



BUSINESS SUPPORT TEAM LEADER

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Business Support Team Leader
Band	5 (pending A4C evaluation)
Directorate	Estates
Accountable to	Estates Business Manager
DBS Required?	No

JOB OVERVIEW

Day to day line management of the Estates Business Support team. Supporting the effective and efficient service delivery of the department, coordinating the support service activities on both sites, and assisting the Business Manager in all administration support processes, to ensure consistent delivery and development of the business support tasks and the smooth running of resources within the office.

MAIN DUTIES AND RESPONSIBILITIES

- The post holder will oversee, and first line manage the business support team, working closely with the Business Manager
- The post-holder will be required to use their own initiative daily and will also be required to deal with queries on behalf of the Business Manager. They will be expected to be proactive in suggesting ideas for improved efficiency and performance.
- The role requires a high degree of initiative and the capability to anticipate and respond to dynamic management requirements. Due to the nature of the work involved, diplomacy and confidentiality are an essential aspect of this role.
- Coordinating the business support activities, ensuring adequate resource planning within the support team on both sites.
- Responsible for a full range of administrative processes within the Business Support team, with day-to-day responsibility for the ID badge and Access control system.
- Knowledge of a full range of administrative and organisational policies and procedures acquired through training and relevant experience, and will work autonomously within the defined policies, with the support of the Business Manager when required.
- Knowledge of a full range of secretarial procedures to support the service, acting as a point of contact, ensuring that the business support team provide papers, agendas and minutes in a timely manner
- Responsible for ensuring that the estates staff records are up to date, both electronic and paper records
- Knowledge of a full range of administrative and organisational policies and procedures acquired through training and relevant experience.
- Responsible for the daily resources and processes on the Estates Helpdesks Reception, to ensure compliance on all processes and procedures
- Actively involved in process improvements and business as usual on the Estates Helpdesk Reception, seeking ways to improve and streamline the service
- Knowledge of full range of administration procedures and experience and knowledge of software application, implementation of processes with suggested changes as appropriate
- Where necessary supplement the business support team to take and transcribe comprehensive minutes

Responsibility for staff:

- Provide line management to the business support team
- Undertake reviews of business support teams job descriptions to ensure they reflect up to date responsibilities, as necessary seek HR advise on agenda for change banding
- Undertake performance and development reviews, team meetings, 1:1s with the team, staff appraisals and return to works for the business support team
- Work in conjunction with the HR team to manage any issues of performance of capability or ill health in the support team, including sickness and grievance

- Ensure that any disciplinary matters are handled correctly and objectives, guidelines procedures are followed for the support team
- To be responsible for the accurate recording of staff absence, sickness, annual leave, training, additional hours worked, change forms and health roster workforce management system
- To oversee for the Business Manager collation of various information and dashboards
- Ensure DSE assessments are up to date within the team
- Coordination of the vacancy and recruitment process, ensuring compliance on process and timeframes, liaising with recruitment and HR as necessary
- To work as part of the support team to ensure efficient service delivery and good use of time/resources
- To support the implementation of office and secretarial practices to continually improve service delivery

Responsibility for patients/clients:

- Estates have a direct impact upon patients and the post holder's duties are an integral part of this service. The post holder is expected to act in accordance with Trust Values and to put the patient first in all activities

Responsibility for resources:

- Authorised signatory for small payments and support timesheets
- Assist the Business Manager in the monitoring of staff budgets and financial initiatives
- Oversee the ordering process within the team, and assisting with year-end invoicing
- Working knowledge of the Financial Standard Instructions, to assist the team and management in the day-to-day ordering process
- Assist the Business Manager in the organisation and completion of yearly stock take

Responsibility for Administration:

- Act as a key resource for matter relating to the health roster for the whole of the Estates team
- Act as the point of contact for organisation of new and existing meetings and appoint resource
- Range of situations requiring analysis including skills required for investigating a variety of issues and proposing solutions, dealing with complex enquiries.
- Prioritisation of work which includes resolving conflicting diary appointments and schedules and assisting the team in resolving these matters.
- Use own judgement skill to ensure delivery of key admin tasks and workstreams based on priority and service impact.
- Coordinate for the Business Manager the completion of the Freedom of Information requests for the Estates department in coordination
- Ensure staff records are maintained on all systems and electronic records, including training, appraises, sickness and annual leave, updating ESR records accordingly
- Understand and maintain all records in line with GDPR

- Maintain dashboards and produce exception reports for statutory and non-statutory training
- Run data from the systems within the area of responsibility for initial analysis for the Business Manager to support management reports

Strategic and Service Responsibilities:

- Organise meetings, take minutes where necessary, and organise diaries.
- Ensure that a meeting timetable is kept up to date and resource is allocated, ensuring minutes and agendas are distributed in a timely manner.
- Responsibility for the team collating agendas and papers for board/forums
- Assist the Business Manager in collating information for dashboards and management information.
- Assist the Business Manager in collating board reports from the Estates team and assisting in the production of presentations.
- Requirement to assist the Business Manager to analyse information to identify trend or highlight potential issues within the business support team
- Assist the Business Manager in workforce planning for the business support team
- Ability to cope with frequent interruptions during periods of concentration.
- Prioritisation of work resolving conflicting deadlines, using own judgment skill to ensure delivery of key tasks/workstreams based on priority and service impacts.
- To oversee the management dashboards working with the Business Manager to improve performance within the business support team.

