



Commissioning Board
A special health authority

Job Description

Job Title	Senior Administration Support
Reference Number	<i>CB5380N, CB5399N, CB5410N, CB5418N, CB5452N</i>
Directorate	Operations
Pay Band	Agenda for Change Band 5 / Grade EO
Salary	£21,176 - £27,625 p.a.
Responsible to	Executive Assistant
Accountable to	Function Manager
Responsible for	Responsible for day to day work assigned to their team.
Organisation Chart	A copy of the Organisation Chart is attached
Base	Within the LAT Offices The NHSCB supports flexible working and is committed to promoting a diverse workforce. All posts are open to applicants wishing to work on a part time or flexible basis. Applicants should discuss what flexibilities could be applied to this post with the line manager.

Job Purpose/Summary

The post holder will work as part of a dynamic team in delivering an effective service supporting managers and staff across the Region

In particular the post holder will:

- Provide high quality project, service, initiative and administrative support including information and analysis.
- Undertake reporting and analysis of information to support delivery.
- Be required to communicate complex, sensitive information with a range of staff internally and externally across the organisation

The post holder is a key member of the team whose overarching goal is to enable, promote and support the effective use of data, information, knowledge and technology to improve, inform and support a portfolio of projects, services, and initiatives.

Key Job Specific Responsibilities

Delivering High Standards

To provide a high level, professional and confidential support function ensuring the Director/ Senior manager is fully briefed and prepared for all activities and to be responsible for the smooth and effective maintenance of the administrative function and systems of the organisation in conjunction with other administration staff.

The post holder must work on their own initiative with a sound understanding of the business of the organisation and current practices to manage workload and ensure information is communicated appropriately and enquiries are directed correctly.

The post holder liaises with a wide range of people, partner organisations and agencies, both internally and externally on behalf of the Director/senior manager, ensuring that a professional image is maintained at all times through appropriate use of language and behaviour

Workload Management

Responsible for managing complex and sensitive business and communication on behalf of the director/ Senior manager, solving problems, responding to unexpected demands in the director's absence.

Diary Management

Managing the Director/Senior manager s' diary using independent judgement to prioritise the Directors work schedule

Meeting organisation

Organising meeting, conferences as requested involving internal colleagues and high level stakeholders

Promoting equality and reducing inequalities

- To uphold organisational policies and principles on the promotion of equality
- To create an inclusive working environment where diversity is valued, everyone can contribute, and everyday action ensure we meet our duty to uphold and promote equality

Working with others

- To cover for colleagues as appropriate during periods of illness or holiday
- To work in partnership with others and as part of cross directorate teams to deliver successful outcomes
- To coordinate activities of other officers in the awareness of the business agenda with specific reference to communication of directorate and corporate activities

Developing an excellent organisation

- To support the organisation's ways of working, model it's values and champion the NHS Constitution

Key Accountabilities

- Authorised signatory for travel arrangements and meeting expenses

Key Working Relationships

- The post holder will be required to maintain constructive relationships with a broad range of internal and external stakeholders.
- Participate in relevant internal and external working groups/projects, services, and initiatives to provide, information and analytical advice to strategic leads.
- Work with members of the team to develop and implement project data collection systems that will provide accurate and timely data.

- Communicate information and issues, including briefings and reports, to job manager, strategic lead/ strategic manager as appropriate
- Responsible to the director/senior manager
- Responsible for the recruitment, management, training and development of junior administration and support staff

Key Functional Responsibilities

Project Management

- Undertake information/project analysis as agreed with job lead.
- Contribute to effective information management within the team.
- Participate in relevant internal and external working groups/projects to provide information/analyst advice and support and to maintain data collection systems for its effective use by the team.
- Analyse and report on data and monitor the processing of data and information.
- Provides information to project lead on project and statistical information matters.

Financial and Physical Resources

- Support and inform the requirement and targeting of resources, monitoring, implementing and evaluating jobs and delivery of financial recovery/savings plans by providing high quality information and analysis.
- Contribute to the financial delivery of the agreed portfolio ensuring it is delivered on time.

Staff Management

- Provide training, advice and support on own area of responsibility.
- Support training and induction of new and existing staff.
- Supervises team on their day to day activities
- Participate in the recruitment process of support staff

Information Management.

- Carry out timely and accurate information analysis and reporting on agreed areas of portfolio and present findings in an agreed manner.
- Develop and maintain databases required by job.
- Maintain administrative and information resources.

