

JOB DESCRIPTION TEMPLATE

Our purpose

Working together to achieve the healthiest life possible for everyone in Ayrshire and Arran



1. JOB IDENTIFICATION

Job Title: **Business Support Administrator (Directorate)**

Responsible to: **Senior Business Support Administrator**

Department(s): **East Ayrshire Health and Social Care Partnership**

Directorate **Business Support**

Operating Division: **Administration**

Job Reference:

No of Job Holders:

Last Update (insert date): **July 2021**

Our values

Caring Safe Respectful

2. JOB PURPOSE

The post holder will provide a dedicated, professional and comprehensive secretarial and administrative support service to Heads of Service. Delivering this support in an effective, efficient and proactive manner will be vital to the smooth running of the function.

The role of the post holder within the Department is instrumental in ensuring the flow of communication, information and correspondence projecting a positive, professional image for the whole function and in particular when acting as first point of contact for the Head of Service

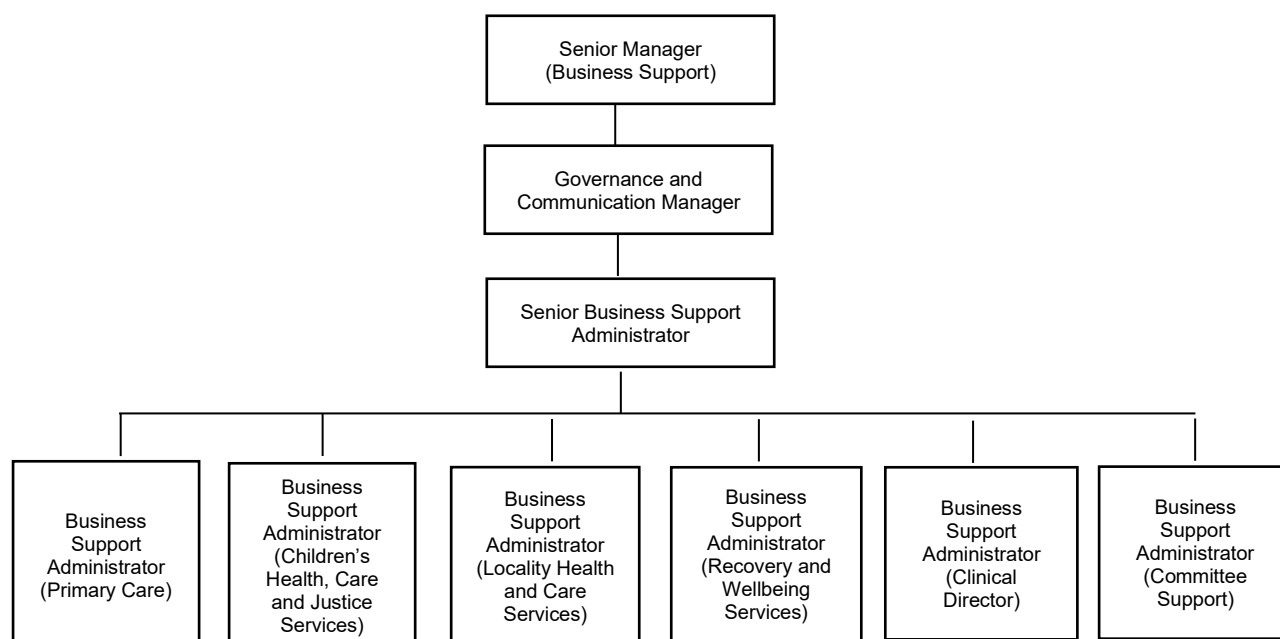
3. DIMENSIONS

The post holder will ensure the delivery of a high quality secretarial and administrative support service to the Head of Service and other senior management as appropriate.

The post holder fulfils the role of minute secretary to Committees and Groups chaired directly by the Head of Service and other senior management as appropriate.

Much of the work is unsupervised and the post holder requires to use own judgement when dealing with enquiries, e-mails, correspondence etc where quick decisions are required.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

On 2 April 2015, East Ayrshire Integration Joint Board was established with the commitment to improving the health and care outcomes for patients, families and carers and wider communities within the East Ayrshire area.

NHS Ayrshire and Arran and East Ayrshire Council are working together, through the Integration Joint Board, as a Health and Social Care Partnership. The Partnership's vision is to deliver positive outcomes for East Ayrshire residents by ensuring that children and young people get the best start in life, that people live healthier, longer lives and are supported to be independent and have choice and control - no matter who they are or where they live.

The Business Support Administration Service sits within the wider Business Support function of the Partnership, providing support to a wide range of NHS and Local Authority services and functions as per the structural diagram above.

