#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: Business Services Administrator  Responsible to: Business Manager  Department: Business and Resource  Directorate: Digital and Information  Operating Division: Corporate Services  No of Job Holders: 1 – 0.67WTE (25 hours)  Band: 3 |
| 2. JOB PURPOSE |
| To provide comprehensive secretarial and administrative support within the Digital and Information Department.To undertake a range of clerical and administrative duties required to maintain the smooth running of the department and enable the team to achieve their objectives and meet required deadlines. To provide day to day operational support to assist directorate business. |
| **3. DIMENSIONS** |
| The post holder for this role provides administrative support to the Digital and Information Department.  To support the Digital and Information Department by providing a high standard of administrative, clerical, and secretarial services ensuring the smooth running of the Department in all related functions.  Although a supervised post, the post holder must be able to prioritise tasks and constantly use their own initiative. |
| 4. ORGANISATIONAL POSITON Associate Director of Digital and Information  Business Support Team Leader  Head of Business and Resource  Business Manager  **Business Services Administrator**  **Band 3**  **2 x 0.67WTE**  Personal Assistant  Band 4  1 x 1.0WTE |
| 5. ROLE OF DEPARTMENT |
| The aim of Digital and Information is to deliver and maintain a comprehensive integrated digital information technology and health information strategy. To ensure that the right information is provided in the right place at the right time, to support highest possible levels of diagnosis, treatment and care of patients and clients, to support continuous improvement of the health of the populations we serve and to achieve more effective integration between Health and the care services of our Local Authority partners.  This includes: patients’ case notes and other information for clinicians working in the community and primary care, in outpatient clinics, on the point of admission for inpatients/day cases and for review after discharge; developing and supporting electronic information systems for clinical and management use; and collection and analysis of data required by the Scottish Executive Health & Social Care Department, for local monitoring of activity or performance, and for surveillance and protection of the health of our populations  The Digital and Information Department has approximately 240 WTE, a revenue budget of approximately £12m, and an annual capital budget of approximately £1m.  Digital and Information comprises the following departments:   * **Operations** – responsible for the overall IT service delivery to NHS Fife, H&SCP, Contractor Services, and partner organisations including the delivery of the underpinning technical infrastructure and applications to support the health and corporate directorates across NHS Fife and partner organisations to agreed KPI’s and SLA’s. * **Strategy and Programmes** - responsible for the development of the medium to long term Digital and Information / IM&T Strategy and the delivery of many highly complex programmes and projects including significant service reconfiguration * **Information Management** – responsible for the collection and analysis of information, information governance and delivery of knowledge management services. This service comprises Knowledge Services, Information Governance and Business Intelligence Acute, Partnerships and Public Health. * **Health Records** - delivery of Health Records services across NHS Fife. * **Business and Resource Management** – responsible for financial management, procurement & contract management, audit & FOI co-ordination and aspects of HR, health & safety, General Governance, and facilities management activities. |
| 6. KEY RESULT AREAS |
| Presenting a positive impression of the team and the service in the way in which they present themselves and interact with others during their day-to-day work.  Applying policies and procedures correctly to own work and adhering to all relevant legislation.  Plan workload to ensure all order requests, such as furniture and stationery requests are processed  Uses own initiative to assess and prioritise multiple requests while meeting deadlines and recognising urgency to meet demands of the service.  Filing of paper and electronic documentation, particularly documentation of a sensitive nature relating to personnel within D&I.  Ensuring the office is secure at all times.  Participates in audits of own and departmental work activities.  As a matter of routine checking, the office is kept tidy and all walkways etc. are clear of any obstructions / trip hazards in accordance with Health and Safety regulations.  It is the responsibility of the post holder to ensure work is produced to the high standard required and that deadlines are met.  Other duties agreed to be within the scope of the post banding to be undertaken as directed by the BSTL or the BM in support of the business. |
| MAIN DUTIES/RESPONSIBILITIES |
| To provide secretarial and administrative service to ensure efficiency of department. Being an identified contact for callers to the office, by telephone, email, MS Teams or in person. Deal with enquiries, resolve difficulties and advise on proper channels of communication, prioritising queries as appropriate.  A key part of this role is the provision of in-person administrative support to visitors and colleagues within Digital & Information. The postholder will work in conjunction with an existing 0.67WTE Business Services Administrator to provide essential cross coverage for the admin office (afternoons, 12:00-17:00).  Provide administrative support for a range of meetings within the Department. Record, prepare and distribute minutes of meetings (often technical in nature), to those attending/wider audience specifying decisions made and follow up action required for subsequent approval by others.  Organise, prepare, compile, and distribute agendas along with supporting papers for meetings.  Deal with telephone, email, and face to face enquiries from a variety of sources, providing information and directing and prioritising queries as appropriate to ensure the smooth running of the Department.  Extract, collate and summarise data to enable preparation for written or statistical reports.  Receive and screen internal and external mail to the department, ensuring that the appropriate action is taken, and mail re-directed as required.  Undertake preparation of PowerPoint presentations as and when required, including monthly presentation of own work at Business & Resource Team Meeting.  Maintenance of departmental absence recording systems, (including eRostering and SSTS), ensuring all leave for staff is recorded accurately and timeously.  Monitoring and updating the status of recruitment for the department within the Vacancy Management spreadsheet. Monitoring general D&I Recruitment mailbox, directing any queries to the appropriate contact.  Maintain an up-to-date electronic filing system that enables quick and efficient retrieval of information, particularly with regard to Personnel Files for D&I staff.  Reporting any faults / issues in the Department through the appropriate systems and follow up to resolution.  Adhere to health and safety policies and procedures and be aware of the impact on others.  The postholder will have a knowledge of and adhere to all NHS Fife policies. |
