

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title:	Administrative Team Lead
Responsible to:	SMART Business Manager
Department(s): Centre	Southeast Mobility and Rehabilitation Technology Centre (SMART)
Directorate:	Health and Social Care Partnership
Operating Division:	Rehabilitation
Job Reference:	247479
No of Job Holders:	4.00wte

2. JOB PURPOSE

To provide administrative and secretarial support to all SMART service areas ensuring delivery of effective and efficient patient services, and supporting service improvements as required.

Responsibility for day to day supervision of all administrative staff in SMART and other satellite locations.

To assist the Business Manager in operational matters as and when required and deputise in their absence.

3. DIMENSIONS

Staffing Responsibilities:

Supervisory responsibility for team of administrative staff as detailed in the organisational chart, including staff at the WGH, St Johns, Community Equipment Store at Peffermill Industrial Estate Edinburgh.

Financial Responsibilities:

Authorised signatory up to 2K

Responsible for ensuring equipment is ordered on a daily basis as required for all SMART Services – this includes, prosthetics, orthotics, wheelchairs, spare parts, stationery and consumables.

Managing SMART Centre's petty cash imprest - £350

The postholder is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands.

4. ORGANISATIONAL POSITION

Please refer to last page

5. ROLE OF DEPARTMENT

The Southeast Mobility and Rehabilitation Technology (SMART) Centre is one of 5 centres in Scotland (Edinburgh, Aberdeen, Dundee, Glasgow and Inverness) providing Rehabilitation Technology Services. The SMART Centre services are based in the Astley Ainslie Hospital and cover Lothian, Fife and the Borders (approx. 25% of Scotland's population). It is part of the Rehabilitation Service which is managed in Edinburgh Health and Social Care Partnership.

The SMART Centre provides services for adults and children who have a permanent disability affecting their mobility. These include mobility and postural services (wheelchairs and special seating), prosthetics, orthotics and bioengineering services, electronic assistive technologies, blue badge independent mobility assessment (Edinburgh only), special needs design service, a disabled living centre and gait analysis service. The SMART Centre is also one of two centres in Scotland providing a national Specialist Prosthetics Service for veterans.

In addition the SMART Centre provides the National Scottish Driving Assessment Service as well as hosting various other clinical services such as, podiatry, spinal injuries clinic, spasticity management clinic and other outpatient clinics.

The SMART Centre operates clinics on a daily basis and as an outpatient facility sees approximately 20,000 patients per year. In addition SMART clinicians and technicians attend satellite clinics throughout Lothian, Fife and Borders and also provide home visits for their patients.

The department has its own specialist workshops and stores on site. SMART workshops provide in-house manufacturing and (outsourced) modified medical devices across the range of activities mentioned above.

There are around 100 members of staff across a range of professions within the SMART Centre and in addition there are other specialist consultants/doctors who support clinical activity in the SMART Services.

6. KEY RESULT AREAS

1. To provide a comprehensive secretarial and administrative service to ensure the smooth and efficient running of the SMART Centre.
2. Responsible for managing the diaries of the SMART Management Team members (There are six managers based in the SMART Centre and one based in the Community Equipment Store. Each post will have responsibility for the diaries of three managers in SMART and share responsibility for the management of the other diary) Organising courses and conferences, accommodation and travel arrangements for the team, to ensure effective use of time, identifying, discussing and resolving diary conflicts. Responsible for preparation and availability of necessary paperwork and information required in advance of diary commitments.
3. Responsible for managing all communication into the office including electronic, paper, telephone and face to face in support of members of the SMART Management Team when

they are out of the office or on periods of absence. To recognise communications that are important, flagging urgent issues to the SMART Business Manager or other appropriate members of the SMART management team and taking forward those communications within remit of the role.

4. To arrange and attend meetings including preparation and circulation of all associate papers / documentation, minute taking including specifying decisions made and any action points for subsequent approval by the senior member of the group. Responsible for taking forward allocated action points and to follow-up on any others to ensure parties are aware of and working towards completion timescales.
5. Responsible for day to day management of the reception area including the coordination of visiting contractors to the SMART Centre for any maintenance/service requirements
6. General administrative duties including ensuring databases/filing systems are kept accurate and up to date to enable accurate reporting
7. Produce service reports in relation to patient activity on behalf of the SMART Management Team for all services in SMART
8. To participate in ad hoc projects from conception to completion as requested and supported by the management team.
9. Responsible for the management of employee data including inputting data and information into the payroll and employee relations systems, flexible working system, managing employee files ensuring all information, including professional registrations, training is accurate, and up to date.
10. Responsible for arranging events, including training sessions, ensuring on-the-day administrative support is available as required for all services in SMART
11. As requested by the SMART management team and using a variety of resources, access and retrieve information relating to specific aspects of work from local databases including ReTIS
12. Input, extract, collate and summarise data from a variety of sources to enable preparation of standard verbal and written reports.
13. Responsibility for day to day supervision and training of secretarial and administrative staff, including holding regular meetings with staff (including on a one to one basis their annual appraisal), resolving issues of conflict, managing conduct and assisting the SMART Business Manager with all aspects of the recruitment process.
14. Financial responsibilities include the following:
 - Monitoring, ordering and maintaining stationery as required
 - Invoice processing
 - Authorised signatory
 - Managing SMART Centre's petty cash imprest - £350
15. Responsible for the development and implementation of Standard Operating Procedures for Administrative and Clerical Staff in line with the SMART Centre Quality Management Systems to enable smooth running of the SMART Centre.
16. Maintain confidentiality of all sensitive information under the Data Protection Act (1998)

and NHS Lothian Policies.

