NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| 1. JOB IDENTIFICATION
 | Job Title | Assistant Support Services Manager |
| Department(s)/Location | Support Services |
| Number of job holders | 1 |
| JOB PURPOSETo provide an efficient and supportive role to both Support Services Managers, Murray Royal Hospital and Community premises. To provide extensive administrative support and advice to clinicians within Perth and Kinross and to assist the Support Service Managers to co-ordinate non-clinical services within Tayside Primary Care Division.Management of Admin and Clerical staff and provide assistance to Support Services Managers in management of ancillary staff at Murray Royal Hospital, 5 Community Hospitals and Health Centres throughout Perth and Kinross. |
| ORGANISATIONAL POSITION |
| 4. SCOPE AND RANGENHS Tayside serves a population of approximately 387,000 covering regions including Perth and Kinross, Angus, Dundee. This post is based within Support Services Administration Department and is part of a multi-disciplinary team delivering a high standard of support services in areas of high activity and frequent change. The postholder has responsibility for managing the administrative team within Support Services including allocation of tasks, ensuring the Department is covered during periods of annual leave and sick leave.  The service covers Murray Royal Hospital, Perth Community, 5 Community Hospitals and Health Centres throughout Perth and Kinross. The postholder works closely with the Support Services Managers to ensure the delivery of a high standard of service.The postholder is an authorised signatory for Support Services. |

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| MAIN DUTIES/RESPONSIBILITIESThe Postholder undertakes a wide range of duties including:Administration* Deputising for Support Services Manager(s) during annual leave and sick leave.
* Production of administrative procedures or guidelines relating to services provided by Support Services.
* Attendance at meetings as required i.e. Health and Safety Committee, Murray Royal Hospital; Health and Safety/Partnership Forum, Support Services; Health and Safety Risk Management Group in Dundee; Non-Specific Endowment Committee, Murray Royal Hospital and other meetings as required.
* All administrative tasks involved in arranging meetings, taking minutes, composing minutes and following actions as required.
* Composition of memos and letters, internal and external.
* Responsibility for storage of surplus furniture, equipment and archiving of records.
* Providing advice to clinical and non-clinical staff on various subjects relating to procedures/suppliers.
* Waste management for Murray Royal Hospital, Community Hospitals and Health Centres throughout Perth and Kinross
* Ensure that all supplies/deliveries are sent to the appropriate location (i.e. items delivered to Reception – find out who requested and where they are to be delivered)
* Source costs and arrange removals as requested. – arranging suitable dates and times, ensuring required manpower is available where required and that manager or deputy is aware of all arrangements.
* Arrange most appropriate method of removal of furniture/equipment on site (liaise with porters, managers and staff)
* Responsibility for efficient and smooth running of mail service (internal and external) at Murray Royal Hospital and Drumhar Health Centre and organising Royal Mail Response Services as required for Murray Royal Hospital and community locations.
* Co-ordinate cover for catering service in Community as required (internally or through Agency).
* Report faults to Estates Hotline.

**Car Parking*** Responsibility for assisting with car parking management at Murray Royal Hospital and Drumhar Health Centre.
* Authorisation and issue of permits for users of Drumhar Health Centre Car Park.
* Ensuring compliance with Car Parking Guidelines, i.e. contacting users or their managers.
* Address difficulties with parking at Drumhar Health Centre, provide advice and find solutions as far as practical.
* Liaising with Police, other external agencies and the Central Legal Office re parking difficulties.
* Reporting breach of policies to senior management.
* Co-ordinate and arrange issue of parking permits for community staff in Perth and Kinross from Perth and Kinross Council; maintaining records and ensuring distribution of permits as appropriate.
* Communicating with Perth and Kinross Transport Department in relation to parking permits.
* Negotiation with the Perth and Kinross Council in relation to complaints or difficulties encountered by staff in use of permits.

