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**Job Description**

**JD Ref:** JD598

**Post title:** Administrative Officer

**Directorate:** Designated Directorate

**Reporting to:** Designated line management

**Band:**  Band 4

**Location:** As detailed in the relevant Conditions of Service

**1. Job purpose**

Responsible for providing a full range of professional administrative services within the designated Directorate, taking a lead administrative role working within a designated Unit / Department, but with the ability to operate flexibly and provide support elsewhere within the organisation as and when required.

**2. Job dimensions**

Due to the broad spectrum of activities relating to the Administrative Officer post within Healthcare Improvement Scotland’s operational Directorates, the specific dimensions for the post holder will depend on the Unit / Department they operate within, coupled with the need for flexibility to support other areas within the organisation when requirements arise.

**NHSScotland budget:** £19.2b (approx.)

**Healthcare Improvement Scotland Budget:** £33.6m (approx.)

**Healthcare Improvement Scotland Employees:** 512 WTE

**Healthcare Improvement Scotland Locations:** Glasgow & Edinburgh office bases, hybrid working arrangements available

**Budget managed by post holder:** N/A

**Financial Authority of post holder:** Limited to stationery ordering / stock control

The Administrative Officer operates within project administration and Unit / Department administrative support settings within the Healthcare Improvement Scotland operational Directorates.

**3. Organisational position / Unit or Department structure**

The post is based within Healthcare Improvement Scotland and the postholder will be expected to work flexibly to provide project support to deliver specific programmes of work across the organisation. This will be done in a planned way based on delivery needs.

**4. Key result areas**

The Administrative Officer role contains general key result areas and additional aspects relating to the two broad areas of project administration and Unit / Department administrative support. Further specific key result areas are possible depending on Unit / Department requirements, but these should be relatively limited and consistent with the level of operation and expectation stated within this section.

***General***

1. Provide leading and comprehensive administrative support within designated Unit / Department in order to ensure the smooth running of day-to-day business, delegate tasks to other staff as appropriate, and delivering on key Unit / Department administrative objectives as directed by designated line management.

b) Creating purchase orders and receipting invoices ensuring all financial transactions and quotes are obtained and that all actions are carried out timeously, accurately and in accordance with organisational financial instructions. This includes day-to-day management of all paper and electronic financial/administrative records.

c) Organises all meetings which includes identifying a preferred date, booking a suitable venue, arranging appropriate equipment, consumables, catering and booking car parking, overseeing the formatting, copying, collating and distribution of documentation to attendees (both electronically and in paper copy) ensuring these are available in advance of meetings/events or deadlines and are of good quality by undertaking internal quality checks. For in person meetings, this includes booking a suitable venue, arranging appropriate equipment, consumables, catering etc. For hybrid meetings, this involves organising and managing the technical aspects of the Microsoft Teams meeting, including sending out the meeting link, organising and managing breakout rooms if required, and managing any meeting requirements e.g. presenter/delegate permissions.

d) Makes necessary UK and International travel and accommodation arrangements, prepare travel itineraries to ensure that the Head of Unit and senior / project staff have complete travel package including tickets, vouchers, maps/directions for arrival at destination. This requires planning for participants with special needs e.g. dietary or disability by carrying out an assessment of all premises in advance if it is being used for the first time by the organisation. Process travel expense claims in accordance with Healthcare Improvement Scotland standing financial instructions.

e) Arrange registration at seminars, external training events and conferences, ensuring appropriate conference fees are paid, suitable travel arrangements are made and that presentations on behalf of the Head of Unit are prepared in advance.

f) Taking minutes at meetings when appropriate and tracking the progress of action points. This includes internal team meetings, cross-directorate meetings and project related meetings as required.

g) Creating, developing and maintaining secure electronic and paper filing systems and electronic databases in accordance with the organisation’s relevant records management strategy and guidance. All systems must adhere to any relevant statutory or regulatory requirements. The collection, collation, storage, retrieval and provision of data must be managed effectively.

h) In partnership with the ICT Unit, responsible for maintaining, managing, amending and quality assuring the data held on the relevant contacts database.

i) Maintaining confidentiality, particularly in relation to documents, reports and the business of working groups, by working in accordance with organisational policies to ensure complete discretion and adherence to the Data Protection Act, NHS Code of Practice on protecting Patient Confidentiality and the Freedom of Information Act.

j) Co-coordinating and maintaining, in collaboration with the Communications team, interactive web pages for the Unit / Department on the organisation’s website, as a method of providing up to date information to enable the sharing and dissemination of lessons learned and best practice.