The Business Support Administration Service provides a proactive, proficient and professional Business Support function and is responsible for effective administrative systems to ensure effective support to meet the needs of the Partnership and services therein. The Business Support Administration service is responsible for providing a first point of contact for the public in relation to Partnership Health and Social Care Services both in person and through ICT and / telephony contacts.

The Business Support Administration service is responsible for providing effective premises management support across all NHS East Ayrshire Health and Social Care Partnership

community buildings and key East Ayrshire Council Health and Social Care Partnership buildings including overseeing the implementation of NHS and East Ayrshire Council Health, Safety and Wellbeing Policies and Procedures.

6. KEY RESULT AREAS

- Provide a wide range of secretarial and administrative supports to a range of Heads of Service ensuring all communications are processed and progressed in accordance with pre-determined timescales, liaising with service users / patients and stakeholders as necessary to support the current priorities of the Partnership.
- Plan and provide a range of administrative, secretarial and project support activities to Heads of Service in a proactive manner, ensuring actions are taken efficiently and delivered to a high professional standard.
- Manage the diary, on behalf of Heads of Service, negotiating and prioritising appointments, meetings and on-going schedules as necessary, taking account of overall schedule.
- Provide a single point of contact for the co-ordination of all meetings and events including the preparation of agendas, organising of rooms and equipment, ensuring effective diary management and a professional approach at all times.
- Provide direct secretarial support, including composing and word processing correspondence using various document formats, transcribing hand written drafts and processing the preparation of private and confidential and / or routine correspondence for final signature.
- Ensure all communications are received, filtered and progressed timeously using appropriate recording and tracking procedures to support the provision of a quality support service to all stakeholders.
- Provide administrative support for the recording and management of complaints and enquiries across all sectors. Prepare and ensure responses to general enquiries and correspondence are processed in accordance with pre-determined timescales, liaising with internal and external stakeholders as appropriate.
- Respond efficiently and effectively to all enquiries including face-to-face, telephony and electronic interactions with colleagues, partner agencies, the public and other stakeholders across the Partnership ensuring the provision of up-to-date information to stakeholders within the remit and status of the post.
- Effectively collate data, co-ordinate and compile statistical returns, in conjunction with managers that informs accurate management information reporting.
- Contribute to the on-going development and maintenance of management information systems in order to effectively collate, prepare and report on a range of statistical information including performance management information.
- Ensure management information systems are up-to-date to support the timeous reporting of performance and management information, including regular checking and auditing of data to ensure completeness.
- Monitor and track the implementation of actions arising from decisions at various meetings, including Council, Cabinet, Governance and Scrutiny Committee and other decision-making bodies, including Integrated Joint Board and Service Management Teams.
- Provide support for the preparation of information in respect of speeches and presentations.
- Ensure office and other specialist equipment are maintained and monitor stock levels of consumables to assist the efficient delivery of services.

- Minute and transcribe minutes of complex meetings within procedural timescales, ensuring dissemination and notification of key decisions are actioned accordingly.
- Operate and review corporate ordering systems; including generating purchase orders, checking delivery notes and invoices for a range of purchases and service provision in accordance with procurement procedures.
- Provide support and guidance to operational staff on the operation of specialist systems and processes and assist with refreshing a suite of scheduled and ad-hoc statistical management reports.
- Participate in discussions across services relating to business processes and contribute to testing the effectiveness of processes
- Use of digital transcription equipment to produce a detailed record of meetings / production of reports.
- Provide key administrative support for the day-to-day maintenance and reporting on East Ayrshire Council's / NHS Health and Safety and Supporting Attendance at Work systems, on behalf of designated Managers.
- Contribute to the development and management of information systems ensuring information recorded on manual and electronic systems used by the team is accurate, up-to-date and maintained in accordance with the requirements of Caldicott guidelines and the General Data Protection Regulation (GDPR) and Data Protection Act 2018, ensuring that confidentiality of medical and social care records are strictly adhered to.
- Ensure all materials and equipment provided to assist in carrying out the duties of the post are properly secured in accordance with the Partnership's policies and procedures.
- Promote the health, safety and wellbeing of employees at work and of service users / patients through the implementation of East Ayrshire Council and / or NHS health and safety and welfare at work and in accordance with all relevant statutory requirements.
- Ensure all activities for which the post holder is responsible are delivered in accordance with East Ayrshire Council's / NHS Equality and Diversity Policies.
- Ensure that the Council's Customer First Service Commitment and NHS Patient Charter is followed in all dealings with the people we serve.
- Ensure the Council's Vision and NHS Values and wider corporate objectives, policies and procedures are considered and applied appropriately.
- Adhere to East Ayrshire Council and / or NHS policies and procedures for good records management ensuring that the correct information is created, maintained, stored and retrieved in accordance with business needs and statutory and legislative requirements.
- Participate in the East Ayrshire FACE Time / NHS TURAS process annually in accordance with the Council's / NHS procedures.
- Ensure all business activities are provided within a Best Value and quality framework and that performance is regularly monitored and continuous improvement achieved.
- The post holder is required to make decisions and judgements based on knowledge and experience, using discretion and confidentiality ie prioritisation of activities, mail, telephone calls, emails - analysing issues, determining possible solutions within agreed parameters and knowing when to ask for assistance or guidance.
- The main duties listed are not exhaustive and the post holder would be expected to make reasonable and appropriate adjustments in negotiation with the Service Manager.