| 8. EQUIPMENT AND MACHINERY |
| * Personal computer / Laptop and printer * Photocopier / scanner * Telephone * All general office equipment i.e., shredder etc * Maintenance of equipment used by organisation |
| **9. SYSTEMS** |
| * Service Now – Digital and Information Service Desk * PECOS * SSTS * eRoster * eESS * Microsoft Office software (including Word, Excel, Outlook and PowerPoint, MS Teams) * Blink * Shared Drive filing / retention * TURAS * iMatters (and associated software)   **Responsibility for Records Management**  All records created in the course of the business of NHS Fife are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Fife and manage those records in keeping with the NHS Fife Records Management Policy and with any guidance produced by NHS Fife specific to your employment. |
| 10. ASSIGNMENT AND REVIEW OF WORK |
| Work will be directed by the Business Support Team Leader (BSTL) and the Business Manager (BM).  The post holder will work with minimum supervision although, advice and guidance is available on a daily basis if required.  The post holder is expected to constantly monitor procedures/working practices, putting forward ideas for improving the service in consultation with colleagues and senior management.  Yearly appraisal to be completed using TURAS with review by the BSTL & BM.  Realistic evaluation of how well they are applying knowledge and skills to meet current and emerging work demands, and attending in-house training to further develop these if required i.e., course to learn more about the use of spreadsheets, Microsoft, internet etc.  Identifying own development needs and booking appropriate courses, after approval from the BSTL/BM, to keep updated with knowledge and skills in own professional area. |
| **11. DECISIONS AND JUDGEMENTS** |
| The post holder works within clearly defined procedures using their initiative on routine decisions but must be aware, depending on the nature of the issue, whether it is more appropriate to involve senior members of staff. The postholder will be required to maintain day to day running of own office without direct supervision.Prioritise own workload and manage own time, making decisions and using initiative to fit timescales / deadlines. |
| 12. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Dealing with a variety of non-routine queries / requests from within the Digital and Information Department.  Planning and organising daily activities can be difficult to control due to the busy and demanding environment as priorities can change during the course of the day.  Effective communication skills are required to deal diplomatically with all levels of NHS staff.  The challenge of dealing with a wide spectrum of people requires excellent interpersonal skills. Workload can be unpredictable as changes often occur at short notice.Supporting multiple members of staff across D&I requires prioritisation; speed, efficiency and communication to ensure workload is completed effectively and timeously.   Ability to multitask, maintaining a high standard of accuracy and outputs. Sitting for long periods of time using the P.C. Repetitive movements in relation to keyboard use. (90%) |
| **13. COMMUNICATIONS AND RELATIONSHIPS** |
| Regular communication with the DB&RM.  Daily communications across the organisation providing a confidential link to the Digital and Information Department. Use of a wide range of communication methods e.g., e-mail, telephone, face to face, MS Teams and reports.  Communication can be with all levels of staff and management across NHS Fife but primarily with the Digital and Information Department, HR, Estates & Facilities, and Payroll. Communications range from day-to-day routine matters to sensitive issues that require tact, diplomacy and discretion. Keep up to date with departmental and organisational communications / changes.  Support and encourage a culture of shared learning by embracing new ideas, deploying lessons learnt and communicating the value and need for change.  Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23  Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained from Human Resources). Failure to adhere to the Standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of your contract, allowing us to terminate with or without notice. |
| **14. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| Sitting for long periods at a desk in an Office environment, also requires long hours of concentration on a PC.  Overcoming the barriers of learning to use new hardware / software.  Working within a busy office environment with frequent interruptions.  Working on own initiative whilst contributing to the wider department.  The postholder is required to work to tight deadlines.  Concentration for prolonged periods of time specific tasks.  On occasions there may be adhoc / urgent requests for information. Maintain high level and consistent professional behaviour. |
| 15. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| **Knowledge** Entry level qualifications must be the equivalent of a National Certificate in Secretarial Studies and/or previous office experience or equivalent  * Experience of SSTS, PECOS and eESS. * Awareness of NHS Once for Scotland and local NHS Fife Policies and Procedures   **Skills**   * Sufficient English skills are necessary to allow the post holder to communicate effectively with a wide range of staff * Excellent planning and organisational skills are required to aid execution of busy workload.   **Training**   * Experience / knowledge of Excel, sufficient skills to enable confident use and production of basic graphs / reports * Proficient keyboard skills * Minute / Action Note taking skills * Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23 * Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained from Human Resources). Failure to adhere to the Standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of your contract, allowing us to terminate with or without notice. |

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| **16. 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:  Head of Department Signature: | Date:  Date: |

**History:**

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| Version | Date | Comment |
| V1.0 | September 2021 |  |
| V1.1 | May 2023 | Housekeeping of existing JD – terminology, systems & team structure reviewed for currency. |