FinanceExchequer Funds* Responsibility for ensuring that financial procedures are followed in accordance with Standing Financial Instructions, NHS Tayside.
* Processing and authorisation of accounts e.g. telecommunications, waste management, security etc.
* Authorised signatory for accounts, patients funds, wages and salaries and associated documentation.
* Sourcing information from the Supplies Department or Suppliers. (appropriate equipment and costs).
* Processing requests for equipment for Support Services and other Departments (e.g. Adult Mental Health, Psychiatry of Old Age and Community sites) from exchequer funds.
* Negotiating with Suppliers in relation to purchase of equipment for the department/hospital.
* Ensuring maintainance of spreadsheets of expenditure as appropriate e.g. telecommunications.
* Responsible for Spot Checks of petty cash, and banking procedures.

Endowment Funds* Maintenance of spreadsheets relating to all Endowment Funds for Murray Royal Hospital and Community (recording of all income and expenditure).
* Compare monthly reports against spreadsheet to identify any expenditure not recorded.
* Advise Managers of current status of funds on request
* Member and Secretary of Non-Specific Endowment Meeting, Murray Royal Hospital.
* Composing letters and memos relating to endowment funds.
* Organising all expenditure from endowment funds as authorised by the Fund Manager and ensuring that expenditure meets the required criteria and that appropriate financial coding is allocated

 Patients Funds* Member of group involved in revising patients funds and valuables procedure for Tayside.
* Ensure compliance with laid down procedures.
* Spot checks of patients funds and property.
* Authorised signatory for cheques and documentation related to patients funds.

**Human Resources*** Interview and Selection of applicants for vacancies – clerical, domestic, catering and portering.
* Communicate with OHSAS to arrange Occupational Health Screening and HEP B Vaccines for staff.
* Carry out Induction training (A & C, domestic, catering, portering and laundry staff)
* Assist with PDPs for A & C Staff
* Access and distribute Human Resources Policies and Procedures to all Supervisors and ensure that this information is made available to all staff.
* Undertake back to work interviews with staff.
* Undertake investigatory interviews as requested by Support Services Manager.

**Supervision*** Supervision on a day to day basis for administrative and clerical staff within Support Services (Cashier, Secretary, Day Patient Transport Co-ordinator, 2 Clerical Staff and 1 Receptionist).
* Allocation of work to administrative and clerical staff as required.
* Facilitate on the job instruction as required.
* Assist Support Services Manager. Regular liaison with Supervisors to ensure smooth provision of the service (7 Supervisors).

**Security*** Ensure the efficient security service is provided through Security Agency for Drumhar Health Centre and that appropriate security measures are operational at Murray Royal Hospital and other community sites.
* Liaison with Security Agency in relation to any difficulties encountered with the service or advise on special requirements as necessary.
* Authorise, order and issue of keys and security fobs.
* Liaison with Estates and other Departments in relation to security as required.

**Health and Safety*** Lead Role in Health and Safety for Support Services, Perth and Kinross
* Responsible for maintenance of training records for Murray Royal, Community Hospitals and Health Centres
* Committee member on Health and Safety Committee, Murray Royal Hospital, Support Services Health and Safety/Partnership Forum and the NHS Tayside Health and Safety and Risk Management Steering Group.
* Undertake risk assessments: General, Fire, Display Screen Equipment, Manual Handling, and COSHH.
* User and Verifier for AIM Reporting System.
* Maintain file of Health and Safety Policies and ensure that Supervisors receive revised copies.
* Ensure that system is in place for access by staff to all Policies and Procedures.
* Undertake monthly Health and Safety Check.
* Ensure staff are issued with personal protective equipment as required
* Training
* Attend training courses and update courses as required to maintain knowledge of most up to date procedures.
* Deliver training in Manual Handling to all disciplines of staff within Support Services.
* Ensuring Support Services Ancillary and A & C staff attend annual mandatory training
* Co-ordinate and record all training for Support Services.
* Collation of quarterly training returns for senior management.
* Assist in drawing up Training Plans for Support Services
* Facilitate attendance on REHIS Course at Perth College by Catering Staff.
* Provide induction training for new members of staff