k) Responsible for co-ordinating team diaries to ensure effective use of time and prevention of duplication of effort.

l) Involvement in corporate improvement initiatives as and when required such as the development and implementation of new systems and ways of working.

m) Assists in the drafting of reports/correspondence by sourcing supporting information, e.g. previous minutes, documents and information from external sources, e.g. the internet. The post holder will also use copy/ audio typing and IT skills to produce a range of documents in a comprehensive format including letters, reports, presentations and emails.

n) To support the members of the wider team as required and work flexibly to provide administrative support elsewhere within the Directorate as directed by designated line management.

 o) Identifies and recommends changes to organisational processes and procedures.

***Project administration***

p) Provide full administrative support to multiple projects/programmes that vary in subject matter, complexity and duration.

q) Attending meetings/events to carry out a range of administrative and catering tasks ensuring that the event runs smoothly. Where events are held within the organisation’s premises, ensure food handling standards are adhered to in line with Health and Safety regulations.

r) Formatting internal and external documents to meet the requirements of the project. Overseeing the copying, collating and distribution of documentation and supporting evidence to the relevant parties ensuring these are of high quality by undertaking internal quality checks in accordance with quality control systems.

s) Delegatory responsibility for project support staff (permanent or temporary) including the allocation and checking of work.

t) Assist other senior project staff in the recruitment of members for the project group which can include public partners, clinical experts and associated NHSScotland staff ensuring that the appropriate databases and distribution lists are established and maintained. Assisting in arranging training for group members as required.

u) Working with senior staff to facilitate the production of publications, from preparing appendices through to proof reading and making/tracking amendments to final proofs, ensuring that these are in accordance with the organisation’s house style.

v) Implementing quality management procedures on a day-to-day basis and raising project variances with regard to administrative procedures.

***Unit / Department administrative support***

w) Develops and implements systems to manage the workflow to enable the smooth running of the Department. Manage the Head of Unit’s/Function’s diary ensuring, where possible, priority is given in line with the Directorate strategy and the Head of Unit’s/Function’s agreed work commitments, whilst demonstrating flexibility on a day-to-day basis.

x) Prioritises and reviews the Head of Unit’s/Function’s e-mails, correspondence, telephone calls and incoming enquiries, taking appropriate action as required to assist them in keeping communications up to date.

y) Arranges regular departmental meetings, including preparation and distribution of agenda and papers, taking succinct minutes and tracking the progress of action points to keep the Head of Unit/Function updated on. Actively participating and contributing to internal meetings relevant to responsibilities.

z) Prepares relevant pre-reading folders (electronic and hard copy) for the Head of Unit’s/Function’s attendance at meetings, committees and conferences to ensure they can carry out appropriate preparatory work.

**5. Equipment, machinery and systems**

***Software***

* Microsoft packages (including Word, Excel, PowerPoint, Access, Outlook, MS Teams, MS Office 365)
* Internet
* Intranet
* Finance System (PECOS)
* Organisational/Departmental database and systems
* Optima/Loop (eRostering systems)

***Equipment***

* PC/laptops (including Bluetooth wireless keyboard and mouse)
* Display equipment
* Mobile phone
* Photocopier/scanner
* Induction loop
* Binding machine
* Laminating machine
* Teleconferencing/videoconferencing equipment

 ***Systems***

* Populating, maintaining and generating databases specific to individual projects and maintaining organisation wide databases.
* Populating, maintaining and generating information from PECOS, the organisation-wide financial system, to raise purchase orders and receipt goods in line with Healthcare Improvement Scotland processes, maintaining a manual financial record.
* Document Management system, both paper and electronic, to comply with Data Protection Act, NHS Code of Practice on Patient Confidentiality and the Freedom of Information Act.
* Utilising TURAS Learn to ensure the post holder has a personal development plan and that training needs are identified and addressed.
* Utilising Healthcare Improvement Scotland Time Management and Leave systems.
* Maintaining records of internal / external training events / conference attendance for team members.
* Utilising the Healthcare Improvement Scotland incident reporting systems to ensure that Health & Safety and risk management procedures are adhered to.

