



SENIOR ADMINSTRATOR

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



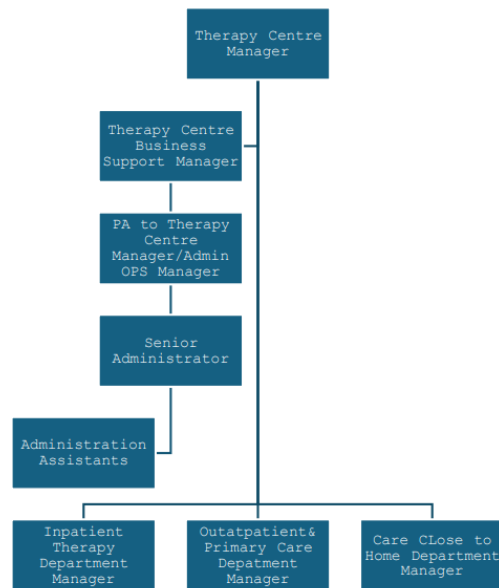
JOB DESCRIPTION

Job Title	Senior Administrator
Band	4
Directorate	Clinical Support Services
Accountable to	Therapy Administration Operations Manager
DBS Required?	Standard

JOB OVERVIEW

The post holder provides an effective, efficient, professional & confidential administrative and secretarial service for the Therapy Management & Clinical Teams. The post holder will be supporting clinical service delivery across Inpatients, Outpatients and Care Closer to home services. The post holder will work with clinical & non-clinical colleagues within the Clinical Support Services division and across the centres to assist the Therapy Centre in delivering the Trust's overall strategic objectives and high-quality patient care. The post holder will manage and prioritise busy workloads for the Inpatients, Outpatients and Care Close to Home Department Managers, working autonomously within defined policies and procedures. The post holder will be expected to have a high level of communication and interpersonal skills to engage with internal and external stakeholders, always maintaining a high professional standard.

ORGANISATIONAL STRUCTURE



MAIN DUTIES AND RESPONSIBILITIES

Secretarial and Administrative

- Acts as a first point of contact for the Therapy Centre, dealing with staff of all levels inside and outside the Trust.
- Diary management on behalf of the Therapy Centre Department Management Team, including resolution of conflicting diary appointments.
- To take messages to the team as necessary and be proactive using own initiative to deal with urgent and important matters – ensuring clear communication and consultation as required.
- Prioritisation and delegation of incoming mail, emails and telephone calls.
- Organisation of meetings, conferences, presentations, patient workshops and training events, including arranging external speakers, booking venues and all associated administration for clinical and managerial teams.
- Organisation of patient, carer or public meetings on behalf of the Therapy Centre.
- Provision of suitable travel and accommodation arrangements for the Therapy Centre Department Management Team and other staff on an ad hoc basis.
- Minute taking and transcription of formal governance, health and safety, strategic and business meetings on behalf of the Therapy Centre.
- Clinical audio transcription & administrative support to the Consultant-led Physiotherapy clinic.
- Preparation, typing and distribution of correspondence, reports and ad hoc papers to support the work of the Therapy Centre, including materials of a sensitive or confidential nature, maintaining a high degree of integrity and confidentiality.
- Implementation of relevant policies and procedures, suggesting changes as appropriate.

- Management of office systems, including a Bring Forward system for meeting papers and pending items.
- Responsibility for maintaining storage and retrieval systems (paper or electronic) on behalf of the Therapy Centre.
- Demonstration of own responsibilities to new or less experienced members of staff.
- To provide cover for the PA to the Therapy Centre Manager during periods of absence.
- To be the Therapy Centre superuser & trainer for eRostering.
- To be responsible for the Rotawatch system for on-call within the Therapy Centre.
- To be responsible for procurement of Clinical & non-clinical supply requisitions.
- To provide line management for the Administration Assistants within the management office.
- Ensure central shared drives are maintained and up to-date to facilitate prompt retrieval of information by team members.
- Co-ordination of Personnel Files across all sites.

Centre Workforce Administration

- Co-ordination of recruitment processes on behalf of the Therapy Centre including:
 - Liaison with the Recruitment Team
 - Preparing interview documentations and paperwork for clinical and non-clinical recruitment and onboarding.
 - Providing administrative support and arrangements for interviews
- Maintenance of study leave processes such as internally funded courses.

Quality, Service Improvement & Project Work

- To engage in project & improvement work as delegated by the Therapy Centre Department Management Team.
- Contribution to successful delivery of projects on time and within budget.
- Follow-up on specific issues on behalf of the Therapy Centre Department Management Team, investigating and proposing solutions where possible.
- Gathering and analysis of information in respect of projects.
- To support quality and service improvements within the Therapy Centre by supporting the work of the Therapy Quality Improvement Leads as required.

Representing the Centre and the Trust

- To support the Therapy Centre Department Management Team in establishing effective working relationships at all levels inside and outside the Trust.
- To foster good working relationships with and colleagues within the Therapy Centre and the Trust.
- To act as an ambassador for the Therapy Centre within the Trust.
- To be a Fire Warden for the Therapy Department at William Farr House.
- To be a trained Display Screen Equipment assessor.
- To be a trained First Aider for the Therapy Department at William Farr House.

Finance and Resources

- Responsible for following trust procurement processes and procedures
- Responsibility to ensure that the Therapy Centre's assets and resources are used efficiently and economically.
- Responsibility to ensure that all business is carried out in accordance with the Trust's Standing Orders and Standing Financial Instructions.
- To be the site lead for estates requests.



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"> • GCSE Level 4 Equivalent or above for both English & Maths • NVQ Level 3 Business Administration or relevant work experience 	<ul style="list-style-type: none"> • Recognised typing qualification (RSA/OCR) • Audio Transcription qualification or equivalent experience

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Proven ability to provide administrative or secretarial support • Evidence of ability to achieve own work targets and deadlines 	<ul style="list-style-type: none"> • NHS administration experience • Experience of producing quality accurate minutes. • Knowledge of E-Roster • Knowledge of Health & Safety legislation

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Evidence of ability to deal with confidential, complex and sensitive matters with diplomacy. • Evidence of advanced computer skills and knowledge of Microsoft packages. • Excellent communication skills both orally and written. 	

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Able to travel when required for cross site working. 	

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

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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