 Transport* General
* Responsible for ensuring that hospital vehicles (Support Services) are booked in for repair, servicing and MOT Testing on notification by the Transport Manager.
* Liaising with drivers/users of hospital transport re availability of vehicles for repair and servicing.
* Make arrangements with vehicle hire company if alternative is required to maintain level of service whilst vehicles are being serviced/repaired.
* Taxi Service
* Authorisation of use of taxi service
* Drawing up procedures for request of taxi service to deter fraud within the service.
* Setting up of taxi services locally for the fast delivery of case notes and drugs as required.
* Analyse information from the taxi account as required for management.

 Transport (continued)* Removals
* Organise most appropriate method of removal, of furniture/equipment on site (liaise with porters, managers and NHS Staff
* Source costs and arrange removals with external agencies as requested.
* Liaising with managers, users, porters etc re all suitable dates and times entailed in removals.

**Telecommunications*** Landlines
* Contact Telecommunication company to arrange telephone line installations.
* Communicate with Telecommunications manager by telephone or e-mail to arrange telephone installations - both internal and external and ensure that all required information is collated.
* Liaise with engineer and users when installation is to be undertaken
* Ensure that all accounts are passed for payment timeously.
* Raise queries with telecommunications companies.
* Ensure there is adequate supply of replacement telephones for Murray Royal Hospital and community sites.
* Payphones
* Ensure that annual maintenance contract is updated and forwarded to maintenance company.
* Ensure all income and expenditure from Payphones is recorded and prepare quarterly reconciliation.
* Ensure that all payphones are emptied regularly and the information is recorded in accordance with Auditors.
* Authorisation of payment of accounts.
* Fax Machines
* Arrange installation of telephone lines for fax machines.
* Advise wards and departments on procedures for repair.
* Provide information on appropriate fax machines available on request.

**Mobile Phones*** Co-ordinator for mobile phones for Perth and Kinross.
* Receive requests and pass to Dundee for ordering.
* Receive mobile phones, and distribute as required.
* Maintain spreadsheet with all mobile users and required information (Cost Centre, Manager, Financial coding)
* Process quarterly accounts and ensure that each department costs are allocated appropriately.
* Provide information to Finance and other Senior Departments as requested
* Ensure that all managers receive itemised billing for their staff members.
* Collate record of all mobile phone income from personal calls.
* Maintain records of mobile phone income for personal calls.

**Visual Aids*** Ensure that conference rooms are supplied with required visual aids equipment as requested by users.
* Report any faulty equipment and make arrangements for replacement.
* Respond to demands of users when visual aids equipment is out of order.
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| **5(a) Cashier Duties**The following tasks are undertaken when covering for Cashier at times of annual leave and sick leave.**Patient Monies and Property*** Maintenance of Patient Imprest Monies
* Maintenance of the Harlequin Patient Monies System
* Accepting cheques and cash for allocation to patients' individual accounts
* Preparation and encashment of patients benefits (Income Support, Disability Living Allowance, Severe Disablement Allowance, Pensions)
* Handling enquiries regarding patients' benefits.
* Responsible for recording and safekeeping of patients' property.
* Balancing of patients income and expenditure and preparation of banking documents (twice weekly)
* Preparation of cheques for re-imbursement of patients monies imprest.
* Attendance at banks to pay in money (twice weekly) and draw money for patient monies imprest.
* Monthly reconciliation of patients monthly ledger with bank statement.
* Processing of documentation in relation to Incapax patients (patients who are unfit to manage their own finances).

