

Join us at UHB



Building healthier lives

Welcome from our Interim CEO

Jonathan Brotherton



Dear Candidate,

Thank you for your interest in working with us here at University Hospitals Birmingham NHS Foundation Trust (UHB).

Please take some time to read through this application pack to gain a better understanding of our Trust in general, this role in particular, and why UHB is a great place to work.

UHB is one of the largest teaching hospital trusts in England, serving a local, regional, national, and international population. We employ around 22,000 colleagues and are committed to investing in your training, development, health and wellbeing and future career with us.

We see and treat more than 2.2 million patients every year across our four hospital sites - Good Hope, Heartlands, Queen Elizabeth Hospital Birmingham and Solihull Hospital - and through our community services and clinics. We are centres of excellence in many clinical specialties.

But it's not just our patients we invest in at UHB; we also invest in our staff. In fact, we believe we are defined by our people, not the state-of-the-art equipment or facilities we work out of. We have high standards and we want to build healthier lives for patients and our teams, wanting you to enjoy your job, and flourish in it.

To reinforce this commitment, we recently refreshed our values after hearing from over 1,400 colleagues about what made them proud to work at UHB

We will be:

Kind: the kindness that people show to each other every day

Connected: the connections we build with everyone around us

Bold: the ability to be bold in how we think, speak and act

We hope you find this pack useful and look forward to receiving an application from you for this role within our Trust.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'J Brotherton', written in a cursive style.

Jonathan Brotherton
Interim Chief Executive Officer

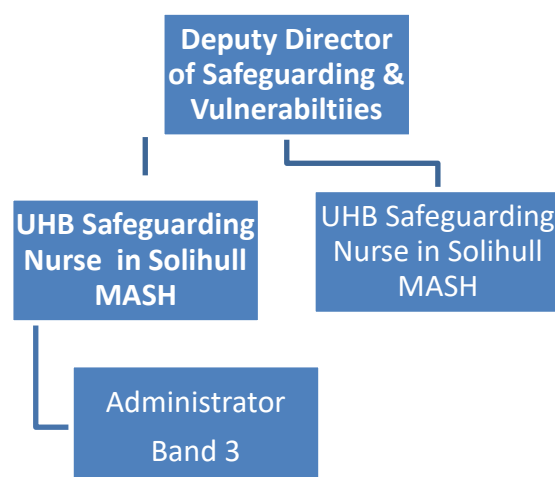
JOB DESCRIPTION

Job Title	Solihull MASH Administrator
Pay Band	3
Department	Child Safeguarding
Division	Corporate
Reports to	Safeguarding MASH practitioner in Solihull MASH
Professionally Responsible to	Deputy Director of Vulnerabilities and Safeguarding

JOB SUMMARY

- To work as part of a team providing comprehensive Administration support to nurses working in Solihull MASH.
- Working in conjunction with colleagues, and internal and external stakeholders.
- The post holder will work under indirect supervision and will directly contribute to the efficient running of the service.
- The post holder will be required to act as a point of contact for health professionals working in MASH and external partners (including Police and Social Care) and so is required to have a professional manner and the ability to communicate confidently and courteously.
- The information within MASH is highly sensitive and confidential therefore a compassionate, professional and sensitive manner will be required.
- The post holder must understand and maintain confidentiality at all times.
- To manage this very busy environment the post holder will need to be flexible, with superior organisational and communication skills and a good understanding of a range of IT tools.
- To work within strict timescales.
- The ability to multi-task, handling a variety of requests.

TEAM/DEPARTMENT STRUCTURE CHART



KEY SKILLS

- Excellent communication

- Ability to work well under pressure/within a busy environment
- Able to manage sensitive information
- Excellent IT skills
- Ability to liaise with a range of health, social, education professionals
- Excellent organisation skills
- Time management skills
- Use own initiative
- Demonstrate a professional manner on the telephone
- Interrogation of various information systems

KEY RESPONSIBILITIES

- To undertake where required typing which may include touch type from audio and/or copy type from written documentation which may include letters, emails, reports and any other correspondence as required
- Create documents / spread sheets / reports as required using IT Systems
- Use Trust and partner agency systems to input electronic data as required
- To exercise initiative and judgement based on acquired knowledge and experience when dealing with enquiries
- Receiving and dealing with telephone and email enquiries as appropriate
- To maintain diaries as required
- Input and look up data on Trust IT systems in accordance with Trust policy
- Extract complex data sets from a number of different sources
- To ensure post and emails are opened on receipt and dealt with accordingly
- Arrange meetings, appointments and booking rooms. Where necessary set up MTeams
- To assist colleagues as directed by the Supervisor/Line Manager in times of pressure of work
- Co-operate in the introduction of new technology and new working practices to ensure the smooth running of the department
- Saving documents/paperwork on electronic systems
- Adherence to trust policies and procedures
- Presentation in appropriate work attire