7a. EQUIPMENT AND MACHINERY

The post holder is expected to have a safe working knowledge of all equipment, machinery and systems used within the establishment. Examples of equipment and machinery used are:-

- Digital Transcribing Equipment;
- Email and intranet;
- Laminator;
- Microsoft Office software;
- Multifunctional Device;
- Overhead Projector;
- Personal computer / printer;
- Telephone (landline).
- Telephone (mobile).

7b. SYSTEMS

The post holder requires an excellent working knowledge and awareness of electronic systems to inform, present and communicate information across the Partnership. The post holder requires to effectively convey complex issues to groups and individuals from different professional backgrounds using appropriate equipment and technology.

The post holder requires to undertake robust interpretation and analysis of data using appropriate software (eg Microsoft Excel, Business Objects).

The post holder will be required to interpret data sourced from service led information systems including, but not exclusive to:

- Care Partner;
- CHRIS 21 / SSTS / eESS;
- EMIS web / EMIS Community;
- Liquidlogic;
- Microsoft Packages;
- Pentana;
- SCI Gateway;
- Symphony;
- Trakcare / PMS.

8. ASSIGNMENT AND REVIEW OF WORK

Objectives will be identified and agreed with the Senior Business Support Administrator, as appropriate, in line with the requirements of the post.

Work will be delivered via the Head of Service as appropriate, however the post holder will be largely responsible for self-generating workload. The remainder is demand led and generated by incoming mail and e-mail. The post holder works with a high level of autonomy for specific tasks, anticipates problems and proposes solutions, instigates appropriate action on their own initiative and provides advice and information where appropriate without reference to staff or the Head of Service and other senior management as appropriate. Should a complex non-routine situation arise, advice and guidance is available from the Senior Business Support

Administrator and other senior management as appropriate. The post holder will be solely responsible for ensuring duties are undertaken efficiently and accurately and objectives met.

Minutes are agreed by the Chair of the meeting and other work is checked and issued by the post holder autonomously.

9. DECISIONS AND JUDGEMENTS

- The post holder plans and determines the administrative priorities on behalf of the Head of Service to ensure deadlines are met.
- The post holder exercises sound judgement in all aspects of confidentiality and communication pathways.
- The post holder prioritises workload and exercises judgement in the co-ordination of service provision to professional staff thereby ensuring continuity of administrative services during periods of annual leave and sickness absence.
- Exercises judgement and makes decisions regarding the need or otherwise to contact Head of Service and other senior management as appropriate on a day to day basis.
- The post holder will apply knowledge of organisational policies eg Data Protection Act / GDPR in order to implement actions in the course of duty.

10. MOST CHALLENGING / DIFFICULT PARTS OF THE JOB

- The volume of work generated can at times be considerable and the post holder must have the ability to prioritise and switch from one task to another, maintaining standards of accuracy at the same time as keeping track on other deadlines.
- To self-generate work with minimal reference to the Senior Business Support Administrator and Head of Service as appropriate, to ensure the smooth running of the Service.
- Communication of information and collection / collation of information can be time consuming. The post holder must ensure the information reaches staff timeously throughout the organisation and that a deadline is set. The post holder must use their influencing and negotiating skills to inform staff when deadlines are not met in order to ensure efficiency in return of information. Part of the challenge is circulating and dealing with this information in the absence of the manager.

11. COMMUNICATIONS AND RELATIONSHIPS

Strong interpersonal and communication skills are essential to assist in ensuring an inclusive and integrated planning process to meet specified objectives. The ability to establish and maintain effective communications with a wide range of people is paramount. The post holder utilises all communication media in engaging with the following individuals and groups:

Internal	External
• Chief Executive • Clinical Directors • Consultants • Executive Directors • Heads of Service	• Academia • General Practitioners • General Public • Local Authorities • Other NHS Boards

• Managers • Other staff groups	• Other NHS Clinicians • Professional Advisory Bodies • Scottish Government • Third Sector Representatives	
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12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical :

- There is a combination of sitting, walking and standing required whilst word processing / data input or transcribing audio transcription.
- Requirement for speed and accuracy and good keyboard skills.
- Frequent sitting in restricted position.

