#### Job Description No: 205

#### NHS GREATER GLASGOW & CLYDE

#### Band 4 –Senior Business Support Assistant (Health Improvement)

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| **1. JOB IDENTIFICATION** |
|  | **Job Title:** | **Senior Business Support Assistant (Health Improvement)** |  |
| **Responsible to (insert job title):** | **Health Improvement Team Lead** |
| **Reports to** | **Health Improvement Team Lead** |
| **Department(s):** | **Health Improvement Team** |
| **Directorate:** | **Glasgow City CHP** |
| **Grade:** | **Band 4** |
| **No of Job Holders:** | **TBC** |
| **Last Updated** | **May 2014** |

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| **2. JOB PURPOSE**The post provides comprehensive secretarial and business administrative support to a Sector Health Improvement Team including a role in supporting temporary projects. The post-holder requires to be an efficient administrator who contributes significantly to achievement of the role of the Sector Health Improvement Team through provision of a variety of secretarial and administrative duties. The post holder works independently for much of the time and demonstrates a clear understanding of the organisation and health improvement function.The post holder will supervise the day to day administration of the service, ensuring its smooth running and efficiency. They will be the day to day supervisor of Band 2 and 3 staff within the service.  |

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| **3. ROLE OF DEPARTMENT**Glasgow City CHP is responsible for the provision of primary care and community services to the people of Glasgow City, and for improving health and well being. The CHP covers the geographical area of Glasgow City Council, a population of 588,470, and includes 154 GP practices, 136 dental practices, 186 pharmacies and 85 optometry practices. The CHP has 3,140 whole time equivalent (wte) staff, and a combined budget of approximately £520m. Services within the CHP are delivered in three geographical sectors:• North East Glasgow with a population of 177,649;• North West Glasgow with a population of 190,332; and• South Glasgow with a population of 220,489.The Corporate and three Sector Offices are the main managerial centres for the CHPThe primary/ community health service is delivered in Health Centres, Clinics and through a variety of office bases across each of the Sectors. The purpose of the CHP is to:* manage local NHS services;
* improve the health of its population and close the inequalities gap;
* drive the local implementation of the quality strategy ensuring person centred, safe and effective care;
* achieve better specialist health care for its population;
* ensure an effective NHS process to engage in community care and children’s service planning;
* work closely with Glasgow City Council to deliver effective integrated services where appropriate
* lead NHS participation in joint and community planning in Glasgow City;
* modernise community health services;
* integrate community and specialist health care through clinical and care networks;
* deliver effective engagement with primary care contractors;
* work with local communities to ensure they influence decisions; and,
* ensure patients and frontline health care professionals are fully involved in service delivery, design and decisions

The Health Improvement service has a key focus on prevention of ill health and addressing health inequalities. The service works internally and externally with the third sector and commissioned partners and has close working relations with our Community Planning Partners. Some of the key themes of the service are around developing a healthy culture especially in relation to tobacco alcohol drugs and obesity and early intervention. |

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| **4. ORGANISATIONAL POSITION** See attached |

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| **5. SCOPE AND RANGE**The post-holder operates to provide secretarial/administrative support to the local health improvement team as required and will undertake day to day supervision of administrative staff.The post is an essential part of the support to the health improvement team. The post-holder has to deal with staff within the wider NHS organisation and those external to the organisation who have a regular contact with the health improvement team.The post-holder has an important role in projecting a positive and professional image of the service concerned using their initiative to support the local team. They may have to act in the absence of direct supervision with tact and diplomacy. The post holder may need to deal with complaints or staffing issues. The post-holder will often have to respond to conflicting demands from team members whilst managing a varied workload in support of the activities of the Team. |

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| **6. MAIN DUTIES AND RESPONSIBILITIES**Under the direction of health Improvement Manager the post holder will:-**General**1. Provide a comprehensive secretarial and administrative service to Health Improvement Teams.
2. Act as first point of contact to those wishing to contact the manager/team members.
3. Has responsibility for the operation of administrative systems within the team.

**Communications**1. Proactively manages mail systems (paper and e-mail, as appropriate) arranging for mail logging, allocation and progress chasing of correspondence.
2. Respond to routine mail on behalf of manager, or drafts more complex correspondence.
3. Respond to face to face and telephone enquiries and complaints on own initiative, redirecting to other staff where appropriate or arranging for accurate and timely messages to be conveyed to manager.

**Production of Material**1. Type a variety of documents (correspondence (including mail merge), reports, statistical and financial data, presentations) from a variety of sources (including audio) with a high degree of accuracy. This includes extraction of information from spread sheets and/ or production of complex reports and presentations.
2. Collate information from a variety of sources for input to reports and returns.
3. Source information from the Intranet and Internet and to contribute to the Partnerships own Intranet and Internet web pages.

**Meetings**1. Forward plan diary commitments ensuring effective use of staffs’ time, resolving conflicting demands within a busy schedule of meeting commitments.
2. Assist in arranging a variety of meetings, events and conferences under direction.
3. Ensure that staff are provided with all relevant papers for meetings on a timely basis.
4. Attend meetings and ensures that all necessary arrangements are made including booking venue, arranging room layout, notifying participants, issue of agenda and supporting papers, writing up of minutes, their circulation, and progressing appropriate follow up action.
5. Meet and welcome visitors and arrange appropriate hospitality.

