

Job Title:	Admin Manager
Reports to (job title):	Head of Service – West Essex
Line Manager to:	ICB SPOC and Medical Secretary Teams

Job purpose

The post holder will be responsible for the line management of the Administration team and Medical Secretaries who support the running of the ECFWS Specialist Services.

This role is to ensure the smooth running of the service in relation to its administration functions which focuses of the SPOC (single point of contact), reporting and business resource needs.

The appointed person will need careful monitoring of workloads, ensuring activity targets are met and that consistency of best practice across the service is adhere to. This colleague will be responsible for any change processes launched with a specific function, supporting the respective service administration leads to achieve set out objectives.

Base (although ability to travel across West Essex when required)

Child Development Centre

Minton Lane

Harlow CM17 9TG

Key responsibilities

Colleague management:

1. Manage the day-to-day running of the service's senior administrator and Medical Secretaries, supporting administrative colleagues and resolving any issues that arise. This will include the authorising of annual leave and expense claims.
2. Monitor the staff workloads and allocate work according to staffing levels and adjust these during periods of sickness or unexpected changes in workload.
3. Manage administrative staff sickness in line with respective organisation people policies, undertaking return to work interviews. To liaise with people team, where appropriate, in issues of

sickness and phased returns to work. Ensuring accurate records are kept on itrent

4. To be responsible for the recruitment of vacant posts when deemed necessary to replace, devising adverts and job descriptions, short-listing, interviewing, and taking up references, chairing the interview panel and advising the senior management team on the staff to be appointed.
5. Undertake appraisals with the administration leads formulating PDP plans, including the identification of training needs and to provide opportunities for these colleagues to undergo relevant training.
6. Ensuring that all administrative colleagues comply with the requirements for mandatory training.

Developing the service and managing consistency

1. Initiate and participate in the development of procedures and SOPs affecting the administration workforce. Implement changes to practice/protocols which demonstrate best practice.
2. To follow the governance structure agreed by the SMT to ensure any changing will not impede on the wider workforce and are only implemented to improve efficiencies.
3. Work closely with the Senior Administrator to update with wider SMT on progress within the admin hub.
4. Advice the SMT on what best practice looks like, and what initiatives can be launched to create efficiencies.

Operational Management:

1. To be responsible for the day-to-day oversight of each admin function.
2. To develop and maintain any monitoring databases that may be implemented to ensure outcome measures / KPIs are met.

3. To develop and maintain any monitoring databases that may be implemented to there is a consistent approach within the business resource function ie: ordering of supplies, calibration of scales etc.
4. To be the escalation point of contact for issues that may arise within each function.
5. To ensure that the appropriate arrangements are made to investigate and respond to all complaints concerning the administrative function and update the senior management team.
6. Carry out performance review on a quarterly basis to ensure the admin hub is working as efficiently as possible, benefits for the integration have been achieved and the current workforce can manage the demand of activities required within each function.
7. Contribute to the monthly business management meeting, updating the SMT with relevant updates via the contract and performance manager.
8. Support the finance team with potential budget holding in respect of the pay and non-pay budget to ensure the best use of resources. To act as an authorised signatory for travel allowances, bank staff, overtime and time bank sheets for the reporting functional leads.

Proposed job plan

Roles and responsibilities to be covered flexibly throughout the week, according to need.

Outline of Provisional Job Schedule:

Details to be confirmed with 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

- | | |
|--------------------------|----------------|
| • Inspire • Challenge • | Accountability |
| • Understand • Improve • | Involve |
| • Communicate • Learn • | 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/DATIX 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

- Experience of working in a Programme/Project Management environment
- Degree Level qualifications or equivalent demonstratable level of experience.
- Demonstratable SystemOne Experience – Including reports.
- Able to visit multiple sites and other organisations / attend conferences & meetings.
- Able to work flexibly and outside normal working hours if required.
- Understanding of NHS key targets and strategies
- Flexible
- Reliable
- Committed and able to work at pace
- Supportive team member

Desirable

- Experience of working in an NHS environment
- Good knowledge of West Essex Specialist Services
- Complaints Management
- Experience of investigating Datix
- Experience of Imail
- Experience of Redcentric Phone System
- Experience with Procurement

Other requirements:

Car driver with own car insured for business use.

Employee signature

Manager signature