Communication

- Liaise with staff and external agencies
- Meet and greet visitors communicating in a courteous manner
- Liaise with other departments / teams as appropriate
- Deal effectively with complaints either face to face or on the telephone and escalate concerns where necessary
- Escalate conflict situations where necessary
- Accurately record telephone messages and other enquiries and refer as appropriate
- Be sympathetic and sensitive to the requirements of staff, service users when communicating by telephone or face to face, including dealing with a difficult situation, e.g. aggressive or demanding behaviour
- Attend admin team / departmental meetings on a regular basis. Contribute to building effective teamwork in exchanging views, ideas and communicating effectively
- Maintain confidentiality at all times adhering to Caldicott Guidelines and Data Protection Act

Analytical and Judgemental Skills / Freedom to Act

- Ability extract complex data sets from a number of different sources
- Ability to make decisions and take actions within the team relating to routine enquiries, whilst

receiving support and supervision

- Ability to recognise situations that should be referred onto the Supervisor/Line Manager and take prompt and appropriate action

Responsibility for Information

- Responsible for data inputting into IT Systems
- Prepare documentations such as presentations, meeting agendas, reports leaflets, mash team rota etc. using a range of IT software
- Be fully conversant with Trust systems relevant to the role. Ensuring all data entered onto the Trust system is accurately entered in a timely way, making relevant changes as required.
- To develop and maintain an efficient individual filing system on behalf of the team to include correspondence, reports, complaints, research and results
- Be responsible for confidentiality in line with Trust policy and procedures
- Strictly adhere to Caldicott and the Data Protection Act
- Prepare and scan information onto the Trust IT systems
- Ensure all information held is kept up to date
- Be responsible for the quality of information
- Shred and destroy confidential documentation in line with Trust policy.

BUDGETARY AND RESOURCE MANAGEMENT

- Have a personal duty of care for all equipment and resources used

MANAGEMENT , SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES

- Participate in the induction and training of all new members of staff
- Organise own day-to-day work tasks showing an ability to prioritise in order to achieve set timescales
- Undertake work that has been prioritised by the Supervisor / Line Manager

RESEARCH AND DEVELOPMENT

This job description is not intended to be a complete list of duties, but is expected to act as a guide to the main areas of key responsibility and as such will include any duties appropriate to the role.

This job description may be reviewed and revised where appropriate.

The post holder will undertake other duties as may be required to achieve the Trust's objectives, commensurate with the grading of the post.

EFFORT

- Work collaboratively as part of an integrated team
- Work within and keep up to date with National and Trust legislation, guidelines, policies, procedures, protocols and code of conduct relating to own role
- Participate in and contribute to the effective introduction of new systems and initiatives leading to the improvement and development of patient services

TRUST VISION & VALUES

DO NOT AMEND THIS SECTION

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; building healthier lives. Our values apply to every member of staff and help us in all we

do and how we do it. They are:

Kind: The kindness that people show to each other every day

Connected: The connections we build with everyone around us

Bold: The ability to be bold in how we think, speak and act

ADDITIONAL INFORMATION

This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Last Updated:08.11.2022.....

PERSON SPECIFICATION

JOB TITLE: Administrator	
TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Good General Education (eg. GCSE English and Maths A-C) GCSE Level 9-4 • Business Administration NVQ level 3 or equivalent experience in an administrative environment 	<ul style="list-style-type: none"> •
EXPERIENCE & KNOWLEDGE	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Experience of dealing with the Public/Customer service experience • Experience of working with a range of Microsoft Office packages (e.g. Word, Excel and Outlook) • Experience of using IT systems 	<ul style="list-style-type: none"> • Experience of working in a busy environment • Experience of working in Healthcare
SKILLS & ABILITY	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Good communication / customer care skills both written and verbal demonstrating sympathy and compassion • Good keyboard/ IT skills • Good organisation skills and ability to multitask • Good time management skills Ability to deal professionally with enquiries from staff, Patients and Visitors • Ability to problem solve • Understand confidentiality and apply the principles in every day working practice • Ability to pay attention to detail where there are predictable interruptions to the work pattern • Effectively and flexibly as part of a team to meet the needs of the services • Confident in dealing with people at 	

<p>all levels</p> <ul style="list-style-type: none"> • Must be able to demonstrate an understanding of equality and diversity • Mature open and flexible approach to work • Demonstrates care and compassion • Good inter-personal and communication skills. • Good organisational skills • Team Player • Conscientious • Demonstrates reliability, motivation and commitment 	
OTHER SPECIFIC REQUIREMENT	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Ability to travel to multiple sites • Ability to work under pressure and deal with stressful situations 	