

Job Title:	Business Unit Administration Assistant – Essex (BU14)
Reports to (job title):	Business Unit Administrator
Line Manager to:	N/A

Job purpose

As part of the administrative team for Essex, to support the Business Administrator in ensuring the smooth running of the administrative functions for the wider Business Unit. The Business Unit Services include Operations, Quality and Service Improvement.

Base

This role is currently based in Seax House, Chelmsford. However, there is flexibility in the frequency of on-site requirement due to fluctuation of needs and demands of the service.

This post is responsible for

Supporting the Business Unit Administrator in administrative functions and organisational support to ensure the day to day running of the business and operations.

Key responsibilities:

- To provide comprehensive administration support to the Business Unit Head and Business Unit Administrator, as well as support to the wider Senior Management Team as required.
- The post holder under the direction of the Business Unit Administrator will be required to support areas including management and updating of Standard Operating Procedures (SoPs) and policies; maintenance of Smartsheets including maintaining document trackers and attainment of competencies.
- Monitoring and management of the SMT Admin inbox.
- To provide administrative support for meetings including organising meeting dates, agenda setting, collating meeting papers, minute taking/recording of actions and informing colleagues of their follow-up action points under the direction of the Business Unit Administrator.

- To support the Business Unit Administrator to act as an initial point of contact within the Senior Management Team, dealing with telephone calls, e-mails and messages, some of which are complex, or contain sensitive information.
- To support the planning and organising of workshops, training and events.
- To maintain both manual and electronic records, including confidential records, filing documents accurately, and archiving files in accordance with HCRG Care Group policies using MS Teams, HCRG Care Group intranet site, SmartSheet and S: in support of the changing requirements.
- Under the direction of the Business Unit Administrator, collate information for monthly and quarterly reports, ensuring all reports are agreed and submitted on time.
- Deputise for Business Unit Administrator during periods of leave or sickness.
- To develop and maintain good working relationships with other teams within Essex BU14 services, operational departments and outside agencies.
- To promote quality improvement across all areas of work.
- To ensure that the skills and expertise required for the post are maintained and enhanced by continuing education. To work with the Business Unit Administrator at 1:1's and appraisals to identify learning needs and take part in appropriate training as required. This will include ensuring that all mandatory training compliance is up to date.
- To support the Business Resources Team, as required.
- This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role: Additional tasks required from time to time will be consistent with the responsibilities of the role

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

Think

- Challenge

Do

- Accountability

care·think·do

WE CHANGE LIVES BY TRANSFORMING HEALTH AND CARE

Job Description

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|--|---|--|
| <ul style="list-style-type: none">• Understand• Communicate | <ul style="list-style-type: none">• Improve• Learn | <ul style="list-style-type: none">• 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 1998 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.

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 with 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

- GCSE English and Maths, minimum of Grade C/4 and above, or equivalent qualification
- Excellent communication and interpersonal skills, both verbally and written, to all levels both internally and externally
- Effectively prioritises and coordinates own work alongside work of others
- Standard keyboard skills
- Ability to use Microsoft Office packages
- Work flexibly as part of a proactive team
- Excellent time management skills
- Good organisational and planning skills
- Understanding of good customer care
- Self-motivated
- Good attention to detail
- Ability to remain calm in a busy environment
- Reliable

Desirable

- Previous administration experience
- NVQ 3 or equivalent experience
- Experience of working within Children's Services or in an NHS environment
- Understanding of safeguarding principles
- Experience of dealing with sensitive issues
- Experience of creating and using databases

Other requirements

- The role may require travelling to other sites so a full, clean driving license and access to a vehicle is required.

Job Description

Employee signature

Manager signature
