relevant experience.
- Good knowledge of a wide range of office procedures.
- Ability to support and advise lower banded staff
- Minute taking skills or experience.
- Experience of supervision of staff.
- Experience of HR processes.
- Demonstrates the ability to effectively line manage administrative staff.
- Experience of dealing with difficult HR/staffing issues.
- Interested/enthusiastic about working within our services.

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Other requirements:

- Willing to travel to work at other sites to cover absences, for training etc.
- Smart appearance.
- Demonstrates a positive commitment to upholding the organisation's equality and diversity policies.

Employee signature

Manager signature