17. Working flexibly when the service requires cover in times of annual leave, sickness and increased activity.

18. To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

7a. EQUIPMENT AND MACHINERY

The following are examples of equipment which will be used when undertaking the role:

- Personal Computer
- Printer
- Telephone / Answering machine
- Photocopier / Scanner
- Laptop
- Projector
- Laminator
- Guillotine
- Shredder

Note: New equipment may be introduced as the organisation and technology develops, however training will be provided.

7b. SYSTEMS

The following are examples of systems which will be used when undertaking the role:

- Office filing systems
- Patient administration system for inputting, searching, recording, storing and retrieving information (ReTIS / PiMS / TRAK)
- Appropriate local systems and coding where required for recording activity and producing correspondence
- Microsoft Office applications including Word, Excel, PowerPoint, Outlook, Access and Publisher
- Intranet / Internet
- Local and national databases and spreadsheets
- Staff payroll system (SSTS)
- Staff training booking system (PWA / eESS)

- Personal Development Recording System (eKSF)
- Online ordering system (PECOS)
- Incident Recording system (DATIX)
- Plantime – Flexible working recording system

Note: New systems may be introduced as the organisation and technology develops, however training will be provided.

8. ASSIGNMENT AND REVIEW OF WORK

Workload is generated by the SMART Business Manager and the Head of Service and SMART Management Team.

The post-holder will manage own workload working within defined SMART Centre secretarial and administrative procedures. The post-holder will have access to the SMART Business Manager through monthly team meetings, annual appraisal or as deemed necessary.

Review of performance will be ongoing. Annual review, appraisal and personal development planning will be undertaken by the SMART Business Manager in conjunction with the post-holder and in line with NHS Lothian PDP processes.

9. DECISIONS AND JUDGEMENTS

The post-holder is expected to exercise judgement when responding to and dealing with enquiries to the office determining what can be dealt with within own remit and when the matter should be escalated to the line manager.

The post-holder will make decisions regarding prioritising and allocation of own workload and that of the administrative team and in relation to the management of the SMART Centre Management Team members diary to ensure best use of the their time and smooth operation of the department.

All decisions and judgements will be made within the parameters of defined secretarial procedures and protocols and in compliance with current legislative timescales. The post holder's line manager and members of the SMART Management Team are available to advise on more complex matters when required.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Managing own time effectively and prioritising workload to meet competing demands from staff, service users and SMART Management Team to ensure provision of a well co-ordinated, efficient and professional service at all times.

Maintaining levels of concentration required to undertake defined secretarial workload whilst responding to interruptions from enquiries.

Dealing with complaints and verbal aggression both face-to-face and on the telephone.

The diversity and complexity of the work and the range of different tasks required, e.g. when organising an event this involves preparation before the event, tasks for the actual event on the day and the follow up work that is required afterwards.

11. COMMUNICATIONS AND RELATIONSHIPS

The post holder will be expected to communicate with a wide range of people, including the most senior personnel, both internally and externally. Highly developed communication skills requiring tact and diplomacy are necessary when responding to enquiries on behalf of the SMART Management Team. Communication is a key part of the post and can be verbally, in writing or electronically. The post holder will have access to confidential information and therefore will need to retain the trust of management.

Internal Communications:

- Support SMART Centre staff to ensure that overall support to the Directorate is organised.
- SMART Centre Management Team being supported to ensure they are fully apprised of the current status of their work
- Colleagues within other Directorates, mainly to arrange meetings, liaise regarding joint pieces of work, etc.; this often involves negotiation and persuasion to reach satisfactory conclusions for all concerned

External Communications:

- Other organisations within the public and voluntary sector, including local authorities, other Divisions, Scottish Executive, etc.; e.g. to arrange meetings or liaise on behalf of the SMART Management Team regarding joint pieces of work, etc.; this again may require negotiation and persuasion to reach satisfactory conclusions for all concerned
- Private companies, mainly to book venues, catering, etc
- Patients and their carers
- NHS Lothian Divisions
- Voluntary organisations
- Councils (4)
- Other Health Boards (Highland, Tayside, Borders, Dumfries & Galloway, Forth Valley, Grampian, Greater Glasgow, Lanarkshire, Orkney, Shetland and the Western Isles).
- Other Rehabilitation Centres

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS

Physical Demands:

60% of work is computer based therefore required to sit in a restricted position when undertaking these duties.

Mental Demands:

Concentration required when entering data into various systems e.g. local databases, SSTS, etc.

