



## JOB SUMMARY – Band 3 (Admin) Assistant

### **1. About NES**

NHS Education for Scotland (NES) is the national health board with statutory responsibilities to effect sustainable change through workforce development, education and training across the health and social care system in Scotland, while working at UK level with partner organisations.

We are the leader in educational design, delivery and quality assurance and provide wide-ranging support to workforce development. We are the official provider of workforce statistics for NHS Scotland and support national workforce planning. We design and develop digital technologies supporting innovation and transformation.

Our purpose is to drive change and improve the quality of care experienced by citizens across Scotland by ensuring that we have the right staff, with the right skills, in the right place, at the right time. NES is integral to improving outcomes for people and in ensuring a skilled and capable workforce underpins the design and delivery of services. As an organisation, we recognise the significant contribution we can make to improving population health, reducing inequalities and economic development.

### **2. Workforce Directorate**

NHS Education for Scotland (NES) is a Special Health Board whose mission is to contribute to the highest quality of healthcare throughout NHS Scotland by promoting best practice in the education and life-long learning of all staff.

The remit of the Workforce Directorate is to support the people infrastructure of NES, and align to the Scottish Governments Everyone Matters: 20:20 Workforce Vision.

Educational solutions in support of the 20:20 Vision are delivered in collaboration with health boards, and in partnership with other colleagues across NHSScotland, Scottish Government Health & Social Care Directorates, Scotland's Colleges, Skills Development Scotland and other public sector agencies as appropriate to ensure that the education and training is informed by robust evidence.

The current 20:20 Workforce Priorities are defined within the NES Corporate Plan and our objective is to have a Capable, Sustainable, and Integrated Workforce; Effective Leadership and Management; and a Healthy Organisational Culture.

The Workforce Directorate works at national level and is key to the delivery of national priorities and the NES Strategic Framework. It has responsibility for:-

- Both an internal and external service to support NHSScotland to gain the best value from the people who work within the NHSS.
- facilitating the implementation of the Scottish Government's Workforce Strategy Everyone Matters within NES
- a comprehensive People and Organisational Development strategy and service for the people who work for NES. This includes the provision of leadership and strategies for the Diversity, Workforce Planning, Staff Governance and Partnership Working agendas of NES.
- supporting with development of education and development policy and resources for NHSScotland Healthcare Support Workers (Estates & Facilities and Business & Administration staff) and supporting Scottish Government and NHSScotland Boards on the implementation of Scottish Government's Youth Employment Strategy.
- The Directorate is a key partner for Scottish Government in the delivery of its Talent, Leadership and Management and learning and development ambitions.
- a source of information, advice, educational solutions, and support to the wider NHS through links with Territorial Boards and the Scottish Government.
- a key role in facilitating a number of networks across the service that enables effective engagement in the development of education tools, resources and to advance both strategy and policy developments.
- Supporting the workforce of NES (to include trainees), and provides a comprehensive Human Resources service that includes learning and development, and strategic and operational leadership.
- Provides a comprehensive Human Resources and Organisational Development and Learning service to NES and externally to NHSScotland in the recruitment of medical and dental trainees and other vocational trainee groups.
- a range of organisational consultancy and training services to enable the organisation to lead itself effectively through significant organisational change; supporting the development of NES as a learning organisation, contributing towards the continuous performance improvement and development agenda of NES.
- support to the 20:20 priorities, and also provide strategic advice and guidance, and act as a centre of excellence to include the delivery of the human resources strategy for the NES Workforce.
- The Directorate also supports NES in all aspects of its Equality and Diversity responsibilities.

The Directorate aims to support NES with an exemplar level of service that complements Partnership Working, Employee Engagement, Staff Governance, Organisational Development, Recruitment & Selection, Job Evaluation, Appraisal, Performance Management, Policy Research, Development, Occupational Health & Safety, Training & Development, Employee Relations, Salary Administration and Occupational Health and Safety, Modern Apprenticeships, Organisational Change, Leadership and Development.

