

## Job Description

<b>Job Title:</b>	Business Support Administrator
<b>Reports to (job title):</b>	Locality Business Support Manager
<b>Band:</b>	Band 3
<b>Line Manager to:</b>	N/A
<p><b>Job Purpose</b></p> <p>The post will be part of a wider business support function and has a key role in providing secretarial, administrative and organisational support across the full range of office and service activities, including the smooth running of the office and secretarial/administrative support to a range of frontline clinicians and managers.</p>	

## **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**

Maintain effective working relationships with colleagues within the organisation. In particular, work with managers and senior practitioners to ensure that statutory and other timescales for tasks are achieved.

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

Organise and take appropriate notes or minutes at a range of meetings (some of which may involve sensitive and personal information about staff or service users) as agreed by line manager.

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

Maintain effective communication with line 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.

### **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.

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

### **Human Resources**

Attend statutory and mandatory training as required.

Maintain a high standard of personal development.

Participate and contribute to supervision sessions with line manager.

Attend and contribute to team meetings.

Support new and existing colleagues as directed by line manager.

Contribute to the induction and training of new staff as directed by line manager.

To provide support for the Single Point of Access (SPA) Administrators to cover holidays/sickness.

### **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 Team Leader, 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 Team Leader 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 (e.g. 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 Team Leader.

### **Freedom to Act**

Be proactive in highlighting areas of concern within the Business Support service and act accordingly (within the guidelines of the organisation and under the guidance of line manager).

Adhere to the organisation's policies and procedures.

Carry out duties within the guidelines provided by line manager.

Prioritise own workload on a day to day basis.

Deal with routine matters within the guidelines provided by line manager and escalate non-routine 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.

Notify line manager of any identified gaps in service provision.

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.

### **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.

Monitor and order stationery and office/clinical supplies (expenditure to be authorised by line manager or Information Manager).

Carry out duties in relation to the administration of petty cash on site (eg refunds of travel expenses to service users) in line with the organisation's policies and procedures.

### **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.

Typing for practitioners, including audio typing 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.

Diary management for specified clinicians.

Photocopying and scanning.

Processing incoming and outgoing mail.

The post holder 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 post holder is required to undertake any additional duties as delegated by their line manager or Information 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. At HCRG Care Group, 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. They're our moral compass and define the way we Think, Care and Do our bit.

**1. Heartfelt Service - Care**

- Inspire
- Understand
- Communicate

**2. Strive for Better – Think**

- Challenge
- Improve
- Learn

**3. Team Spirit - Do**

- Accountability
- Involve
- Resilience

**Confidentiality and Information Security**

As a HCRG Care Group 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**

As an HCRG Care Group employee 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
- Adherence to the clear desk/screen policy
- Only using email accounts authorised by HCRG Care Group – eg @hcrccaregroup.com, NHSmail etc. 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
- Only using approved equipment for the use of HCRG Care Group 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 HCRG Care Group 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 have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.

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**

HCRG Care Group as an employer is committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment by working to relevant safeguarding legislation, multi-agency policies and procedures and HCRG Care Group policies and guidance. All colleagues working directly with people using our services, will support them to participate in decision making in accordance with the Mental Capacity Act 2005.

### **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 & Procedures**

All Staff will comply with the Companies Policies and Procedures which can be found on the company intranet.



**General**

HCRG Care Group is 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.

## PERSON SPECIFICATION

Essential	Desirable
<p><b>Qualifications</b></p> <p>Good general education e.g. GCSEs or equivalent.</p> <p><b>Knowledge &amp; Skills</b></p> <p>Computer literate.</p> <p>Good working knowledge of Microsoft Office packages including Outlook, Word, Excel.</p> <p>Accurate and efficient IT and keyboard skills.</p> <p>Effective interpersonal, organisational and communication skills. Ability to communicate clearly with a wide variety of colleagues and service users, both verbally and in writing.</p> <p>Ability to work with discretion, sensitivity and maintain confidentiality.</p> <p>Good planning and organisational skills and ability to meet deadlines.</p> <p>Ability to prioritise and manage workload within a busy environment.</p> <p>Ability to work as part of a team.</p> <p>Responsive attitude to delegation of tasks.</p> <p>Punctual, cheerful, reliable and dependable.</p> <p>Minute taking.</p>	<p>NVQ level 3 Business Administration or equivalent experience.</p> <p>Good knowledge of a wide range of office procedures.</p>

<p><b>Experience</b></p> <p>Clerical, administrative or reception experience (minimum 1 year).</p> <p><b>Personal Attributes (demonstrable)</b></p> <p>Reliable</p> <p>Flexible</p> <p>Able to contribute to the changing demands of the service.</p> <p>Willing to undertake training relevant to the post.</p> <p>Ability to work within a team.</p> <p>Demonstrates a diplomatic caring attitude.</p> <p>Maintains confidentiality.</p>	<p>Clerical, administrative or reception experience (minimum 2 years). Experience within a customer care, healthcare, education or social care setting.</p> <p>Interested/enthusiastic about working within our services.</p>
<p>Other requirements:</p> <ul style="list-style-type: none"> <li>• Smart appearance.</li> <li>• Demonstrates a positive commitment to upholding the organisation's equality and diversity policies.</li> </ul>	