Areas of Specialism:

- Extensive experience in line managing a team of support administration staff.
- Previous supervisory experience gained in a busy office/business environment.
- High degree of reliability and accuracy in relation to the production of information and data entry
- Wide range of situations requiring analysis including skills for investigating a variety of support issues and proposing solutions working with the Business Manager to implement
- Advanced use of Microsoft packages, in order to create reports, documents and presentations.

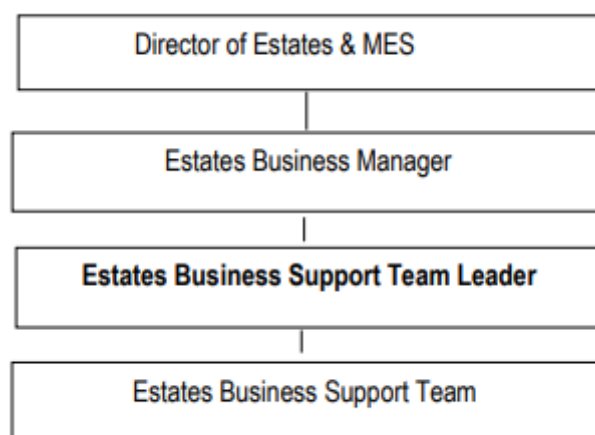
Organisational Skills:

- Implement policy and proposes changes to practices and procedures for own area.
- Plan resource to ensure consistent delivery of tasks within the business support team
- The postholder will prioritise conflicting priorities within the business support team
- Assist the Business Manager with Freedom of Information requests, prioritising the return of information in a timely manner
- Ability to prioritise conflicting tasks in a demanding environment

Communication and Working Relationships:

- There is a requirement to provide, receive and exchange complex, confidential, sensitive or contentious information with others, requiring tact and diplomacy, where persuasive, negotiating skills are required
- There is a requirement to communicate complicated information to other departments and external stakeholders
- Responsibility for handling telephone and other communications with sensitivity and confidentiality using personal judgement and acquired knowledge to assess each situation and to deal with accordingly and liaising with external organisations
- To ensure systems are in place to deliver a high standard of communication to build and maintain good relationships
- Communication with Estates staff, internal departments as well as external representatives
- Respond to all queries, correspondence and telephone calls coming into the office in a timely and professional manner. Initiate action where possible and report progress as appropriate. Employ judgement to ensure that messages and actions are prioritised and brought to the attention of the Business Support Manager with any relevant supporting information.
- Efficiently oversee and manage the diaries of the senior management team ensuring the prioritising meetings/appointments as necessary
- Monitor and manage information and proficiently coordinating with the business support team to ensuring appropriate action to meet deadlines.
- Managing and signposting various documentation, being privy to highly confidential information requiring meticulous management of these requests/correspondence when liaising with the Business Manager

Organisational Chart





PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Business Administration NVQ or BTEC qualification or significant relevant experience in support administration • Evidence of commitment to continuous professional development 	<ul style="list-style-type: none"> • ECDL/Microsoft package qualification

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Proven relevant extensive experience in management of an administration/support function • Proven experience of managing administration processes and procedures • Proven experience in dealing with HR process and guidelines • Demonstratable experience of dealing with matters of a highly sensitive/confidential nature in a challenging environment • Experience in providing a full administration service and attending formal meetings • Confidence and experience in dealing with challenging behaviours • Ability to work without supervision, in a demanding and pressured environment • Experience in supervision of staff to deliver objectives and targets • Extensive experience in managing a team • Experience of managing and collating data • Experience of producing and managing management dashboards • Comprehensive up to date knowledge of Microsoft office packages. 	<ul style="list-style-type: none"> • Experience in NHS systems

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Comprehensive minute taking to ensure that the team supports effectively • Ability to manage large volumes of work with very fast turnaround • Effective communication skills both written and verbal • Evidence of ability to make informed decisions • Evidence to analyse complex information in order to identify process improvements • Excellent organisational skills and ability to prioritise effectively • Understanding of confidentiality and data protection working within GDPR guidelines at all times • Flexible and responsive approach 	

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Ability to travel to support teams on both sites • To promote a good team working philosophy, working empathetically within the team 	

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 & 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 AND CYBER SECURITY

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.

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

- you are familiar with and adhere to the Trust's 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.

NO SMOKING POLICY

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital