NHS Grampian

**Job Description**

# *SECTION 1*

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| *JOB IDENTIFICATION* |
| Job Title: | Administrator – Public Health |
| Department(s): | Public Health  |
| Location: | Summerfield House |
| Hours:  | 37.5 hours per week |
| Grade: | Band 4 |
| Salary: | £22,700 - £24,973 pro rata per annum |
| Contract: | Temporary till March 2021 |
| Job Reference: | NS029463 |
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| 1. **JOB PURPOSE**

To provide a high quality, effective, professional and confidential secretarial and administrative service and support Public Health Directorate, to ensure the efficient co-ordination and administration of that team within NHSG. |
| 1. **ORGANISATIONAL POSITION**

**Director of Public Health****Public Health Teams****Reports to Business Support Manager****Administrator** |
| 1. **SCOPE AND RANGE**
* Provide full secretarial/administrative services to the Public Health Teams – Health protection, Health Improvement.
* Provide comprehensive support for a range of high level committees
* Undertake project work within the Directorate as required

The Public Health Directorate comprises Director of Public Health, Head of Health Improvement, a team of Public Health Consultants and Registrars, Consultant in Dental Public Health, MCN Managers, Nurses, Health Promotion Specialists, Health Intelligence experts and a range of support staff. The role of the directorate being to improve the health of the population of Grampian. |
| 1. **MAIN DUTIES/RESPONSIBILITIES**
* Providing administrative and secretarial services to allow efficient and effective functioning of directorate office.
* To provide a focal point for internal and external communications, ensuring that all enquiries are dealt with timeously through the provision of relevant and meaningful information, or passed to the most appropriate person.
* To ensure that typing and production of all correspondence and reports, including the composition of routine and certain non-routine correspondence, much of which will be of a confidential nature, is carried out effectively to support the work of the Public Health Teams
* To manage and plan the diary/diaries and day-to-day co-ordination of senior staff efficiently, and take responsibility for ensuring that venues for meetings and other events are booked and appropriate facilities are provided.
* To organise and maintain efficient office and support systems in order that appropriate paperwork is available for meetings and information can be retrieved quickly and efficiently. This will include maintenance of appropriate bring forward, filing and information systems, which may be electronic or manual. The post holder will hold confidential personnel files for team members and update, as required.
* To receive and screen all internal and external correspondence, telephone calls, and e-mails, ensuring that appropriate action is taken, including retrieval of previous correspondence/information, drafting of replies or responding to calls as appropriate, or redirecting as necessary.
* To prepare agendas and record detailed minutes of meetings, as directed, ensuring all relevant documentation is circulated and that any follow-up action is taken to facilitate efficient workflow.
* To ensure that the work of the Public Health Directorate is supported by effective and efficient administrative systems, including forward planning of meetings and distribution of relevant information.
* To collect, collate and prepare such data as required to support and enable the preparation of papers, reports etc.ensuring that information is well presented and completed within agreed timescales.Identify and liaise with relevant stakeholders.
* To arrange travel and accommodation for the managers and teams ensuring all arrangements follow NHSG policies.
* To process invoices accurately and file electronically.
* Project Management:
* Plan and oversee delivery of events, including collating information for the organisation and preparation of workshops and conferences. This includes being the main point of contact for delegates booking via email, setting up delegate databases, booking venues, liaising with venue providers, organising delegate packs, delegate lists, badges, etc. Assist with registration at workshops and conferences and any follow-up administration which is required.
* Co-ordinate follow-up activities for committees and working groups.
* Research, collate and summarise information to inform planning, development and consultation.
* To give guidance, peer support and training when required within team.
* To provide cover for colleagues during holidays, sickness etc.
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| 1. **SYSTEMS AND EQUIPMENT**
* PC / Printer / Photocopier / Fax / Telephone.
* Shredder / Laminating machine / Dictating machines.
* Knowledge of video-conferencing systems, with ability to undertake minor trouble shooting.
* Microsoft Office packages – as follows:
* Word
* Excel
* Powerpoint
* Outlook/NHS mail
* Knowledge and use of Internet and Intranet.
* SSTS payroll system for completion of departmental Pay Returns.
* Completion of departmental forms for travel expenses, training etc. – or e-expenses assistance for managers and team members.
* Pecos
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| 1. **DECISIONS AND JUDGEMENTS**
* The postholder is required to work independently and manage own workload.
* Prioritising work for managers, teams and self.
* Resolve conflicting priorities for managers and teams in the varying complexity of their roles.
* Resolve conflicting diary appointments and schedules for managers.
* Exercise judgement when dealing with senior managers, consultants, staff representatives or external contacts.
* Exercise judgement when rescheduling appointments according to new priorities.
* Exercise judgement to give privileged information, e.g. mobile telephone numbers when managers are absent from workplace.
* Problem solving – freedom to make judgements when managers and team members are absent, e.g. proxy to email accounts to deal with confidential matters.
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| 1. **COMMUNICATIONS AND RELATIONSHIPS**
* Deal with incoming telephone calls from all sources within and out with NHSG, which includes the ability to work communicate with people in different disciplines and roles, e.g.

