



ESTATES ADMINISTRATIVE ASSISTANT

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	Estates Administrative Assistant
Band	2
Directorate	Corporate
Accountable to	Estates Business Support Team Leader
DBS Required?	no

JOB OVERVIEW

- Provides an efficient reception service to the Estates Department and administrative support to the Estates Management Team, including the sub-divisions of Operational Estates, Capital Projects, and Medical Engineering Services (MES).
- Liaises with the Estates Business Support Team Leader, and other members of the Estates Business Support team to ensure consistent office management procedures and processes are operated across all Trust sites and that there is effective co-operation and co-ordination between all areas of the Estates Department.

1. Main Duties and Responsibilities

1.1

- Works under own initiative to provide administrative support to the Estates team, which includes typing/word processing and the distribution and filing/collating of documents, together with acting as the first point of contact for enquiries from 'end-users' of the Estates services via the Helpdesk, and associated software.
- Inputs data into the Estates Computer Aided Facilities Management (CAFM) systems, such as Micad, and generates reports as required.
- Ensures that an efficient Reception/'Front of House' service is provided, including implementation of the 'Contractor Control' procedures, and issuing of Staff ID badges.
- Provides a point of contact for all members of the Estates Department, so as to be able to inform Hospital staff members regarding their whereabouts and how they can be contacted, providing bleep numbers as requested.
- Performs Reception duties for the Department.
- Receives Visitors, Company Representatives, Contractors and other staff and directs them accordingly.
- Administers the Trust's Contractor Control procedures, ensuring that visitors sign in and out and receive a site induction from a member of the Estates Management team.
- Receives internal and external telephone calls and transfers these to the appropriate extension number. Deals with general queries and maintenance and repair issues.
- Uses the Estates Department computerised systems for the generating of work requisitions, and for storing estates related information, such as the asbestos register and Legionella control records.
- Uses a range of office equipment, including a camera for the ID badges, and orders stationery supplies as necessary.
- Maintains staff records relating to staff sickness and compassionate leave etc.
- Receives bookings for the Estates meeting room, and records these into the booking system.
- Arranges call-outs of Specialist Suppliers, such as the Pest Control Contractor, in line with the terms and conditions of the relevant contract.
- Composes and prepares letters for signature.
- Maintains filing systems and electronic databases.
- Controls and updates electronic calendars using Microsoft Outlook.
- Processes annual leave forms and maintains a record of the leave taken.
- Maintains the Estates Library system, ensuring that information such as Operation and Maintenance manuals, files and drawings are readily accessible.
- Files PPM and other technical reports and notifies the Estates managers regarding any follow up actions.

ANALYTICAL AND ORGANISATIONAL SKILLS

Judgements involving facts or situations, some requiring analysis, e.g. Prioritises work, resolves conflicting diary appointments and schedules

Plans and organises straight forward activities, some ongoing, e.g. Arranges meetings on a regular basis, and manages diaries.

SYSTEMS AND EQUIPMENT

The postholder is expected to display full competency with the full range of Microsoft Office software, and to have well developed keyboard skills.

The postholder is expected to be fully conversant (with appropriate training) with the various IT systems used by the Trust, such as ESR Self Service, Oracle, Datix, Apollo FM, Micad and the Job Recruitment system.

As an employee of the Trust and a user of its computer systems, you are required to comply

with the procedures laid down by the Trust's Information Systems Security and Data Protection Policy. The postholder is expected to be able to use a range of office equipment, such as photocopiers, digital camera, and laminating machinery.

RESPONSIBILITY FOR HUMAN RESOURCES, POLICY DEVELOPMENT AND RESEARCH

Follows policies in own role, may be required to comment.

Demonstrates own activities to new or less experienced employees

Undertakes surveys or audits as necessary to own work

COMMUNICATION AND RELATIONSHIPS

The postholder will communicate effectively with colleagues at all levels throughout the Trust and with external agencies as well as with the public both over the telephone and face to face. The information provided and received will be routine in nature.

RESPONSIBILITY FOR PATIENT / CLIENT CARE

Incidental contact with patients

PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE POST

A general physical requirement comprises of a combination of sitting and standing in a restricted position using VDU and similar equipment.

Because of the nature of the work on using the computer systems, there is a frequent requirement for long periods of concentration where the work pattern will be predictable.

There are frequent interruptions from phone calls and people calling into the office requesting assistance.

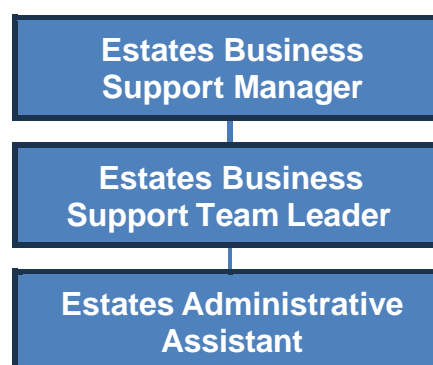
Exposure to distressing or emotional circumstances is rare.

Developed physical skills; advanced keyboard use.

WORKING CONDITIONS

The position requires the postholder to use VDU equipment continuously for most of the day.

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"> • IT Skills to RSA Stage II • NVQ level 2 or equivalent 	

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Work on Own Initiative • Good Communication Skills • Organisational Skills • Flexible Approach to Workload • Team player 	<ul style="list-style-type: none"> • Experience of NHS / Estates Environment • Knowledge of office procedures

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Reception/formal office experience • Microsoft Office computer software 	

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Flexibility of Working Hours if required• Flexibility to work across both Hospital 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 & 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 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.

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

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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