**Records/Systems Management**1. Maintain and keep under review relevant filing systems (including, where appropriate, electronic database systems and electronic distribution systems relevant to work area) within practice of the health improvement team.
2. Operate a bring forward system to ensure that matters receive attention on a timely basis and that outstanding replies to correspondence are progressed.
3. Keep under review the appropriateness of records systems (including databases) for meeting the needs of the health improvement team and positively proposes changes in systems or working practices to managers or Office Manager.
4. Maintain attendance, absence and sickness records for team members. Ensure that monthly returns are made for Payroll purposes following authorisation by the relevant manager/input to SSTS.
5. Be responsible for systems and procedures applicable to own work area. Typically, this would include ensuring adequacy and security of stock of specialist stationery and computer consumables, and ordering internal catering.
6. Arrange with IM&T Department services required to support the work of the health improvement team, including access to IT systems for new staff in accordance with agreed procedures.

**Budget Monitoring/Procurement**1. Monitor expenditure on behalf of managers. Arranges with the Procurement Department the processing of purchase requisitions, confirms receipt of goods and services and deals with payment and invoice enquiries as required.

**Staff Responsibilities**1. Responsible for supervising other secretarial and administrative staff within the team, in providing training to administration staff and in providing cross cover on an agreed basis, assisting (with relevant managers) in induction of new staff.
2. Responsible for own health and safety arising from immediate work area and in respect of colleagues working in the same area. May be assigned specific responsibilities relating to health and safety e.g. fire warden, VDU assessor, manual handling assessor in relation to areas occupied by the Health Improvement Team.
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| **7a EQUIPMENT & MACHINERY** On a regular (daily basis) post-holder would have cause to use:-Telephone Personal Computer (involving use of Microsoft Word, Outlook, Excel, PowerPoint, and Access) ScannerNetwork PrintersFacsimile PhotocopierAlarm PanelsFranking machineInduction Loop Laminator General Office Equipment. |

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| **7b SYSTEMS**Required to ensure that relevant Board Policies and Partnership Procedures are followed. Will advise within agreed guidelines on local department policies and procedures e.g. authorisation of study leave, recruitment requests, complaints procedure etc.Will comply with payroll and expenses documentation procedures and respond to queries arising.Will co-ordinate departmental response to data collection requests e.g. monthly reports and returns etc.Will follow any local procedures relating to data input to databases and propose change in working practice based on experience of operation.Undertakes review of records for archiving and/or destruction under direction of Health Improvement Manager. |

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| **8. DECISIONS & JUDGEMENTS**The post-holder will work without detailed supervision and will generally operate within established procedures and processes. The post-holder will determine from established procedures those matters which should be brought to the attention of the line manager and those which can be undertaken independently by self or other team members.  |

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| **9. COMMUNICATIONS & RELATIONSHIPS**The post-holder will work with a wide range of individuals including:-* clinical staff from a range of services,
* senior managers and staff from other departments,
* staff from externally commissioned health improvement services ,
* representatives of external agencies (whether these be Consultants, Contractors, Local Authorities, Voluntary Sector, Other Health Bodies, Professional bodies),
* clients, patients and their representatives.

Communication will be predominately by telephone or face to face, but also the individual will be expected to communicate regularly via e-mail.Receipt of in-coming communications will require imparting helpful information or responding to individuals who may on occasions may be upset or antagonistic.Communication will aim to develop good future working relationships and promote a positive view of the health improvement team.Exchanges confidential sensitive or contentious information with staff, patients, carers, which requires persuasive skills where agreement and co-operation is required. |

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| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB****Physical*** Required to use keyboard/VDU sometimes for prolonged periods.
* Elements of bending and lifting (e.g. when producing documentation in bulk via photocopier, moving equipment, set up of meeting rooms etc)
* Carrying files
* May need to travel between locations

**Mental*** Post requires high degree of concentration when typing reports, inputting data, or recording discussion at meetings.

**Emotional*** May occasionally receive verbal abuse from patients/clients.
* Required to exercise tact in dealing with all manner of people.
* On occasions required to react sensitively to distressed staff or public.

**Environmental*** Generally within standard office environment, but travel to other locations may be required (e.g. for meetings).
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| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB*** Prioritising workload which may involve resolving conflicting demands and interruptions to planned activity.
* Dealing with queries when staff are predominantly working outwith office base
* Exercising influence over staff over who the individual has no direct managerial authority.
* Completing complex tasks in short timescales
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| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB****Experience / Qualifications*** Must show competence in the use of range of computer packages evidenced by experience or formal qualification e.g. ECDL
* Recognised qualification in Administration equivalent to HNC in Secretarial Studies or Business Administration, or SVQ in Administration at Level 3, or significant relevant equivalent practical experience.
* Conversant with office procedures and systems and able to demonstrate prior experience of working in a secretarial or administrative role through which a thorough understanding of office procedures has been obtained.

**Specific Skills/ Knowledge** * Advanced keyboard skills.
* Good command of verbal and written English.
* Thorough knowledge of own department and organisation gained through prior experience within the organisation, induction, or period of orientation of not less than 4 weeks. There will be an on-going requirement to have a personal development plan agreed with the manager which will include participation in training and development.
* Organisational skills, including ability to deal with a range of non-routine tasks, apply problem solving skills and ability to manage conflicting demands.

**Personal Attributes** * Team Player
* Attention to detail
* Highly motivated and enthusiastic
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**13. 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**

 **Outline Organisation Chart**

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