Mental :

- Responsibility for dealing with a diverse range of issues.
- To be alert at all times when dealing with information to ensure no errors are made which could compromise the organisation.
- A high level of concentration required whilst transcribing audio as there are often frequent interruptions or numerous requests for information.
- Workload pattern unpredictable.
- To have a flexible approach to enable the smooth application of a variety of enquiries that occur through the working day between interruptions and having the adaptability to switch from one task to another efficiently.
- Ability to relate well to managers, staff and the public either face to face or on the telephone and be proficient in handling "difficult people/situations". Be supportive to other staff in these situations.
- Concentration to take minutes of meetings.

Emotional :

- Dealing with issues of a highly confidential nature which requires a high degree of tact and diplomacy.
- The ability to respond to a diversity of difficult situations is paramount. This often requires a sympathetic and tactful approach along with excellent listening and communication skills to resolve the various situations that may arise.
- Ability to work accurately under pressure.
- Exposure to circumstances when dealing with referral / staff content that can at times be distressing.

Working Conditions :

- Almost continuous use of personal computer / laptop / thin client.
- Working within an open plan environment.
- Working on a blended basis (rota for working from home / office based).

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- SVQ Level 3 or equivalent in Business Administration OR equivalent demonstrable

experience.

- Demonstrate an understanding of the services provided by the Health and Social Care Partnership.
- Experience of working with members of the public.
- Able to liaise effectively and build relations with a range of stakeholders.
- Effective organisational and time management skills.
- Excellent communication and interpersonal skills – both written and verbal.
- A good attention to detail when producing / processing information.
- Ability to work on own initiative.
- Ability to work to tight deadlines and at times under pressure.
- Ability to recognise the sensitivity of information and maintain strict confidentiality at all times.
- Analytical, problem solving and decision making skills.
- Adaptable to change.
- Extensive experience in providing administrative / project support in a demanding office environment.
- Experience of engaging with a diverse and challenging range of stakeholders.
- Worked within a diverse multi-disciplinary organisation.
- Experience of reviewing and contributing to the development of administrative support procedures.
- Monitoring and collation of statistical information.
- Experience of transcribing documents from digital transcription equipment.
- Experience of minute taking of complex meetings.
- Used Microsoft Office applications including Word, Excel, Access, Power Point and Outlook.

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each post holder to whom the job description applies.

Job Holder's Signature:

Head of Department Signature:

Date:

Date:

Person Specification

Qualifications & Training – Essential Criteria
SVQ Level 3 or equivalent in Business Administration OR equivalent demonstrable experience.
Qualifications & Training – Desirable Criteria
SVQ Level 4 in Business Administration or equivalent.
Experience – Essential Criteria
- Ability to work autonomously and manage own workload. - Worked in a relevant role within NHS or Local Authority. - Supported the development, maintenance and reporting of performance management information and the collation of statistical information. - Broad experience and understanding of the operation of NHS and / or Social Care Services. - Effective networking capabilities and ability to develop and maintain positive relationships with key partners; - Used Microsoft Office applications including Word, Excel, PowerPoint and Outlook. - Operational knowledge of Health and / or Social Care Information Systems.
Experience – Desirable Criteria
Secured continuous improvement in service delivery.
Knowledge – Essential Criteria
- Knowledge of the various information systems within Health and / or Social Care. - Knowledge and understanding of the requirements the Partnership has to comply with in relation to Caldicott guidelines and Data Protection. - Knowledge and understanding of services delivered by East Ayrshire Health and Social Care Partnership. - Have a knowledge of Health and Safety requirements within an office environment.
Knowledge – Desirable Criteria
- Working knowledge of NHS and / or Social Work legislation. - Demonstrate knowledge and understanding of relevant business management tools and techniques.
Competencies & Skills – Essential Criteria
- Excellent organisational skills to ensure competing priorities are achieved to agreed timescales as well as managing concurrent priorities. - Strong influencing, team building and negotiation skills. - Ability to operate effectively under pressure and to deliver within tight timescales.

- Flexible and proactive approach, with the ability to adapt to change.
- High degree of tact and diplomacy.
- Good analytical skills and ability to interpret, prepare and present information.
- Able to liaise effectively and build relations with a range of stakeholders.
- Ability to work on own initiative and be a supportive team member.

Competencies & Skills – Desirable Criteria

Personal Characteristics and Other – Essential Criteria

- Good interpersonal skills.
- Flexible approach to working hours in order to meet the needs of the Partnership.
- Ability to work across East Ayrshire area to represent the needs of the Partnership.
- Pragmatic, analytical and conscientious approach to work.
- Ability to adapt in a changing environment.
- Enthusiastic and self-motivated.
- Assertive, diplomatic and consultative.
- Excellent interpersonal and written communication skills, including influencing and negotiation skills, the ability to analyse and present clearly complex information.
- Confidence to engage efficiently with a wide range of key stakeholders.

Personal Characteristics and Other – Desirable Criteria