

Band 4 (Admin) Officer *or* Administrator

1. JOB IDENTIFICATION

Job Title: **Administrator** *Data

Department(s): Quality

Directorate: Medical

Job Reference: 9294BR

Responsible to Data Manager * **Operating Division**

2. JOB PURPOSE

The purpose of this role is to provide a full and effective comprehensive range of administrative support to workstreams/projects, which will enable a department to fulfil its function to a high quality standard.

The postholder requires to have factual and theoretical knowledge in broad contexts within a field of work. Work is guided by standard operating procedures, protocols or systems of work, but the postholder makes judgements, plans activities, contributes to service development, demonstrates self-development and, as appropriate, supervises the work of others.

3. DIMENSIONS

The postholder will be responsible for providing this support to the relevant area within their Department/Directorate (as stated above) resolving day-to-day problems independently.

They will implement administrative processes & systems that ensure transparency and consistency – including being pro-active in making proposals to change.

They will be managed by a line manager.

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

4. ORGANISATIONAL POSITION

General
Manager Quality

Data
Manager

This post
Data Administrator

5. ROLE OF DEPARTMENT

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 Quality Management-Quality Improvement (QM-QI) Framework is how the Deanery's quality workstream delivers the quality management of postgraduate medical education and training in Scotland against the GMC's standards¹. It is also how we improve the quality of training that is provided by Local Education Providers (LEPs). Our role in quality managing postgraduate medical education and training is a statutory requirement and is a key component of the GMC's Quality Assurance Framework. Data is key to this work.

The Data team provides data from surveys and other sources to each group with a responsibility for the quality management of training in posts and programmes in the specialties within its scope across the whole of Scotland. The Scottish Training Survey runs 4 times a year and data requires to be shared in a timely manner. The GMC run their own National Training Survey and this data needs to be reviewed, cleansed and share in a usable format. All sQMGs monitor and respond to the data, information and intelligence relating to the quality of training in posts and programmes in their specialties. This includes the running of their specialties' Quality Review Panels (QRPs) and managing their outputs. The Data team is responsible for the production of the information discussed at QRPs. These outputs include carrying out QM-QI visits to assess whether the GMC's standards are being met. sQMGs also identify, promote and share good practice.

¹ Promoting Excellence: Standards for Medical Education and Training

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.)

- Support and maintain appropriate and effective office management systems to ensure a smooth flow of information within the department. Working proactively, suggesting and implementing changes to local procedures and processes to improve efficiency, where appropriate.
- To be responsible for the day-to-day management of the office and the development, implementation and maintenance of office practices and procedures as determined by directorate and department.
- Deal with non-routine enquiries received by the department, sending out all the relevant documents/other information as requested, providing direct support for all enquiries, progress chasing and problem solving.
- To carry out a range of administrative tasks applicable to their department/directorate and be able to provide cover for other team members as and when required.
- To organise and co-ordinate meetings/conferences at a national level/training events/project or steering group meetings for the team, organising diaries, taking and distributing minutes, preparing materials/delegate packs and arranging catering/equipment.
- Work proactively suggesting and implementing changes to policies out with own role but within the directorate/department.
- Enter quality feedback and other data to databases and spreadsheets to a high level of accuracy and efficiency, and support management staff in the production and dissemination of routine reports as needed.
- Collate and evaluate information gathered via forms, reports and other information.
- To sort, distribute and prioritise incoming mail, using judgement and experience to decide which correspondence is passed to the team and which is retained for action as appropriate.
- Maintain department databases and ensure all filing is kept up-to-date.
- To audio type/copy type correspondence and a range of other types of documents to the highest level of accuracy.
- Monitors and reviews financial information for the department to ensure that they are consistent with guidelines and to make recommendations for efficiencies and service redesign as an ongoing job responsibility.
- May support Line Manager by carrying out a supervisory role including Personal Review and Planning as delegated.