Research and Development:

- Undertake auditing of projects, services, initiatives.
- Carry out web based and publications research.
- Actively supports and contributes to the development of key performance indicators for the successful assessment of performance.

Planning and Organisation:

- Support implementation of project, service, initiative through timely and relevant information analysis and administrative support, in accordance with the agreed priorities of the Team.
- Deliver against agreed objectives, achieving quality outcomes.
- Organise meetings or events and assist in the diary management requirements of individuals in connection with portfolio of work.

Policy and Service Development:

- Propose changes to own project, service, initiative work, informing policy and making recommendations for more effective delivery.
- Contribute to the review and development of existing project information management systems and contribute to the development of an integrated approach to project management.

This job description and person specification are an outline of the tasks, responsibility and outcomes required of the role. The job holder will carry out any other duties that may reasonably be required by their line manager.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the Department and the Organisation.

GENERAL INFORMATION

- This job description is intended as a guide to the main elements of the role and should not be considered as a complete listing of all duties and tasks that may be undertaken
- This job description is subject to review dependent on the needs of the service. Any amendments will be discussed with the post holder.

TERMS & CONDITIONS

- This post is subject to the Terms and Conditions of Employment of NHS NCB

CONFIDENTIALITY

- In the course of your employment with NHSCB you may handle confidential personal information concerning either patients or staff which may be held by

the organisation. You must not read, discuss, disclose or pass on confidential information unless it is necessary in the pursuance of your legitimate duties.

- Unauthorised disclosure of such information will be treated as a serious disciplinary matter. In addition it is important that you realise that if this confidentiality is breached, this may result in civil proceedings or a criminal prosecution.

HEALTH AND SAFETY

- You are required to make positive efforts to maintain your own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice. You are also required to be aware of and comply with current policies on health and safety, etc.
- As a staff member you should ensure that you attend mandatory/statutory training and ensure any risk you observe is reported in the appropriate way.

EQUAL OPPORTUNITIES

- The aim of the organisation's policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of race, colour, creed, sex, marital status, sexual orientation, disability, age, nationality, religion or belief, ethnic or national origins. NHS NCB has committed itself to promote equal opportunities and will keep under review its policies, procedures and practices to ensure that all users and providers of its services are treated according to their needs. The policy also applies to staff working within the organisation.

JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

Person Specification

Area	Essential	Desirable	Assessment
Values and behaviours			
Commitment to and focused on quality, promotes high standards in all they do	√		A/I
Able to make a connection between their work and the benefit to patients and the public	√		A/I
Consistently thinks about how their work can help and support clinicians and frontline staff deliver better outcomes for patients	√		A/I
Values diversity and difference, operates with integrity and openness	√		A/I
Works well with others, is positive and helpful, listens, involves, respects and learns from the contribution of others	√		A/I
Consistently looks to improve what they do, looks for successful tried and tested ways of working, and also seeks out innovation	√		A/I
Actively develops themselves and supports others to do the same	√		A/I
Qualifications			
ECDL or equivalent or equivalent level of experience required	√		A/I
Shorthand qualification or experience		√	
Educated to degree level in relevant subject or equivalent level of experience of working at a similar level in specialist area	√		A/I
Knowledge and Experience			
Experience of providing admin support for this function		√	A/I
Significant experience of using a range of Microsoft office applications, including word, power point, excel and databases.			
Knowledge of administrative procedures, project management or information analysis	√		A/I
Basic knowledge of project principles		√	A/I
Previously worked in similar position within the public sector		√	A/I
ECDL		√	A/I

Skills and Capabilities			
Communication Skills			
Skills for communication on complex information and administrative matters, requiring developed interpersonal and oral/ written communication skills	√		A/I
Ability to pull together comprehensive draft reports, data and letters Negotiating, networking and persuasive skills		√	A/I
Analytical Skills			
Problem solving skills and ability to respond to sudden unexpected demands	√		A/I
Excellent time management skills with the ability to re-prioritise		√	A/I
Planning Skills			
Skills for supporting project management	√		A/I
Management Skills			
Skills for managing aspects of projects ensuring they meet financial targets.	√		A/I
Physical Skills			
Skills for manipulating information.	√		A/I
Advanced keyboard skills, use of a range of software	√		A/I
Autonomy/Freedom to Act			
Ability to work on own initiative and organise own workload with minimal supervision working to tight and often changing timescales	√		A/I
<p>*Assessment will take place with reference to the following information</p> <p>A=Application form I=Interview T=Test C=Certificate</p>			