Frequent interruptions requiring post holder to change from working on one task to another.

Prioritising workload in order to meet deadlines.

Emotional Demands:

Exposure to sensitive information which can on occasion be distressing.

Dealing with distressed, anxious patients / relatives / staff requiring use of skills of tact, diplomacy and discretion.

Actively listening to callers and dealing with issues of grievance diplomatically.

Environmental Demands:

Extended use of VDU when performing secretarial role.

Office conditions.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

HNC/SVQIII in Secretarial Studies/ Business Administration / other relevant subject.

Previous experience in an office manager/secretarial/PA role and ability to demonstrate:

- a. Effective organisational skills and ability to manage priorities
- b. Ability to develop and implement administrative processes
- c. Oral and written communication skills
- d. Advanced keyboard skills
- e. Sound working knowledge of computer software packages including word processing, databases, spreadsheets
- f. Day to day staff supervision experience or aptitude
- g. Time management

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

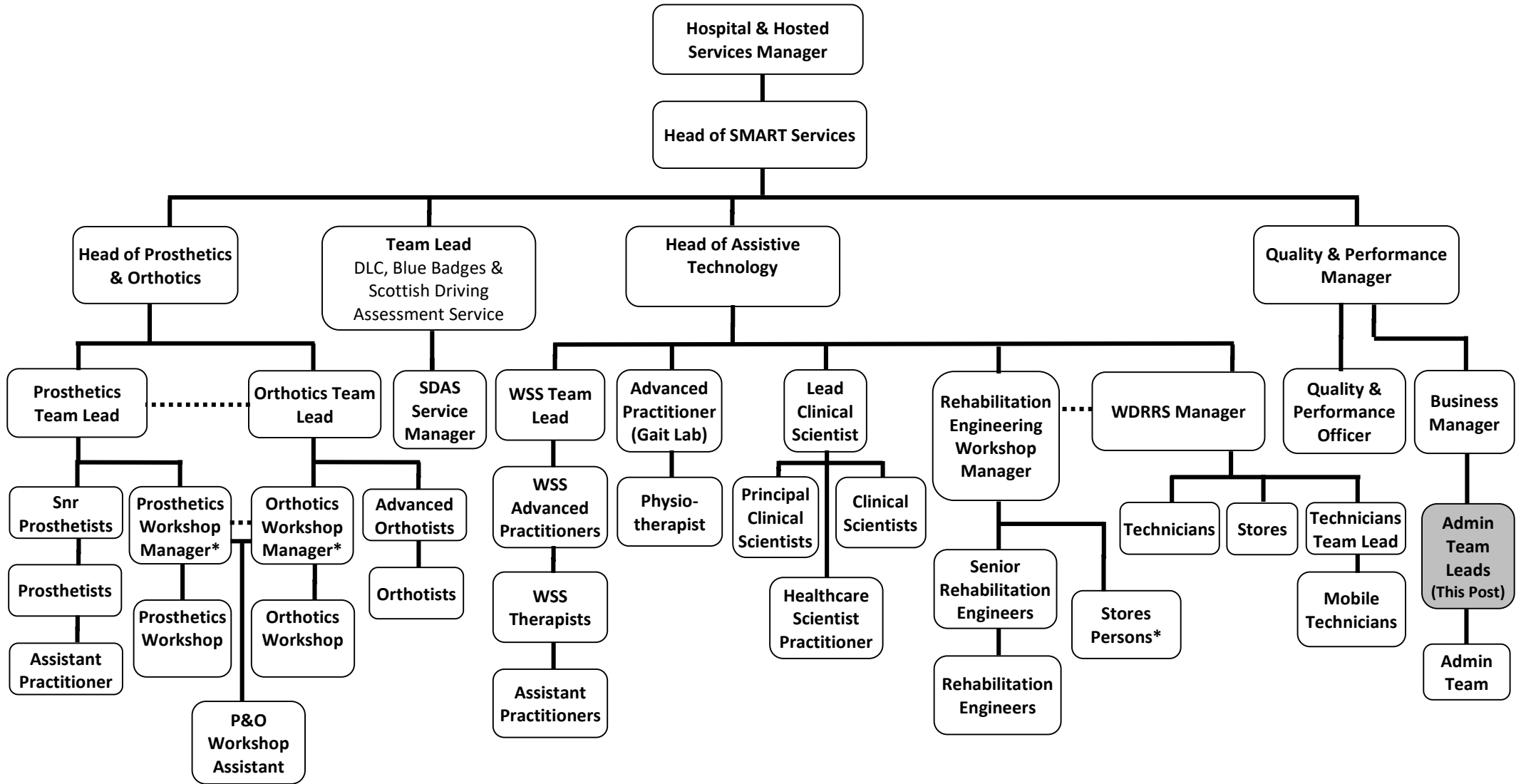
Job Holder's Signature:

Date:

Head of Department Signature:

Date:

Organisational Chart



— Direct report structure
 Cover Arrangements

* Rotational Stores post will be operationally managed by Rehabilitation Engineering Workshop Manager and Prosthetics and Orthotics Workshop Managers