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

- Workload will be driven by deadlines but the post-holder is responsible for scheduling their own workload, delegating when required, ensuring work is available for specified dates. Good time management is essential to meet all deadlines throughout the process.
- The postholder is expected to be self motivated and self starting to be capable of acting on own initiative in areas such as background research and problem solving, as well as deciding when it is necessary to refer to line management.
- Line management support is provided through regular meetings. A formal appraisal and personal development plan is agreed annually, with input as appropriate by other senior staff that the postholder will be working with. Annual objectives are agreed and the postholder is responsible for ensuring delivery of these objectives. There will also be ad-hoc meetings with the line manager to discuss issues as they arise.

9. DECISIONS AND JUDGEMENTS

- The postholder will be required to act independently within appropriate guidelines, deciding when it is necessary to refer to their manager.
- They will be required to deal with enquiries and other matters which are generally routine.
- There is a requirement to assess situations and identify the root cause of the problem selecting and implementing a solution from a range of tools to resolve specific problems.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Managing time effectively, prioritising work to meet competing demands and deadlines and adjusting these as priorities change. The postholder must also ensure that senior staff and their teams are fully informed with regards to the current situation regarding their work. Meeting the administrative needs of the Department Senior Team across different sites, and with different agendas.
- Processing high volumes of information quickly and accurately. Carrying out high-concentration tasks within an open plan office environment.
- Ability to deal with sensitive and confidential issues in a fashion that merits empathy, tact, and professionalism.
- To gain an understanding of the diversity of project deliverables and how these deliverables are planned and achieved.

- Establishing and maintaining good working relationships with a diverse range of stakeholders including healthcare professionals and other NES staff, ensuring diplomacy, discretion and professionalism.
- The postholder records formal minutes for a range of meetings where discussions are often complex and detailed which involves judging and analysing the relevance of a range of discussion points raised and arguments put forward, recording subsequent decisions made and ensuring appropriate follow up action is taken to progress these decisions.

11. COMMUNICATIONS AND RELATIONSHIPS

- Excellent communication skills to enable effective communication with a range of internal and external stakeholders.
- Communicate clearly, effectively and confidently with people in the workplace, following detailed and/or multi-step instructions
- Respond constructively to queries and complaints, taking full part in formal and informal discussions, ensuring contributions meet the needs of the audience and asking questions to clarify understanding.
- Provide written and oral information on specific projects/workstreams.
- 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 ensuring you utilise tact and persuasion skills as and when necessary
- Assess the root cause of the problems, and deal with them and with 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 and demonstrating effective team leadership
- Be open and respond constructively to change, coping with uncertainty and assessing and minimising risk.

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

Physical Skills

- Advanced keyboard skills, together with a high degree of proven speed and accuracy, in order to fulfil the requirements of the post in a satisfactory manner.

Physical Effort

- Frequent requirement for sitting or standing in a restricted environment,

involving long spells sitting or standing in one position. e.g. at the computer or in meetings.

- Travel to meetings as required
- There may be a requirement to exert light physical effort for short period. i.e. light lifting of files, training material and equipment such as laptops, projectors, cameras and tripods.

Mental Effort

- Working to tight deadlines and prioritising workload on a daily basis.
- There is a frequent requirement for concentration where the work pattern is predictable and an occasional requirement when the work pattern is unpredictable.
- Workload is unpredictable in relation to high volume of frequent interruptions which require immediate attention, thereby requiring re-prioritisation of work. Constantly have to switch between the phone and PC or be doing both at the same time should the call require it.

Emotional Effort

- Exposure to occasional pressure while balancing competing demands.

Working Conditions

- The postholder works in an open plan office and there is a requirement to use VDU equipment on a very regular basis for long periods of time.

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

- NVQ Level 3 qualification or equivalent including good standard of English and Maths
- HNC level in business administrative discipline or equivalent
- Demonstrable experience in an office administrator's/senior PA or equivalent role, including diary management, dealing with correspondence, arranging travel, taking and transcribing formal minutes, preparation of meeting papers and general administrative duties
- Accuracy, ability to prioritise workload and work to deadlines
- High level of interpersonal, organisational and communication skills and a pleasant manner
- A good working knowledge of Microsoft packages (eg Word, Excel, Access, PowerPoint) and hands on IT experience of database packages
- Team worker/ability to work independently
- Flexible and proactive approach
- Ability to deal with confidential data
- Fast accurate typing
- High degree of tact and diplomacy
- Knowledge of NES structures and priorities would be an advantage.