**6. Decisions & judgements**

* Reports to the Head of Unit / senior member of the project team / designated line manager and is expected to work autonomously within a framework of annually agreed objectives and performance review, undertaking daily duties using initiative without supervision or with minimum supervision.
* For project/programme administration, responsible for managing their own workload under the direction of their line manager. Work will be discussed on a regular basis through one to one and team meetings and/or ad-hoc meetings as required. The post holder will delegate project-related work to permanent or temporary support staff to ensure the effective and efficient administration of the project.
* For Unit / Department administrative support, responds to queries and issues which require the Head of Unit’s attention, making judgements as to degree of importance / prioritisation and, in the absence of the Head of Unit, highlights issues to senior staff / Director. Monitors progress and reports on any queries or issues to the Head of Unit.
* Uses initiative, discretion, judgement and knowledge to plan agendas and papers for meetings/events in a timely fashion for approval by the Chair prior to circulation, taking minutes and following up actions as a result. This also includes implementing and maintaining appropriate paper and electronic archiving systems for the Unit / Department to maintain an accurate record.
* Exercises discretion with confidential information received and to demonstrate a professional approach when dealing with colleagues and external callers or visitors.
* Typical decisions and judgements are given below:
	+ Day-to-day administrative project management, decision making, ability to work on own initiative and ability to provide continuity when team members are out of the office.
	+ Uses problem solving skills when dealing with conflict of diary appointments and influencing and negotiating skills to achieve positive results (e.g. rescheduling of meetings and venues).
	+ Responsible for prioritising workload to meet project deadlines and team needs. Highlighting the need for additional administrative support
	+ Responsible for selecting suppliers in line with organisational policies and ensuring adequate supplies of office consumables and Healthcare Improvement Scotland products
	+ Responsible for selecting and using appropriate software for data entry and monitoring of project and team activity.
	+ Implements the processes, procedures and methodologies defined by the organisation through the integrated management system.
	+ Implements and maintains appropriate paper and electronic archiving systems for each project to maintain an accurate record.

**7. Communications & working relationships**

A major dimension of the role is liaison with a diverse range of contacts including NHS professionals at all organisational levels and members of the public. Communication will be in the form of direct contact, telephone, email, MS Teams, videoconferencing and letter.

***Internal***

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| *Project administration** Works closely with the senior staff responsible for each project/programme to ensure that projects/programmes are regularly reviewed and these individuals are fully informed at every stage of the project/programme.
* Oversees the work of any temporary or permanent project support staff, ensuring efficient administrative support for projects and delegation of tasks.
* Liaises with Finance team on issues relating to financial processing.
* Liaises with Communications staff on a variety of issues relating to the publication of documentation, intranet and website content and the publicising of large-scale meetings/events.
* Liaises with the facilities team regarding supplies and sundries, stationary requirements reserving meeting rooms, booking car parking etc.
* Liaises with Public Involvement Unit regarding recruitment, training and allocation of public partners for project activities.
* Liaises with ICT Unit with regard to issues relating to IT and database systems e.g. reporting faults, support for events.
* Liaises with a range of organisational staff both formally and informally in connection with day-to-day business.
* Participates in organisation wide meetings/events.
 | *Unit / Department administration** Daily contact with Directors, Senior Management and Executive Teams on behalf of the Head of Unit.
* Regular meetings with the Head of Unit and senior staff to discuss work planning, diary issues, on-going current issues and work in progress.
* Attends Directorate staff meetings and organisation-wide staff meetings.
* Handles sensitive or confidential information with discretion
* Regular contact with Personal Assistants and administrative staff to source/circulate information and arrange meetings and venues.
* A first point of contact for Head of Unit when answering phone calls/emails from managers and staff and external agencies and members of the public.
* Liaises with Finance team on issues relating to financial processing.
* Liaises with the facilities team regarding supplies and sundries, reserving meeting rooms and booking car parking.
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***External***

* NHSScotland staff at all levels.
* Scottish Government.
* National inspectorate bodies e.g. Audit Scotland, Care Inspectorate.
* Scottish Parliament.
* Members of the public through meetings / events and ad-hoc enquiries.
* Business contacts e.g. hotels, conference venues, catering companies, vehicle hire.
* Managers of local, regional and national Managed Clinical Networks.
* Academic institutions and professional organisations e.g. universities and royal colleges.

*Project administration*

* Direct contact with project/programme group members for the purpose of facilitating project/programme group meetings.
* Voluntary organisations to maintain communication networks and involvement in Healthcare Improvement Scotland projects.

**8. Physical, mental and emotional demands of the job**

 ***Physical***

* Use of PC for most of the working day, requiring hand/eye coordination and a need for speed and accuracy during advanced keyboard use.
* Manual handling of materials such as delegate packs, publications and display equipment / materials when attending meetings, events, etc.

