

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

Job purpose

To provide day to day line management of a team of 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 Surrey 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 for the day-to-day work of the Business Support and SPA Teams, the postholder will have an administrative workload and will also provide cover within the Business Support team as required.

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

Base

The role will be based in the Surrey office Hub , with some flexibility for home working.

This post is responsible for

- To communicate effectively with a wide range of internal and external stakeholders, demonstrating clarity, sensitivity, diplomacy and confidentiality.
- To work with managers and senior practitioners to ensure that statutory and other timescales for tasks are achieved.
- To action and administer appropriate communications, either verbal or written clearly and concisely to all relevant staff.

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- To attend and actively contribute to a range of meetings to represent the Business Support function as required.
- The post holder will 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 and escalate more complex issues to colleagues/managers as appropriate.
- To provide direct line management in line with the organisation's policies, including regular one-to-one meetings, supervision sessions, management of absence, appraisals, allocation of work, induction and training / development.
- To 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.
- To contribute to service development by making suggestions and expressing views about how systems and processes can be improved, and with the agreement of the Business Support Manager, put these into effect.
- To prioritise own workload on a day-to-day basis and ensure that the work of the team is prioritised appropriately.
- To carry out a range of administrative tasks including 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.
- The post holder is required to undertake any additional duties as delegated by their line 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	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 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.

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.

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.

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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 to at least GCSE level or equivalent, including Maths and English.
- Qualification in supervisory or line management / relevant experience to NVQ 4 or equivalent level.

Work Experience

- Administrative experience in a busy, customer facing environment.
- Line management experience.

Knowledge and Skills

- Excellent planning and organisational skills and ability to meet deadlines.
- Accurate and efficient keyboard skills.
- High levels of computer literacy – to include a good working knowledge of Microsoft Office packages including Outlook, Word, Excel.
- Ability to work as part of a team.
- Effective interpersonal and communication skills, both verbal and written.
- Ability to work with discretion, sensitivity and maintain confidentiality.
- Ability to prioritise and manage own workload and that of the team, in a busy environment.
- Experience of HR processes.

Desirable

Work Experience

- Previous health or social care experience

Knowledge

- Understanding of medical terminology
- Knowledge of clinical systems or databases

Other requirements:

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There may be a requirement to travel to another Surrey base for training

Employee signature

Manager signature