**Exchequer Monies*** Income
* Counting and recording of all exchequer income - shop, dining room, payphone collections, mobile phone income, and payments from staff for photocopies and telephone/fax calls.
* Payment of Staff Wages where pre-payment is required, on instruction of Support Services Manager.
* Calculation of patients' incentive payments and allocation of sum required to individual patients.
* Ensure that cash and cheques balance with income register.
* Analysis of exchequer income and preparation of bank pay-in slip.
* Attendance at Banks for depositing income at Banks recognised by NHS Tayside (twice weekly).
* Expenditure
* Dealing with patient travel expenses - checking entitlement and paying appropriate re-imbursement.
* Re-imbursing wards and departments for self-care money and socialisation funds.
* Maintaining petty cash imprest for Murray Royal Hospital and all community locations.
* Analysis of Petty Cash Expenditure
* **Endowment Funds**
* Receive and receipt cash and cheques associated with endowment income.
* Prepare Endowment Analysis sheet, prepare bank pay-in slip and bank income.
* Payment on request of Endowment Fund Manager for ward/department expenditure from appropriate endowment fund.

**The following duties would be undertaken should the Cashier be on long term leave*** Preparation of orders for purchase of patients' clothing on request from wards.
* Release of cash from patients funds on request from wards
* Processing cheques relating to payment of patients accounts i.e. utility bills, rent, personal purchases etc.
* Corresponding with patients relatives and solicitors.

**5a (Continued)****Keyboard Tasks*** Composition of routine correspondence and occasional copy typing.
* Input of data to Patient Fund System and Excel.
* Backup of date on patients money system.

**General Clerical Duties*** Stock and issue of controlled and all stationery related to patients funds and property.
* Maintenance of forms required by wards related to exchequer expenditure.
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| COMMUNICATIONS AND RELATIONSHIPS* The postholder will communicate effectively with members of NHS Staff, the general public, other disciplines within the hospital and community and be able to deal with such individuals in a pleasant, empathetic and courteous manner (some of these callers may not have English as their first language or may have an impairment which will need the postholder to communicate in a non-verbal manner.)
* Postholder must have ability to communicate with other NHS bodies and various external organisations via telephone or in person.
* Regular communication with Support Services Managers and Supervisors.
* Liaise with Supervisors on a regular basis in relation to cover required in the absence of being able to fulfil staffing requirements locally.
* NHS Suppliers
* External agencies including Central Legal Office, Police, Security Firms.
* Act on complaints and investigate accordingly.
* Communication may be written, verbal or electronic.
* Must have ability to motivate staff e.g. on implementation of any changes to the service - this was essential when telephone switchboard was centralised at Ninewells Hospital.
* Must be able to use tact and diplomacy when dealing with staff e.g. back to work interviews - need to improve sickness absence.
* Conduct investigatory interviews as part of the disciplinary procedure.
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| 7. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB* The postholder should possess a Diploma in Public Administration, Certificate in Health Management Studies, equivalent qualification or at least 3 years' experience in the Health Service.
* Good Numeracy skills and IT Skills essential
* Knowledge of the NHS Framework, Policies and Procedures is essential.
* Supervisory experience e.g. staff management, supervising blocks of work, inspecting work, advising staff of procedures etc.
* Experience of dealing with the general public is essential.
* Ability to empathise with staff, visitors and patients. e.g. when dealing with sensitive issues or complaints.
* Postholder should possess effective verbal/non verbal communication/interpersonal skills.
* Ability to use initiative, remain calm, focused and prioritise work when faced with conflicting tasks.
* Knowledge of telecommunication equipment
* Negotiation and decision making skills e.g. when dealing with Suppliers, introducing new procedures to the department, managing change.
* Good keyboard skills essential
* Knowledge of Microsoft Word and Excel.
* Training in "Load Handling - Non-clinical staff" to enable delivery of manual handling training for Support Services Staff.
* Shorthand or note-taking skills - for taking minutes at meetings.
* Ability to travel - to attend meetings at other locations, attendance as required at Community Hospitals and Health Centres.
* Geographical knowledge of the area.
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ESSENTIAL ADDITIONAL INFORMATION

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| 8. SYSTEMS AND EQUIPMENT* Telephone
* Fax machine
* IT Software - Microsoft Word and Excel
* Patients Funds System (Trojan/Harlequin)
* Photocopier
* Binder
* Laminator
* Standing Financial Instructions
* Endowment procedures
* NHS Tayside Training Database System
* AIM System for reporting of accidents
* Responsible for reporting faults and ensuring faulty equipment is repaired or replaced.