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:



JOB SUMMARY – Administrator (Quality)

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. Medical Directorate

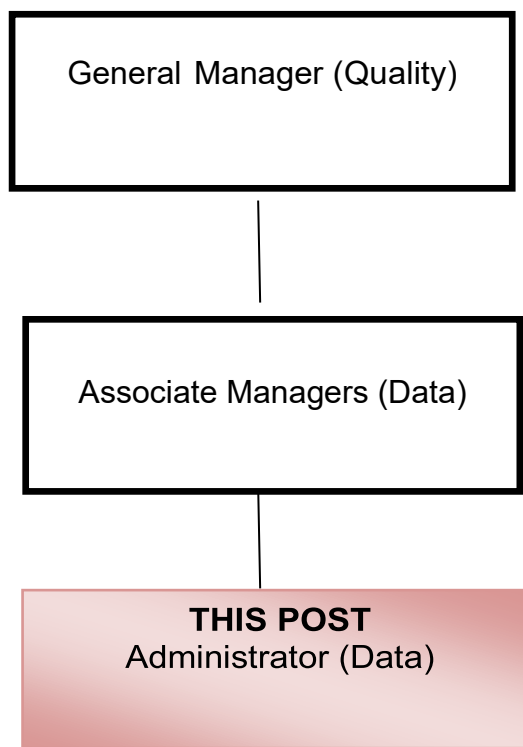
The Medical Directorate is responsible to the NES Board and through the Board to Scottish Government for the commissioning and delivery of postgraduate medical education in Scotland. This training is delivered in general practices and health boards to standards set by the General Medical Council (GMC). The role of the Directorate is to oversee training, manage the trainee's progress through the training programme and ensure the training is delivered to GMC standards.

The five regional offices are an integral part of the NES Medical Directorate and staff contribute to various training management, quality and professional development activity. This also facilitates close working relationships with the wider NHS through regional workforce and local Health Board structures, and with the five Scottish Medical Schools.

There are 66 separate speciality curricula leading to a recognised Certificate of Completion of Training; and some 38 recognised sub-speciality programmes. These curricula are promulgated by some 15 medical Royal Colleges and faculties are delivered in both primary and secondary care environments under the control of the 14 NHS Scotland territorial boards. The Scotland Deanery is responsible for the overall quality and management of the training programmes that deliver these curricula. The Directorate has a number of roles encompassing areas specific to Medicine in addition to more corporate responsibilities:

- a. Support the education of undergraduate medical students through the distribution and performance management of the Medical Additional Costs of Teaching (ACT funding). The distribution exercise is undertaken in close collaboration with the University Medical schools and NHS territorial Boards through four Regional Medical ACT groups. Performance management data is collected to provide information on the quality of training placements.
- b. Through a robust system of educational governance operate all approved foundation and speciality -including GP- training programmes.
- c. Ensure the effective delivery of the Quality Improvement Framework for medical education and training as laid down by the General Medical Council (GMC), through a system of Quality Management able to demonstrate that Local Education Providers are meeting the GMC standards. This is undertaken as part of a wider corporate responsibility to ensure the delivery of high quality training in all health disciplines.
- d. Recruit to and manage the postgraduate training of doctors in Foundation, Core and Speciality (including GP) programmes.
- e. Manage study leave, clinical academic training, flexible training, careers guidance, trainer development and training for doctors in difficulty.
- f. Support and manage the work of the Remote and Rural Health Education Alliance (RRHEAL) and the Community Hospital Improvement Network (CHIN).
- g. Support and manage with others Quality Improvement, Clinical Skills, Patient Safety and Human Factors training across NES.
- h. Corporate executive leadership for educational governance.
- i. Contribute to the agenda of supporting the development of multi-professional education where appropriate.

3. Organisation Chart



4. Job Role

The post holder will:

Support and deliver quality management processes in line with the requirements of the NES quality work stream and General Medical Council (GMC) regulatory requirements.

