

Join us at UHB



Building healthier lives

Welcome from our CEO

Professor David Rosser



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 stylized, handwritten signature in black ink, appearing to read 'David Rosser', written over a light grey rectangular background.

Professor David Rosser,
Chief Executive Officer

JOB DESCRIPTION

Job Title	Administrator/Co-ordinator – Corporate
Pay Band	3
Department	Ward 14
Division	4
Reports to	Supervisor/Manager
Professionally Responsible to	Louise Grigg

JOB SUMMARY

To work as part of a team providing comprehensive Administration / Co-ordination support to corporate services.
Working in conjunction with colleagues, service users and internal and external stakeholders.
The post holder will work under indirect supervision and will directly contribute to and Co-ordinate the efficient running of the service.

TEAM/DEPARTMENT STRUCTURE CHART



KEY SKILLS

- Liaise with staff and service users and external agencies to provide a point of contact for service users
- To provide a point of contact for service users
- 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

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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 / spreadsheets / reports as required using IT Systems
- Use Trust 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 enquiries as appropriate
- To maintain diaries as required
- Input and look up data on Trust IT systems in accordance with Trust policy
- Analyse and extract complex data sets from a number of different sources
- To ensure post is opened daily and dealt with accordingly
- Arrange meetings and appointments as necessary
- 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
- Photocopying, Scanning and filing letters and documents as required

Analytical and Judgemental Skills / Freedom to Act

- Ability to analyse and 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
- Receive and open incoming post and take action as required

Planning and Organisational Skills

- 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
- Book and monitor room bookings
- Arrange hospitality as requested
- Arrange transport as required
- Coordinate and Arrange meetings conferences etc including diary management to ensure availability and attendance

Policy and Service Responsibilities

- 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

Responsibility for Information

- Responsible for data inputting into Trust IT Systems
- Prepare documentations such as presentations, meeting agendas, reports leaflets etc. using a range of IT software
- Ensure all letters and all information sent out are clear, accurate and informative
- Be fully conversant with Trust systems relevant to the role. Ensuring all data entered onto the



<p>Trust system is accurately entered in a timely way, making relevant changes as required. Strictly adhere to Caldicott guidelines and the Data Protection Act</p> <ul style="list-style-type: none"> • 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 Photocopy and distribute documents as required • Shred and destroy confidential documentation in line with Trust policy. • Input staff information into the Electronic Staff Record (ESR) adhering to confidentiality and only accessing the information required to fulfil the role / task
BUDGETARY AND RESOURCE MANAGEMENT
<ul style="list-style-type: none"> • Have a personal duty of care for all equipment and resources used • Maintain stock control such as stationery, clinical supplies, equipment and uniforms
MANAGEMENT , SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES
<ul style="list-style-type: none"> • Demonstrate own activities to new / less experienced staff • Where required coordinate duties of band 2 administrative staff and ensure staff rotas are appropriately covered • Participate in the induction and training of all new members of staff
RESEARCH AND DEVELOPMENT
<ul style="list-style-type: none"> • Undertake surveys and routine audits of own work as and when required.
EFFORT
TRUST VISION & VALUES
<p>DO NOT AMEND THIS SECTION</p> <p>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:</p> <p>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</p>
ADDITIONAL INFORMATION
<p>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.</p> <p>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.</p> <p>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.</p>

Last Updated:

PERSON SPECIFICATION

JOB TITLE:	
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 	
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 (eg. 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 • Ability to deal with stressful situations and sensitive issues 	
OTHER SPECIFIC REQUIREMENT	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Work effectively and flexibly as part of a team to meet the needs of the services • Confident in dealing with people at all levels 	<ul style="list-style-type: none"> • Ability to work under pressure and deal with stressful situations



<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 <ul style="list-style-type: none"> • Demonstrates reliability, motivation and commitment • Ability to travel to multiple sites 	
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