WITHIN NHSG/GRAMPIAN AREADirectors and their administratorsBoard Members* Consultants, Doctors and Dentists
* NHSG staff
* Members of the public
* Politicians

OUTWITH GRAMPIAN AREA* Managers at Scottish Executive
* Other NHS Boards
* Food Standards Agency
* Other Health Promotion Units
* Directors of Businesses
* Other Public Sector Groups
* Politicians
* Decide on appropriate action, including telephone redirection to appropriate person or personal intervention.
* Ability to answer queries in the absence of Managers.
* Cover telephones for colleagues which may involve the requirement for tact and diplomacy.
* Maintain diaries (ediary), scheduling appointments, meetings, etc.
* Liaise with relevant personnel and co-ordinate all activities to ensure the smooth running of the department.
* Undertake the organisation of seminars, workshops, meetings, etc. for the department and

prepare material and visual aids, co-ordinating all necessary arrangements e.g. booking of venues, rooms, accommodation etc. and notifying the participants. Organisation of follow-up sessions as required.* Develop and maintain an intelligence and knowledge network.
* Ability to use internet and NHSG intranet effectively to search for required information.
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| 1. **PHYSICAL DEMANDS OF THE JOB**
* Combination of sitting, walking or standing.
* Occasional car use for taking part in/or organisation of events, etc.
* Requirement for concentration when taking minutes of a meeting and the requirement of background knowledge of the discussion in order that minutes are a true record.
* Requirement for concentration when transcribing a tape or notes from minutes.
* Requirement for speed and accuracy using keyboard.
* Requirement to use a VDU more or less continuously.
* Sitting at a keyboard for lengths of time.
* Touch typing and audio skills.
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| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**
* The need for time management when there are conflicting demands and frequent interruptions.
* The need to prioritise work, balancing the demands and complexity of the post.
* The need to be able to make decisions, and deal with issues out with remit, in the absence of higher authority.
* The need to maintain a high degree of autonomy and discretion in dealing with all communication, i.e. email, correspondence and telephone.
* The need for concentration when taking minutes of meetings, plus developing sufficient background knowledge of the discussion to facilitate a true record.
* The need to keep up-to-date with ongoing issues to provide full support and information to Public Health Teams
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| **11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED**The post requires the individual to exercise judgement and initiative, someone with a high degree of flexibility, who can operate in a fast moving environment and has a strong ability to multi-task, with extensive experience of operating at executive level.**Essential attributes include:*** Outstanding planning and organisational skills.
* Ability to prioritise and multi-task.
* Adaptable to learn new functions and tasks.

**Skills & qualifications include:*** Good communication skills.
* Extensive experience of meetings’ management, including accurate minute taking.
* Excellent knowledge of Microsoft Word, Excel & PowerPoint.
* Intranet and internet skills.
* Audio typing.

**Critical qualities include**:* Honesty
* Reliability
* Discretion
* Confidentiality
* Initiative.
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| **PERSON SPECIFICATION** |
| **POST/GRADE** Secretary/Administrator – Public Health Administration**LOCATION:** Summerfield House, 2 Eday Road, Aberdeen, AB15 6RE **DEPARTMENT**: Corporate Public Health |
| The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. With the exceptions relating to displaced and disabled candidates, noted in Sections 5.3 and 5.4 of this policy, shortlisted candidates must possess all the essential components as detailed below. |
| **GENERAL REQUIREMENTS** |
| **Factor** | Essential | Desirable |
| Qualification & Experience | Minimum 5 standard grades or equivalent, including English.Extensive experience in a senior secretarial/ administration capacity. Ability to record an accurate minute of a meeting essential Knowledge and experience of MS software including Word, Excel, PowerPoint and Email. | Ideally possess a formal secretarial/administration qualification eg ECDL. |
| Circumstances & flexibility | Experience of working in a demanding role supporting a multi-disciplinary team.Flexible team player  |  |
| Particular requirements of the post | Confidentiality.Ability to prioritise own workload and ensure that work is planned and managed.Project administration skills  | Knowledge of NHS Grampian’s structureKnowledge and understanding of health issues |
| Level of Disclosure check required | Covered by confidentiality clause signed off and data protection policy. |  |

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| KSF Outline – Generic Foundation – Band 4 |
| Core Dimension | Level | **Level Narrative** |  |
| Communication | 2 | Communicate and maintain good working relationships with a range of people including team members, other colleagues within NHS Grampian, and all who contact the department on a range of matters. Ensure that relevant information is passed to the appropriate member of staff – verbal, written, email. |  |
| Personal & people Development | 2 | Assess feedback from others and change work practice, taking on board new ideas and skills as appropriate. |  |
| Health, Safety & Security | 1 | Assist in maintaining own and others' health, safety and security. |  |
| Service Improvements | 1 | Make changes in own practice and offer suggestions for improving services. |  |
| Quality  | 2 | Maintain quality in own work and encourage others to do. |  |
| Equality & Diversity  | 2 | Support equality and value diversity.Act in accordance with legislation and NHS Grampian’s policies and procedures. |  |
| IK1 – Information Processing | 2 | Modify, structure, maintain and present data and information. |  |
| IK3 – Knowledge and information resources | 1 | Access, appraise and apply knowledge and information. |  |
| G5 - Services and project management | 1 | Assist with the organisation of services and/or projects. |  |