With an overall objective of providing educational solutions that enhance the workforce of the NHS Scotland.

Total Directorate staff (headcount circa 71)

Total Directorate budget – circa £3.8 million

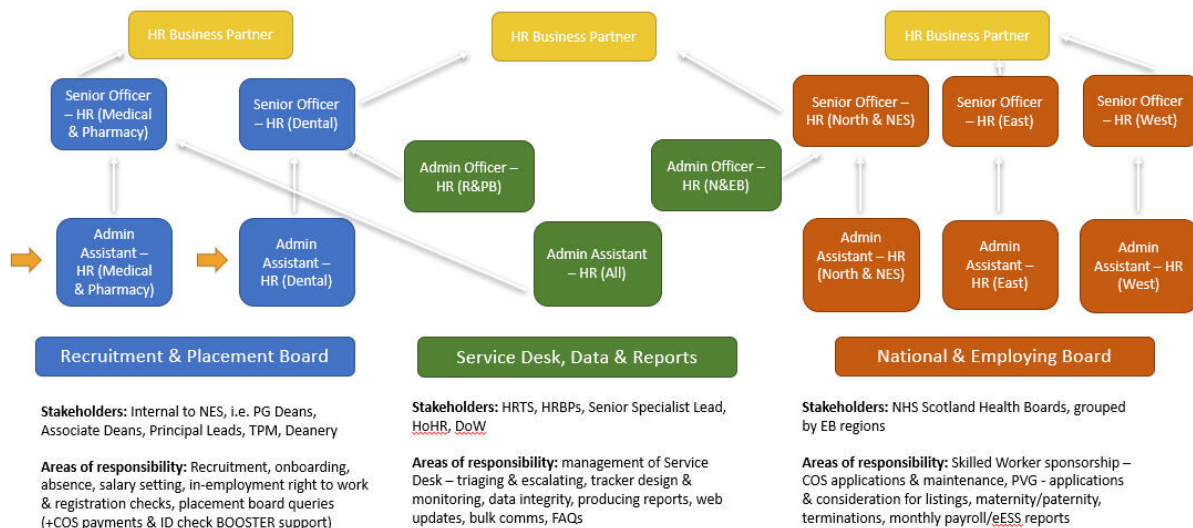
Total staff/trainees recruited (March 16) - 1104

### 3. HR Trainee Services

The HR Trainee Services team is central to supporting a consistent and improved employment experience for Doctors and Dentists in Training across NHS Scotland. Under the 'lead employer' arrangements, the team provides HR services as an Employing Board and a Placement Board (e.g. Maternity/Paternity/Shared, Absence, Occupational Health, Onboarding, Payroll, Salary Setting) and in the delivery of 'Once for Scotland' activities on behalf of the territorial Boards, including Skilled Worker Sponsorship, PVG application & reporting, and national Recruitment & Selection. Our key stakeholders include:-

- NES Medical, NES Dental and NES Pharmacy in support of educational delivery
- NES Digital to ensure HR services are delivered making best use of digital solutions
- NES Finance in the delivery of Payroll activities and budget management
- External HR & Payroll colleagues in territorial Health Boards in the delivery of consistent, national HR services
- Doctors, Dentists and Pharmacists in Training, at every stage of employment lifecycle (applicant, preferred candidate, employee)

### 4. Organisation Chart



### 5. Job Role

The purpose of this role is to provide a range of HR administrative activities to enable the HR trainee services team to fulfil its functions to a high-quality standard.

You must have excellent communication and administrative skills and be a proficient Microsoft Office user, ideally with experience of both Excel and Microsoft Teams. The post holder should also have the skills to work effectively & perform well in a fast-paced environment.