This is achieved by providing technical and administrative support using the data and quality management information systems to ensure accurate and timeous records and reports are produced and maintained, and by supporting colleagues and external staff with quality processes, preparing reports and answering information queries.

5. Key Tasks

These will include but not be restricted to:

1. Maintain accurate and up to date record management systems, ensuring anomalies in data are investigated and resolved where possible. Propose improvements and implement change on an ongoing basis. Analyse data and produce regular reports and statistics, which may be standard or non-routine e.g. run reports on trainee data for surveys, pre-populate annual TPD reports with GMC trainee survey result. Monitor exception reporting and highlight areas of concern both internally and externally.
2. Provide administrative support to committees and meetings, working closely with the Chair. This may include: scheduling meetings, preparing documentation, taking minutes, monitoring follow-up actions and distributing papers.
3. Produce regular and varied correspondence, ensuring appropriate follow-up action is taken and providing any training information required. Maintain and update website pages as required. May make proposals to change working practices within own work area.
4. Produce documentation to support the development of national processes together with robust audit strategies. Assist in the roll-out of the data management systems across NES and Health Boards, carrying out structured tests, analysis and review of associated new software.
5. Planning and organising a range of events, including: training courses, focus groups, conferences and workshops. Attend events as required. Organisational activity may include: identifying needs, arranging venues, speakers, programmes and panels, post-event evaluation.
6. Keep up to date with, and interpret, changes to GMC standards and guidelines in order to provide accurate information and advice.
7. Ensure implementation of agreed national business processes in conjunction with line manager, for example providing the most up to date version of paperwork when implementing quality management visits.
8. Proactive management of own workload, within a deadline driven environment and working flexibly to achieve team outcomes.
9. Any other duties as requested by the Line Manager.



BAND 4 Administration Officer or Administrator

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. (See Note Below re *Additional Information)

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
Key NES Leadership Behaviours	<ul style="list-style-type: none"> Inspiring Empowering Adaptive Collaborative Engaged and Engaging 		Application & Interview
Education and Professional Qualifications	<ul style="list-style-type: none"> Higher National Diploma (HND) or equivalent 		Application & Pre-Employment checks
Experience/Training (including research if appropriate)	<ul style="list-style-type: none"> Significant administration experience with advanced organisational skills and the ability to prioritise own workload 		Application & Interview
Specific Skills and Knowledge	<ul style="list-style-type: none"> Strong IT skills – Microsoft, including Excel and Access Advanced keyboard skills Ability to follow regulations and meet tight deadlines Accuracy and attention to detail Numerical and financial skills 	Working knowledge of Data Protection Act and Freedom of Information Act	Application and Interview
Personal Attributes	<ul style="list-style-type: none"> Excellent interpersonal and communication skills, with diplomacy and influencing skills Ability to work on own initiative but also as part of a team Adaptable and able to deal with unforeseen circumstances 		Interview

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

TITLE:	Quality Improvement Administrator - Data	LOCATION:	Flexible- your Contractual NES Office location will be agreed upon appointment
REPORTING TO:	Data Manager		
GRADE:	Agenda for Change Band 4	SALARY SCALE:	£27,598 to £30,019 per annum
HOURS AND DAYS OF WORK:	Full Time. Based on a normal working week of 37.5 hours. Office opening hours are 0700 to 1900		
JOB STATUS:	Permanent	NOTICE PERIOD:	4 weeks
ANNUAL HOLIDAYS:	27 days rising to 29 days after 5 years service, rising to 33 days after 10 years service		8 local/ Public Holidays per annum
REHABILITATION OF OFFENDERS CLASSIFICATION:	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 2021/2022		
Tier	Annual Pensionable Pay (Full Time Equivalent)	Contribution
1	Up to £21,614	5.2%
2	£21,615 to £25,981	5.8%
3	£25,982 to £32,914	7.3%
4	£32,915 to £66,017	9.5%
5	£66,018 to £92,423	12.7%
6	£92,424 to £123,147	13.7%
7	£123,148 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.