**Responsibility for Records Management**All records created in the course of the business of NHS Tayside 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 Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |
|  PHYSICAL DEMANDS OF THE JOB**Physical Demands*** Physical demands involve extended periods of sitting e.g. at meetings, during IT related tasks.
* Keyboard skills - significant proportion of the day - approx 50%.
* An element of manual handling - handling files, supplies, occasionally furniture.
* Ability to travel - journeys of up to 1 hour from base.
* General physical fitness as the postholder is required to respond to site problems/challenges.

**Mental Demands*** Confidentiality, diplomacy and discretion are required at all times
* Need to concentrate for extended periods throughout the day in respect of composing minutes, checking figures, compiling training figures, delivering manual handling training.
* Decision making in relation to staffing, staff issues, car parking etc.
* Ability to quickly switch from one subject to another - result of unpredictable work patterns.
* Ability to work in a constantly changing environment
* Ability to change working practices and influence others as to the benefit of change.

**Emotional Demands*** Postholder may occasionally be required to deal with complaints from staff, patients or visitors.
* May have to deal with distressed/aggressive callers/phone calls, staff and members of general public.
* Investigatory and disciplinary procedures - assisting the Support Services Manager.
* Back to work interviews
* Interview and selection of staff.
* Induction of new staff.
* Ability to defuse conflict.

**Environmental Demands*** Due to the volume of activity there can be frequent interruptions i.e. callers to the office, phone calls, pager calls, response to fire alarm activation.
* Need to travel alone to community sites.
* Working with VDU for extended periods.
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| 10. DECISIONS AND JUDGEMENTSThe postholder will have the freedom to organise their workload on a day to day basis, however will be guided by senior managers to provide specific information or to meet strict deadlines when required. Postholder will be required on the whole, to use their own initiative although will be able to seek assistance of senior management should a decision require further action or have a financial implication.Postholder requires ability to decide whether a matter should be referred to Line Manager or other Department within the organisation. Postholder may have to make decisions in absence of Line Managers e.g. staffing requirement involving overtime, type of leave most appropriate in order to give member of staff time off work at short notice - annual leave, compassionate leave etc. |
| 11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB* Working in a busy department dealing with conflicting demands i.e. phone ringing and callers to the office when trying to concentrate on performing a task, e.g. processing of mobile phone account (480 mobiles), preparing minutes, reports etc.
* Ability to stay calm when faced with multi-tasking and decision making in cases of emergency.
* Meeting strict timescales whilst coping with day to day running of the department.
* Being able to assess a person's ability from relatively short interview and selection of person most suitable for the task.
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| 12. JOB DESCRIPTION AGREEMENT The job description will need to be signed off using the attached sheet by each postholder to whom the job description applies. |

**JOB DESCRIPTION AND ESSENTIAL ADDITIONAL INFORMATION FORM – SIGNATURE OF AGREEMENT**

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| **Post Title** | Assistant Support Services Manager |
| **Reference Number** |  |

The attached job description and essential additional information will be used as part of the Agenda for Change assimilation exercise and therefore the job matching panel may wish to seek further clarification on any issues contained within the documents. **Should this be necessary please identify an appropriate Manager and Postholder representative who can be contacted to provide this clarification. (This may be one of the undernoted postholders or a staff side representative who has been involved in agreeing the job description)**

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| **Responsible Manager** | Mrs Pamela CoventrySupport Services Manager |
| **Contact No.** | 01738 562460 |
|  |  |
| **Postholder Representative** |  |
| **Contact No.** |  |