## 6. Key Tasks

Key tasks will include but not be limited to:

- Deal professionally with a range of enquiries from managers, staff and external customers to the department/directorate.
- Ability to understand a range of work procedures and practices which require analysis and are associated with the role.
- Provide administration services in designated area of work and also to when necessary to support the wider department, maintaining confidentiality where appropriate.
- Perform general office duties including answering phone calls, filing and photocopying.
- Support the recruitment and onboarding processes.
- Work proactively, suggesting and implementing changes to local procedures and processes to improve efficiency.
- Observes a duty of care in relation to equipment and resources used in course of work. This refers to careful use of communal equipment and facilities and/or ordering supplies.
- Follow policies /procedures within own work area at all times.

## Band 3 (Admin) Assistant

### 1. JOB IDENTIFICATION

Job Title: **HR (Admin) Assistant** .....

Department(s): HR Trainee Service

Directorate: Workforce

Job Reference: 8620BR (Permanent)/ 8621BR (Fixed term)

Responsible to: Senior HR Officer

### 2. JOB PURPOSE

The purpose of this role is to provide a range of administrative activities to enable a department to fulfil its functions to a high quality standard.

The postholder will have knowledge of facts, principles, processes and general concepts in a field of work.

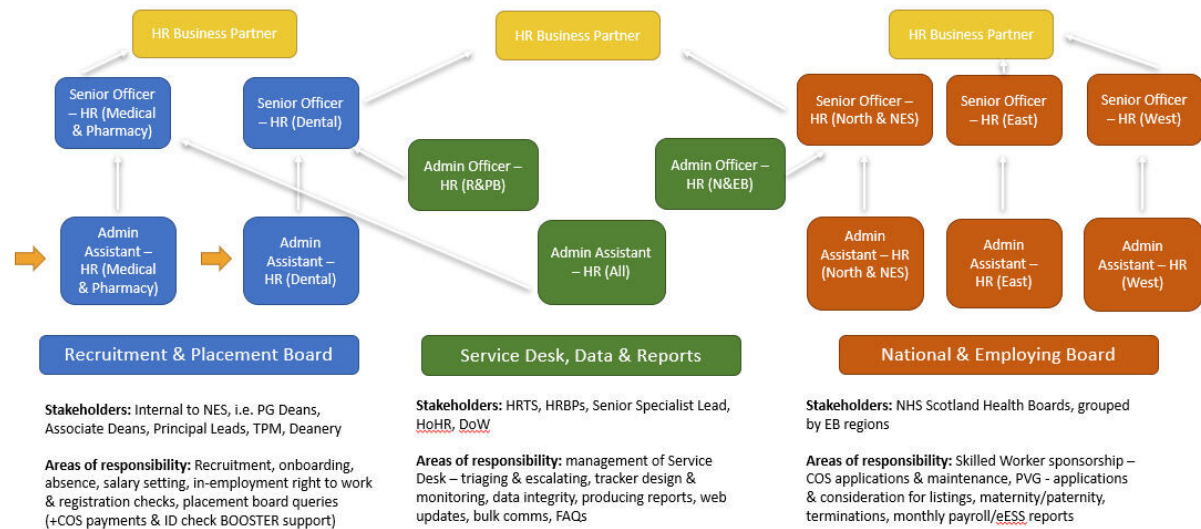
### 3. DIMENSIONS

The postholder will be responsible for providing this support to the relevant area within their Department/Directorate (as stated above) acting as a first point of contact for enquiries from end users.

They will be managed by a line manager and have no financial responsibilities and no responsibility for supervising or managing staff.

The postholder will be required to assist in any other duties which are deemed reasonable to their role and band.

## 4. ORGANISATIONAL POSITION



## 5. ROLE OF DEPARTMENT

NHS Education for Scotland (NES) is the national health board with statutory responsibilities to effect sustainable change through workforce development, education and training across the health and social care system in Scotland, while working at UK level with partner organisations.

We are the leader in educational design, delivery and quality assurance and provide wide-ranging support to workforce development. We are the official provider of workforce statistics for NHS Scotland and support national workforce planning. We design and develop digital technologies supporting innovation and transformation.

Our purpose is to drive change and improve the quality of care experienced by citizens across Scotland by ensuring that we have the right staff, with the right skills, in the right place, at the right time. NES is integral to improving outcomes for people and in ensuring a skilled and capable workforce underpins the design and delivery of services. As an organisation, we recognise the significant contribution we can make to improving population health, reducing inequalities and economic development.

