Job Title:	Governance Support Administrator
Reports to (job title):	Business Unit Governance Co-ordinator
Line Manager to:	This post does not have line management responsibilities

Job purpose

The post will be part of a business support function and has a key role in providing support with secretarial, administrative and organisational to support to Care Effectiveness Team.

This post will be key to support governance and assurance processes within the Business Unit.

Base

Based at Technology House, Unit 10, High Post Business Park, Salisbury

Key responsibilities

Communication

- To provide support in the coordination of key governance reports and presentations, along with the maintenance of logs and registers within agreed timescales.

- To support with arranging and co-ordinating meetings of clinical and Business Unit governance including the preparation of the agenda and papers.

- Where appropriate take accurate minutes and record/co-ordinate actions of senior management and governance meetings as agreed by line manager.

- Maintain effective and timely communication with line manager to ensure that tasks are prioritised and resourced effectively.

- Support managers with procuring/arranging services such as booking rooms, supplies as identified by your Line Manager.

Analytical/Judgmental

- The post holder is required to use his or her personal judgement to escalate or refer issues to colleagues/managers within the guidelines provided by their line manager.

- Attention to detail and able to highlight any discrepancies to your Line Manager.

- Deal effectively with routine situations without further escalation (within the guidelines provided).

Human Resources

- Attend statutory and mandatory training as required, and any additionally identified training as required by the job role.
- Maintain a high standard of personal development.
- Participate and contribute to supervision sessions with line manager.

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.
- Report risks to health and safety to line 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 Line Manager, put these into effect.
- 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 as advised by the Line Manager.
- Support in collating audits relating to services directed by line manager.

Quality

- Maintain the quality of own work to ensure a high degree of accuracy and professional presentation.
- Contribute to the continuous improvement of quality in own service area by reporting and resolving issues and making suggestions for improvement to the Line Manager.

Planning and Organisational

- Prioritise own workload on a day-to-day basis.
- Deal with routine matters within the guidelines provided by your line manager and escalate non-routine issues to colleagues/managers as appropriate.

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- Organise own day to day tasks and responsibilities, and prioritise appropriately to meet challenging deadlines whilst maintaining accuracy and the attention to detail required.
- Organise meetings or other events as requested by line manager or other relevant manager.

Patient Care

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

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.
- Ensure paper and/or electronic systems and kept up to date and accurate.
- 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.
- Support with diary management for specified Managers.
- Photocopying and scanning.

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The postholder 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.

Too 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 • Understand • Communicate	• Challenge • Improve • Learn	• 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 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 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

- Good general education e.g. GCSEs or equivalent.

Knowledge & Skills

- Computer literate.

- Good working knowledge of Microsoft Office packages including Outlook, Word, Excel, PowerPoint.

- Accurate and efficient IT and keyboard skills.

- Minute/Note Taking skills (including virtual meetings)

- Ability to communicate clearly with colleagues and service users, both verbally and in writing.

- Ability to work with discretion, sensitivity and maintain confidentiality.

- Ability to work as part of a team.

- Punctual, cheerful, reliable, and dependable.

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.

Desirable

- Level 2 Diploma or equivalent Business Administrator

- Knowledge of a wide range of office procedures.

- Effective interpersonal, organisational and communication skills at all organisational levels

- Good planning and organisational skills and ability to meet short deadlines.

- Ability to prioritise and manage workload within a busy environment.

- Responsive attitude to delegation of tasks.

- Interested/enthusiastic about working within our services.

Other requirements:

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

Employee signature

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Manager signature

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