

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 dark ink, appearing to read 'J Brotherton', written in a cursive style.

Jonathan Brotherton
Interim Chief Executive Officer

JOB DESCRIPTION

Job Title	Administrator/ Co-ordinator Corporate Band 4
Pay Band	4
Department	Elective Care Hub
Division	Corporate
Reports to	Programme Lead
Professionally Responsible to	Programme Lead

JOB SUMMARY

An exciting opportunity has arisen for three individuals to join the Elective Care Hub Team at UHB as Independent Sector Coordinator's.

As a result of the COVID 19 pandemic and subsequent disruption of elective activity across the NHS, some patients have been waiting an extended period of time for treatment. The focus of the Elective Care Hub team is on elective recovery, working across the system to enable patients to be seen as quickly and safely as possible. This includes working closely with internal UHB colleagues, external Birmingham and Solihull system colleagues as well as local independent sector providers.

The Independent Sector Coordinator role is a fantastic opportunity to develop your operational and administrative career within the NHS. The successful candidates will undertake a wide variety of administrative and operational tasks as well as liaising with key stakeholders internally and across the system. The role will also require updating and tracking of spreadsheets, creating and maintaining reports, managing competing workloads as well as juggling and prioritising work as necessary.

This is a fast paced, varied and interesting role, and you will have the opportunity to participate in and contribute to a changing and evolving NHS landscape whilst gaining exposure both internally as well as to wider system partners.

TEAM/DEPARTMENT STRUCTURE CHART

Programme
Lead



Independent
Sector
Coordinator



KEY SKILLS

Analytical and Judgemental Skills / Freedom to Act

- To assist with the collection and provision of statistical data as required and the ability to extract, manipulate, analyse complex data sets and communicate them in an easy to understand manner
- Ability to make decisions relating to non-routine enquiries and issues.
- Ability to problem solve and provide alternative solutions
- Ability to recognise situations that should be referred onto the Line Manager and take prompt and appropriate action
- Distribute and prioritise incoming mail, using judgement and experience to decide which documents require urgent action and which may be passed directly to other areas for action and information

Planning and Organisational Skills

- Organise own day-to-day work and prioritise team tasks as required showing an ability to prioritise in order to achieve set timescales
- Arrange conferences, Training including venues and hospitality as required.
- Arrange transport as required
- Arrange and prioritise meetings and case conferences as appropriate

KEY RESPONSIBILITIES

- To provide day to day supervision to Administrators, coordinators and clerical officers and plan staff rota and cover as required
- To ensure organisation of meetings, preparation of agendas and taking of minutes
- Transcribe formal minutes of meetings, case conferences as required
- To organise case conferences, seminars, training events and travel arrangements and assume responsibility for the daily management of the diaries
- To provide and receive complex information on a daily basis
- To exercise initiative and judgement based on acquired knowledge and experience
- To undertake validation of data and provide assurance
- To provide a point of contact for stakeholders and service users ensuring that any language or other communication barriers are overcome
- Knowledge and use of various Microsoft Office Software programmes including Outlook, Word, PowerPoint, Excel, Access (database) to produce letters, presentations, reports and other relevant correspondence
- To develop and maintain an efficient individual filing system to include correspondence, reports, documentation relevant to the department
- Create databases to collect and monitor information to assist with the collection and provision of statistical data as required and the ability to extract, manipulate, analyse complex data sets and communicate them in an easy to understand manner
- To undertake 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
- To distribute and prioritise incoming mail, using judgement and experience to decide which documents require urgent action and which may be passed directly to other areas for action and information
- Provide reciprocal cover for Administration Team during annual leave and sickness absence



- Receiving and dealing with telephone enquiries as appropriate
- Input and look up data on Trust IT systems in accordance with Trust policy
- Co-operate in the introduction of new technology and new working practices to ensure the smooth running of the department
- To carry out any other administrative duties including faxing, photocopying, scanning, emailing, ordering stationery, maintaining and arranging repair of office equipment where necessary

Communication

- Liaise with staff and service users
- Accurately record telephone messages and action as appropriate
- To provide a point of contact for service users
- Provide effective communication and problem solving both face to face and via telephone
- 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
- Attend departmental meetings on a regular basis
- Contribute to building effective teamwork in exchanging views, ideas and communicating effectively

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 and ensure they are adhered to across the team
- Proposed changes to working practices for own work area
- Participate in and contribute to the effective introduction of new systems and initiatives leading to the improvement and development of patient services

Responsibility for Staff

- To provide day to day supervision to Administrators/Coordinators and Clerical Staff and plan staff rota and cover as required
- Book bank staff as required
- Participate in the induction and training of all new members of staff in department
- Demonstrate own activities to new / less experienced staff

Responsibility for Information

- To develop and maintain an efficient individual filing system on behalf of the team to include correspondence, reports, documentation relevant to the department
- Prepare documentations such as presentation, leaflets etc. using a range of IT software.
- Be responsible for confidentiality in line with Trust policy and procedures
- Accurately input data using a variety of Trust IT systems in a timely way. Strictly adhere to Caldicott Guidelines 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 personally generated information
- Photocopy, scan and distribute documents as required
- Shred and destroy confidential documentation in line with Trust policy
- Provide information / produce reports at an appropriate
- 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, supplies, equipment and uniforms • To raise orders in line with Trust policy and procedures
MANAGEMENT , SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES
Not applicable
RESEARCH AND DEVELOPMENT
<ul style="list-style-type: none"> • Undertake surveys and routine audits of own work as and when required
EFFORT -
<p>This post requires frequent use of VDA equipment through the day in order to utilise trust IT systems, enter data and update reports where required.</p> <p>Occasional contact with patients over the telephone may lead to contact with distressed patients</p>
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: Administrator/ Co-ordinator Corporate Band 4	
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 in a Secretarial/ Administrative role with a proven track record of problem solving • Experience of working with a range of Microsoft Office packages (eg. Word, Excel and Outlook) • Experience of using IT systems • Experience of working in a busy environment • Able to use own initiative and deal with the unpredictable • Able to work under pressure and to multi-task • Able to work to deadlines 	<ul style="list-style-type: none"> • Previous experience of transcribing formal minutes • Experience of working in Healthcare • Good Organisational skills



SKILLS & ABILITY	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Plus knowledge of dealing with non-routine issues such as problem solving for an area of work • Good communication / customer care skills both written and verbal demonstrating sympathy and compassion • Good keyboard/ IT skills • Good organisational skills and ability to multitask • Good time management skills • Ability to deal professionally with enquiries from staff, patients and visitors • Understand confidentiality and apply the principles in everyday 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 • 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 • Ability to work under pressure and deal with stressful situations 	