The HR Trainee Service provide specialist HR services and support to Medical and Dental Trainees, as well as internal and external stakeholders across NHS Scotland. We help recruit medical, dental and pharmacy trainees, and are also responsible for pre-employment checks and provide in employment HR support regarding absences and salary setting. We are also the national shared service for Disclosure Checks via the PVG (Protection of Vulnerable Groups) scheme for all doctors and dentists in training in Scotland and are the Sponsor for all doctors and dentists in training in Scotland.

**6. KEY RESULT AREAS** (Key Result Areas convey **all potential** aspects of a job role. Key result areas will be further developed within the KSF outline with some being more relevant than others dependent on the current requirements for your role.)

- Deal professionally with a range of enquiries from managers, staff and external customers to the department/directorate.
- Responsible for the day to day management of the section and the development, implementation and maintenance of office practices and procedures to enable effective working.
- Ability to understand a range of work procedures and practices which require analysis and are associated with the role.
- Provide keyboard skills and/or support including diary management, dealing with mail, taking minutes and providing support on day to day matters as required.
- Provide administration services in own designated area of work and also in support of the wider department, maintaining confidentiality where appropriate.
- Perform general office duties including answering phone calls, filing and photocopying.
- Sort information from a range of sources and record data accurately, analysing results and producing reports and statistics.
- Support the planning and organisation of events, such as meetings, training events, conferences, interviews. This can include booking venues, liaising with participants, and arranging catering and accommodation as required.
- Compile information packs and mailings, issuing paperwork, dealing with returns, and processing forms.
- Present up to date information and materials on the NES website or intranet.
- Work proactively, suggesting and implementing changes to local procedures and processes to improve efficiency.
- Develop and maintain robust and efficient office systems to ensure a smooth flow of information within the department and when required across the organisation.
- Observes a duty of care in relation to equipment and resources used in course of work. This refers to careful use of communal equipment and facilities and/or ordering supplies.
- Authorised signatory for small financial payments.
- Follows policies within own work area at all times.

#### **7a. EQUIPMENT AND MACHINERY**

- A range of office, audio-visual and IT equipment
- Use of PC for everyday use
- Multi-function devices : scanners, copiers, printers, fax
- Telephone
- VC Facilities

#### **7b. SYSTEMS**

- Utilisation of current data and information systems relevant to role currently in use throughout the NES organisation.
- Regular use of complete MS Office suite of programmes.
- Use IT as directed, maintaining confidentiality.

## **8. ASSIGNMENT AND REVIEW OF WORK**

- The post-holder will work autonomously within a defined framework, demonstrating initiative when appropriate to do so.
- Plan and prioritise workload on a day to day basis, using initiative whilst working mainly within established procedures. Refer issues to others when appropriate.
- Work is generated by managers, staff and callers requesting information and assistance.
- The postholder will meet regularly with line manager. Objectives are agreed and performance reviewed in line with the NES appraisal system.
- The postholder has no line manager responsibilities.

## **9. DECISIONS AND JUDGEMENTS**

- The postholder will be required to make judgements involving straightforward tasks and situations
- The postholder will be required to liaise with other team members and NES departments/staff to ensure duties are completed appropriately and the postholder's manager is generally available to provide guidance.
- They are required to deal with enquiries and other matters which are generally routine, but are normally able to refer non-routine enquiries and other matters to others.

## **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

- Prioritising work to meet competing demands and deadlines, balancing and prioritising work from various sources whilst maintaining a flexible customer service.

## **11. COMMUNICATIONS AND RELATIONSHIPS**

- Ability to communicate effectively with people in the workplace with a variety of internal and external contacts, in person, by phone and by email.
- Respond constructively to queries and complaints, taking full part in formal and informal discussions, ensuring contributions meet the needs of the audience.
- Analyse a range of texts, produce effective emails, short reports, presenting information in a manner suitable for the audience.