***Mental***

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| *Project administration** Seeking, using and interpreting complex information to generate solutions and recommendations.
* Meeting deadlines, often within short timescales, requiring sustained effort.
* Accurate minute taking at high level meetings/events using medical terminology, such as scribing at open meetings or taking minutes at project related meetings.
* Constant adjustments and learning new skills as a result of changes in working practices and systems within Healthcare Improvement Scotland.
* Ability to maintain composure and prioritise between competing and conflicting demands on time while ensuring a consistently high quality of work and deal with often irregular work pattern, working under pressure due to changing priorities as a result of changes to project plan.
* Ability to hold sustained concentration for long periods of times during meetings and assimilate and note down complex, spoken information quickly, and subsequently write it up in a comprehensive and concise manner.
* Ability to concentrate when checking data, inputting data and reports/letters.
* The post holder has to disseminate information which can be of a confidential and sensitive nature.
* Frequent interruption is likely during these periods due to the ongoing demands of the organisation.
 | *Unit / Department administration** Handles multiple and varying duties for the Head of Unit and senior staff as required, including the management of potentially sensitive or confidential information with tact and diplomacy to ensure confidentiality of issues is maintained.
* Builds and maintains good relationships with internal and external contacts. Works autonomously and creatively, managing the varying demands of the post, balances workload and takes appropriate action.
* Concentrated effort required in reading, collating, distributing and responding to e-mails. Tasks such as transcribing notes, preparing detailed documents, writing correspondence and e-mails.
* Anticipates problems and conflicts with future appointments and resolves prior to the event.
* Changes and reprioritises workload in accordance with daily workload and responds to communications which require immediate attention.
* Breaks in concentration as a result of visitors and telephone calls and the requirement to change tasks accordingly.
* Using initiative to progress actions as necessary and prioritises workload to ensure that deadlines are met.
* Constantly adjusts and learns new skills as a result of changes in working practices and systems within Healthcare Improvement Scotland.
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***Emotional***

* Deals with difficult, challenging or sensitive issues involving Directorate and other staff by telephone, email and correspondence.
* Acting as the first point of contact for Healthcare Improvement Scotland responding to negative feedback from stakeholders in relation to the organisation’s work in a discreet, professional and diplomatic manner.
* Demonstrating sensitivity to people with differing/ special needs and circumstances.
* Responding sensitively to NHSScotland staff or members of the public who may be in a distressed or agitated state.
* Acting diplomatically especially when working to conflicting priorities and tight deadlines.
* Handling sensitive and confidential information regarding NHS Board areas, Health and Social Care Partnerships etc.

**9. Most challenging / difficult parts of the job**

* Establishing and maintaining good working relationships with a diverse range of stakeholders including healthcare professionals, Healthcare Improvement Scotland staff and members of the public ensuring diplomacy, discretion and professionalism.
* Adaptability is required for working in an organisation with an evolving national agenda.
* Ability to multi-task and work flexibly in order to achieve each task.

*Project/Programme administration*

* Simultaneously coordinating the administrative support required for all projects, where workload has to be prioritised, and sometimes reprioritised, to meet agreed timescales. This requires skill in multi-tasking and considerable flexibility in order to meet the demands of each project while ensuring organisational objectives are achieved.

*Unit / Department administration*

* Ability to prioritise and re-prioritise workload and demands from several members of staff in line with Directorate strategy and work to deadlines set.
* Required, as first point of contact to the Head of Unit, to handle sometimes hostile and emotive situations when communicating unpopular or unwelcome news to the Team, colleagues or visitors and callers**.**
* Makes judgments in the absence of the Head of Unit and senior staff on matters which may require urgent attention.

**10. Knowledge, training and experience required to do the job**

* The post holder will be educated to HNC level in an administrative subject OR bring demonstrable equivalent experience to the role which would have been gained in an administrative setting.
* Excellent communication and interpersonal skills (oral and written).
* Ability to identify key issues and rapidly summarise complex in-depth discussions.
* Experience of writing meeting papers and reports (including minutes).
* Advanced IT skills including use of MS Office 365 (Word, Excel, PowerPoint, Outlook, MS Teams) and the internet.
* Strong organisational skills, including prioritising own workload and managing tight deadlines.
* Sound knowledge of administrative systems gained in 2 or 3 of the following: committee work, document management and budgetary systems.
* Experience of working in a multi-disciplinary team.
* Experience of handling confidential / sensitive information.
* Problem solving skills.
* Experience of copy and audio typing