



ASSISTANT ADMINISTRATION MANAGER

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.

A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

Louise Barnett

Louise Barnett
CHIEF EXECUTIVE OFFICER

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

Salary sacrifice schemes for home electronics and bikes

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	Assistant Administration Manager
Band	4
Directorate	Women & Children's
Accountable to	Administration Manager
DBS Required?	No

JOB OVERVIEW

The post holder supports the Administration Manager to lead the Administration team in providing a professional and confidential administrative and secretarial service for the Women and Children's Division. The role includes supervising administrative staff on a day-to-day basis. The post holder is expected to work accurately under pressure with the ability to manage and prioritise their own workload and that of the A&C Team. They will be providing and receiving information which may require tact, diplomacy and persuasive skills as there may be barriers to understanding either due to a cultural difference or knowledge of the process. They will also be an integral part of the team in being able to undertake any aspects of the work.

The post holder works autonomously within defined policies and procedures, although advice is readily available.

Main Duties and Responsibilities

1. Managerial/ Leadership

- Acts as a first point of contact for the Administration Team, dealing with staff of all levels inside and outside the Trust.
- Provides leadership and management for the day to day running of the Administrative and Secretarial team.
- To have robust understanding of the patient administration and outpatient clinic systems and of the case notes systems and to be able to deliver all aspects of the administration service if staffing levels require this.
- To demonstrate a significant level of initiative in the organisation of own workload and of the Admin & Clerical Teams, taking decisions and progressing a range of delegated tasks to a satisfactory conclusion, with minimal advice or instruction.
- Oversee the co-ordination and distribution of workload across the A&C team.
- Respond appropriately to contentious, sensitive and difficult enquiries from patients, relatives, other trust staff and external agencies to ensure a satisfactory conclusion. Dealing with occasional distressing situations whilst ensuring that an ethos of excellent customer service exists throughout the A & C team, whether dealing face to face with patients or communication by telephone or letter.
- Communicate appropriately with a range of people at different levels of the organisation.
- To work alongside the Consultants, Clinical Nurse Specialists, Operational managers to ensure that there is efficient and effective utilisation of out-patient clinics and elective admissions.
- To support the management of projects and service developments including efficient use of the Careflow system.
- To train and supervise staff on an ongoing basis to ensure acute high quality patient interaction, typewritten material and data entry.
- Supports the Administration Manager in the coordination/management of complaints and Datix's.
- Implements of relevant office policies and procedures, suggesting changes as appropriate.
- Supports the Administration team in the management of office systems.
- Responsibility for maintaining storage and retrieval systems (paper or electronic) on behalf of the Administration Manager or for other division requirements.

2. Division Workforce Administration

- Responsibility for the preparation and maintenance of all workforce documentation on behalf of the Administration Manager, including:
- Preparation of contracts of employment in readiness for signature.
- Preparation of ESR forms in readiness for signature.
- Management of personnel files.
- Maintenance of annual leave booking processes.

- Maintenance of sickness monitoring.
- Maintenance of appraisal records.
- Booking and maintaining records of statutory training for relevant staff within the division.
- Maintenance of personnel files.
- Appraisal planning and coordination (over a 12-month timescale) for all relevant staff on behalf of the Administration Manager.
- Co-ordination of recruitment processes on behalf of the Administration Manager including:
 - Ensuring recruitment documentation is up to date and completed.
 - Ensuring the correct approval process is followed and all relevant approvals are confirmed.
 - Liaison with Human Resources to place an advert.
 - Acting as Administrator for vacancies within the division.
 - Provide administrative support and arrangements for interviews.

3. Workforce Management

- Direct supervision of staff including recruitment, induction, appraisal, disciplinary, performance, grievance, and sickness management.
- Responsibility for the day-to-day supervision/management of staff.
- Responsibility for supervision of temporary or agency staff on an ad hoc basis, including authorisation of timesheets.
- Take lead role for organising personal development plans/ individual performance review for A&C team. To organise a robust induction programme for new A & C staff and deliver training to ensure competencies are gained and maintained.
- To be responsible for office equipment, re-ordering of office supplies and signing and uploading of staff timesheets.
- To ensure that administrative procedures conform to Trust policies and procedures specifically, patient records, confidentiality, complaints procedures, health and safety issues and risk management, proposing changes where necessary.

4. Quality and Service Improvement

- Supports quality and service improvement within the Division and work with other services and divisions to ensure effective patient care and the effective use of all Trust resources.

5. Representing the Division and the Trust

- Supports the Administration Manager in establishing effective working relationships at all levels inside and outside the Trust.

- Fosters good working relationships with and colleagues within the Division and the Trust.
- Act as an ambassador for the Division within the Trust.

6. Finance and Resources

- Day to day responsibility for monitoring the Division administrative budget, highlighting potential problems to the Administration Manager.
- Management of relevant Division stock with responsibility for ordering stock on behalf of the division.
- Responsibility to ensure that the Division'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.

Physical, Mental and Emotional Demands of the Post

- Occasional requirement to analyse information to identify trends or highlight potential issues.
- Coping with frequent interruptions during periods of concentration.
- Occasional exposure to verbal aggression.

Working Conditions

- Works in normal office conditions, including regular VDU work.
- Occasional travel between all Trust sites.
- Be aware of physical effort with regard to sitting for long periods and the transfer of substantial numbers of medical notes.
- Exposure to frequent interruptions to routine, relating to telephone calls and personal requests and demands.
- Be aware of the prolonged exposure to Visual Display Units (VDU) and the associated health and safety risks.
- Responsible for the safe evacuation of clerical / secretarial staff in line with Trust fire guidelines.



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">• BTEC or equivalent qualification or experience.• Evidence of a commitment to continuous professional development.	

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Proven ability to provide a secretarial and administrative service on behalf of a manager.• Evidence of experience of team/workforce supervision.• Evidence of budget monitoring.• Evidence of ability to achieve own work targets.	

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Evidence of ability to deal with routine but potentially sensitive matters with diplomacy and expertise. • Evidence of ability to supervise staff to deliver objectives and targets. • Evidence of ability to analyse occasionally complex information in order to identify a way forward. • Evidence of ability to make decisions. • Knowledge of administrative and organisational policies and procedures. • Evidence of standard keyboard skills. • Evidence of standard level use of IT packages such as Microsoft Office suite of products. • Ability to use relevant bespoke health or Trust IT products such as e-Rostering software or ESR. 	

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Ability to travel across all Trust sites as required. 	

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

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.

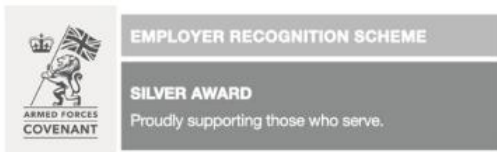
The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

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.





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[Getting to The Royal Shrewsbury Hospital](#)

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