- Work with others towards achieving shared goals, learning from mistakes and being open to the opinions of others, receiving and giving constructive feedback.
- Demonstrate honesty, integrity, care and compassion when dealing with others, using tact and persuasive skills when there are any barriers to understanding.
- Deal with a range of problems and people with honesty and integrity, showing interest in your work and seeking and valuing the contributions of others.
- Pro-actively raise concerns about the provision of services with supervisors and managers.
- Understand your rights and responsibilities in the workplace including promoting equality of opportunity, valuing diversity and maintaining confidentiality.
- Make best use of resources including time, to achieve agreed goals for service delivery, taking responsibility for own actions and self-development.
- Be open and respond constructively to change, coping with uncertainty and taking the lead in supporting others in the team as appropriate .

## **12. PHYSICAL, MENTAL, EMOTIONAL & ENVIRONMENTAL DEMANDS OF THE JOB**

### **Physical skills**

- Advanced keyboard skills with good attention to detail
- Flexible and manual movements for typing and keyboard skills

### **Physical effort**

- Restriction of movement due to continual PC work.
- Travel to meetings as required

### **Mental Effort**

- Frequent requirement for concentration is required to forward plan and prioritise workload to meet all targets.
- Attention to detail

### **Emotional Effort**

- Exposure to distressing circumstances is rare/ occasional exposure to distressing circumstances
- Demonstrate a sympathetic & patient manner in difficult situations.

### **Working conditions**

- Works in an open plan office and a requirement to use VDU on a regular basis for long periods of time.

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

- NVQ Level 2 qualification or equivalent

- Relevant experience in a general office role, for example typing, administration, secretarial or other areas relevant to the duties of this post.
- Alternatively, educated to HNC level or equivalent, in a related subject area.
- High level of interpersonal, organisational and communication skills and a pleasant manner
- Customer service skills, with a helpful, flexible attitude.
- A good working knowledge of Microsoft packages (eg Word, Excel, Access, PowerPoint)
- Able to prioritise own workload and work to deadlines
- Fast and Accurate typing skills
- Good communicator
- Ability to work within a complex and dynamically changing team
- Discretion and confidentiality
- Numerate
- Ability to prioritise and work on own initiative
- Good organisational skills
- Accurate eye for detail
- IT skills

#### 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:



## BAND 3 Administration Assistant

**Essential Criteria** – these are attributes without which a candidate would not be able to undertake the full remit of the role. Applicants who do not clearly demonstrate in their application that they possess the essential requirements will normally be eliminated at the short listing stage.

**Desirable Criteria** – these are attributes which would be useful for the candidate to hold. When short listing, these criteria will be considered when more than one applicant meets the essential criteria.

**Means of Assessment** – please note that candidates invited for interview will be notified if there will be a requirement to undertake a test or presentation. These additional assessments may be used to judge one or more criteria within the factor.

Factors	Essential	Desirable	Means of Assessment
<b>Key Leadership Behaviours</b>	<ul style="list-style-type: none"> <li>Inspiring</li> <li>Empowering</li> <li>Adaptive</li> <li>Collaborative</li> <li>Engaged and Engaging</li> </ul>		
<b>Education and Professional Qualifications</b>	<ul style="list-style-type: none"> <li>Educated to NVQ/SVQ Level 3 Higher Grade / HNC or equivalent</li> </ul>		Application & Pre-Employment checks
<b>Experience/Training (including research if appropriate)</b>	<ul style="list-style-type: none"> <li>Experience of working in an administration role</li> <li>Experience of Mailbox Management.</li> <li>Able to prioritise own workload and work to deadlines.</li> <li>A good knowledge of Microsoft packages (eg Word, Excel, PowerPoint).</li> <li>Experience of maintaining computerised and manual records.</li> <li>Understanding of discretion or confidentiality in the workplace</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience of working in an HR Admin Role</li> <li>Experience of managing the HR helpdesk.</li> </ul>	Application & Interview

