

SECURITY TEAM ADMINISTRATION OFFICER

Candidate Pack



Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read. Our goal is to make the application process more accessible and inclusive for everyone.

- This job supports the Trust Security Manager with office tasks.
- You will help write letters and emails after security incidents and make sure all actions are followed.
- You will help keep records up to date, including reports and alerts.
- You will organise training and keep track of security devices used by staff.
- You will manage orders and invoices for security equipment.
- You will speak with staff and security companies and help keep the security office running smoothly.

Job Description

Job title:	Security Team Administration Officer
Grade:	3
Site:	The Princess Royal Hospital, Telford
Accountable to:	Security Manager
DBS required:	No

Job Purpose

- This post involves providing administrative support to the Trust Security Manager and all security services and functions

Scope and Range

- You will consult with Trust staff, staff at other NHS Trusts / health bodies and staff at security companies providing services to the Trust.

Key Duties and Responsibilities

To provide admin support for:

- Preparing and processing all associated post incident security correspondence and actions, including drafting of e-mail correspondence and letters for CEO/Director signature, full distribution of signed letters, adding of safety alerts to Careflow, and ensuring due process is followed and all actions for each matter is completed.
- Ensuring removal of time constrained alerts/warnings from medical records.
- Assisting with production of monthly, quarterly, and annual security reports for the Trust.

- Fulfil the role of Authorised Customer Representative (ACR) in relation to the Trust Lone Worker scheme, acting as the single point of contact for all administrative matters concerned with the contract and the service provider including planning recurring training (initial and refresher) requirements for staff and creating and maintaining database records of such as well as accurate and up to date database records concerning the whereabouts and issue of devices.
- Processing and administration of all security related requisitions and invoices through ORACLE including dispatch/return through NHS Supply chain of any damaged security equipment.
- Arranging and scheduling security training for Trust or contracted security staff.
- Dealing with office telephone calls and surface mail received at the security management office.
- Responsible for upkeep of x3 security team offices stationary, equipment, and documentation.
- Responsible for updating, editing and loading documents on the security page of the intranet.

Systems and Equipment

- To use Trust IT systems and applications in a manner commensurate with the principles accorded in the GDPR and any subsequent or similar legislation.
- To use the various databases provided by the Trust in relation to key duties and responsibilities.
- To use departmental databases for electronic record keeping of disclosures.
- To use computer, photocopier and other office equipment provided.
- To use transport trolleys to load and unload case notes, medical records

Decision Making

- To be responsible for planning own daily/weekly workload and for prioritising work schedules in order to meet set down or requested deadlines.
- To make decisions on action required in response to incident reports, including the timely and appropriate progression of administrative actions associated with these.
- The post holder will not be directly supervised, but advice will always be available and should be sought where there is any doubt as to the action to be taken

Communication and Relationships

- The post holder will have contact with Trust staff (clinical and non-clinical) as well as external security company employees who are providing services to the Trust.
- The post holder must have good oral and written communication skills. The postholder will be required to use tact and diplomacy, negotiation and

persuasion skills and will be involved daily with complex and extremely sensitive communications. It is essential to build and maintain excellent working relationships with external companies/agencies

Physical, Mental and Emotional Demands of the post

- The post holder will need to be able to collect and distribute medical notes.
- The post holder must have good IT skills and be confident in using all MS Office applications.
- The day-to-day business demands will cause constant necessity to switch between tasks.
- There will be regular indirect exposure to distressing and emotionally disturbing information concerned with investigations and security incident reports submitted by Trust staff

Person Specification

	Essential	Desirable
Qualifications	• GCSE (or equivalent) English Language and Maths grade C or above. • ECDL (or equivalent experience in MS office suite competency)	
Experience	• Experience in office administration including: 1. Creation and maintenance of paper and electronic correspondence, drafting of letters (using/populating ms word template). 2. Recording of incidents and other data either on existing databases (Datix or similar) and/or creating appropriate local office database using appropriate application e.g. excel. 3. Production of reports and statistics from recorded data. 4. Identification, request, track down and collation of information and records concerning or required for incident	

	investigation and review. 5. Experience of arranging meetings or training sessions. 6. Manage security purchase orders (from start to end including tracking delivery and distribution of security equipment where req), security invoice administration using Oracle E-business suite or similar • Good communication skills (written and oral): 1. Experience and ability to work in office environment and ensure and contribute to the smooth running of Trust security function. 2. Ability to deliver at user departments 1:1 train the trainer training on the simple operation of personal lone worker safety devices (following completion of your own training on the same).	
Skills	• Confident self-starter able to achieve objectives under own initiative. • Good communication	

	skills, oral and written. • Good organisational skills, eye for detail and accuracy.	
Other	• Able to travel to all Trust sites	

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health and safety

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

Infection prevention and control (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

Information governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.

Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional standards and performance review

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

Safeguarding children and vulnerable adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of

Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

Social responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous improvement

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the

discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

