

# Job Description

**Post Title: Administration Assistant - Partners in Paediatrics**

**Pay £12:00 hour – self employed**

**Hours: 28 hours per month – self directed (must be available during normal working hours Mon-Fri 9-5)**

**Accountable To: Partnership Support Manager**

**Reporting to: Programme Director**

The purpose of this post is to provide a comprehensive administrative service for Partners in Paediatrics.

## **Job Purpose:**

### Key Responsibilities:

- Dealing with all enquires in a polite and professional manner. Communicating relevant information to them and referring to the most appropriate team member when required.
- Attended meetings relevant to the work of Partners in Paediatrics:
  - Updating all the meeting circulation lists on a regular basis, producing agendas with support of the Programme Manager. Circulating and circulating meeting dates and producing minutes or notes as required.
  - Assist with the planning and organisation of meetings, sending out meeting invites, co-ordinate and prepare information required at each meeting. Minutes and actions to be taken
  - Understand the development of the Partners in Paediatrics and carry out tasks when required by the Core team.

- Perform routine administration tasks for the Partners in Paediatrics, such as dealing with flow of paperwork in and out,, typing, minuting, photocopying, filing, etc
- Assist in the co-ordination of educational programmes for partnership members, both medical and administrative, in conjunction with clinical and management teams.
- Adapt a flexible attitude to meet the needs of the service, taking into consideration each region's unique perspective.

Communication:

- Effectively communicates with colleagues to ensure smooth running of the service.
- Maintain the highest standards of conduct and integrity within the organisation adhering to relevant Codes of Conduct and the NHS Constitution.
- Shows initiative in the workplace
- Proactively manage information and telephone calls, which occasionally may be of a sensitive nature, from network members, all of which require a high level of confidentiality and sensitivity.
- Responsible for providing accurate, non-clinical advice relating to queries about Partners in Paediatrics.
- Able to work unsupervised, using own initiative within the guidelines / SOP for the service and within the strict timescales required.

Organisation:

- Adheres to the Untoward Incident Reporting Procedure and reports any untoward incident following the Partners in Paediatric guidelines
- Ensures own actions support equality, diversity, and rights
- Records all information and activities undertaken in a clear and accurate manner using manual or computer systems as appropriate in accordance with Trust policy
- Maintains patient confidentiality and deals with patient information in accordance with the standards of Partners in Paediatrics
- Works flexibly to ensure the requirements for the service are met.
- Participates in Core Group meetings

## Values Based Behaviours:

<p><b>Care:</b> we show we care about people</p>	<p>Listens and acts to the concerns of others to bring about improvements for people (patients and staff).</p> <p>Shows empathy to others and a caring attitude to people (staff, patients and the public)</p>
<p><b>Ambition:</b> we want the best for people</p>	<p>Motivates and coaches others to support them to develop their own capabilities and skills.</p> <p>Links individual development needs with service goals.</p> <p>Has the resilience to keep going in adversity and shows a can do attitude to deliver improvements for others.</p> <p>Strives to ensure the role or service they deliver is the best</p>
<p><b>Respect:</b> we value the differences and talents of people</p>	<p>Notice the suggestions of others even if you may not agree.</p> <p>Provide constructive feedback.</p> <p>Show appropriate professional standards at all time.</p> <p>Concentrates on what is right rather than who is right.</p>
<p><b>Engage:</b> we involve people in how we do things</p>	<p>Seeks feedback and input into decision making and service improvement for all people involved (patients, staff and the public).</p> <p>Actively takes others views into account.</p> <p>Shows a positive outlook to delivering the best service possible, and leads others by example.</p>
<p><b>Learn :</b> we learn from people, past, present and future</p>	<p>Checks outcomes against plan.</p> <p>Uses evidence and experience of others to inform improvements to services for patients and staff</p> <p>Values, generates and uses evidence to lead future improvements</p>

## **Mandatory Statements:**

1. Partners in Paediatrics is committed to achieving equal opportunities,
2. In the course of your duties, you may acquire or have access to confidential information which must not be disclosed to any other person unless in the pursuit of your duties or with specific permission given on behalf of the Organisation.
3. This document provides an outline of the main responsibilities of the post. It is not intended to be an exhaustive list of duties. Your job description will be subject to regular review with your Line Manager.

## Person Specification

	<b>Essential</b>	<b>Desirable</b>	<b>Method Of Assessment</b>
Skills, Knowledge & Aptitudes	<p>Working and developing knowledge of Microsoft Office including Word, Outlook and Excel</p> <p>Ability to prioritise workload</p> <p>Ensure a high attention to detail and quality of work</p> <p>Evidence of team working</p> <p>Excellent communication skills both written and verbal</p>		Application and Interview
Qualifications & Learning	<p>Educated to NVQ 3 level in a relevant subject or equivalent through knowledge and experience.</p>		Application
Experience	<p>Demonstrable experience of working in a clerical environment.</p> <p>Has a proven ability to work with computerised data systems</p> <p>Experience of customer service role.</p> <p>Able to signpost telephone queries</p> <p>Able to assess situations and suggest possible solutions</p>		Application and Interview
Personal Qualities	<p>Enthusiastic, motivated and committed to ensuring the best possible patient / parent experience.</p> <p>Calm, caring and considerate</p>		Application and Interview

	Able to work under pressure		
Equality and Diversity	Understanding of and commitment to equality of opportunity and good working relationships		Application and Interview
Other	An ability to maintain confidentiality and trust Good time keeping		Application and Interview