<p><b>Specific Skills and Knowledge</b></p>	<ul style="list-style-type: none"> <li>• Deal with non-routine enquiries.</li> <li>• Demonstrate honesty, integrity, care and compassion when dealing with others ensuring you utilise tact and persuasion skills as and when necessary.</li> <li>• Ability and curiosity to investigate cases and bring solutions (good problem-solving skills).</li> <li>• Ability to organise own workload and time and be able to prioritise tasks by differentiating levels of urgency.</li> <li>• Good working knowledge of a range of office procedures and IT packages.</li> <li>• Ability to perform general office duties including answering phone calls, filing and photocopying.</li> <li>• Demonstrate 'can do' attitude with a flexible and customer focused approach, taking ownership and accountability for work where appropriate.</li> <li>• Fast and accurate keyboard skills.</li> <li>• Numeracy</li> <li>• Ability to work independently as well as part of a team.</li> <li>• Ability to communicate effectively with people in the workplace with a variety of</li> <li>• internal and external contacts, in person, by phone and by email</li> <li>• Good attention to detail</li> <li>• Analyse a range of texts, produce effective emails, short reports, presenting</li> <li>• information in a manner suitable for the audience</li> <li>• Ability to use initiative</li> <li>• Ability to take responsibility</li> </ul>		<p>Application &amp; Interview</p>
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# Leadership Behaviours

NHS Education for Scotland (NES) assesses and selects employees based on our leadership behaviours which are expected at all levels in the organisations. These leadership behaviours support the NES ways of working and NHS Scotland values.

These leadership behaviours describe how we work, and what is expected of everyone who works in NES. A number of methods may be used to assess these behaviours as part of our recruitment and selection processes. Our leadership behaviours are:





## CONDITIONS OF SERVICE

<b>TITLE:</b>	HR Admin Assistant	<b>LOCATION:</b>	Flexible- your Contractual NES Office location will be agreed upon appointment
<b>REPORTING TO:</b>	Senior HR Officer		
<b>GRADE:</b>	Agenda for Change Band 3	<b>SALARY SCALE:</b>	£21,709 to £23,603 per annum
<b>HOURS AND DAYS OF WORK:</b>	37.5 hours per week		
<b>JOB STATUS:</b>	1x Permanent 1x Fixed term/secondment opportunity until 31 <sup>st</sup> July 2023	<b>NOTICE PERIOD:</b>	4 weeks
<b>ANNUAL HOLIDAYS:</b>	27 days rising to 29 days after 5 years service, rising to 33 days after 10 years service		8 local/ Public Holidays per annum
<b>REHABILITATION OF OFFENDERS CLASSIFICATION:</b>	The 'exemption' status of posts within NES may change in the future and all successful candidates should be aware that they may be asked to obtain a further Disclosure from Disclosure Scotland at a later date, should a post's status change, or if they are transferred or promoted into a post that is exempt.		

### SUPERANNUATION:

Please note under changes to workplace pension arrangements introduced by the UK Government, NHS Education for Scotland along with other employers requires to ensure all staff are automatically enrolled in a pension scheme. Consequently, all new starts from 1 October 2013 will be automatically enrolled into the NHS Superannuation Scheme (Scotland). Contributions are based on whole time pensionable earnings as set out in the table below. Your employer also contributes an amount equal to 20.9% of your pensionable pay into the scheme on your behalf.

Employee contribution rates 2020/2021		
Tier	Annual Pensionable Pay (Full Time Equivalent)	Contribution
1	Up to £20,605	5.2%
2	£20,606 to £24,972	5.8%
3	£24,973 to £31,648	7.3%
4	£31,649 to £64,094	9.5%
5	£64,095 to £89,731	12.7%
6	£89,732 to £119,560	13.7%
7	£119,561 and above	14.7%

Sessional workers who work more than 10 sessions per week under NHS condition may be unable to contribute further to the superannuation scheme.

***The conditions above are for information purposes only and may be subject to variation. They do not form the basis of a legal contract.***