**JOB DESCRIPTION**

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| **1. JOB DETAILS****Job Title: Staff Bank Assistant Administrator** **Reporting To: Staff Bank Administration Manager****Department(s): Staff Bank Service** **Job Reference: BN-AS-427** |
| **2. JOB PURPOSE*** The post holder will work as part of a team, responsible for providing a comprehensive clerical and administrative service, including the operation, implementation and ongoing utilisation of the computerised Staff Bank System. The post holder will participate in receipt of staffing resource requests, matching and booking bank employees, processing payment for bank employees, including processing invoices from external agencies and conduct associated clerical work for the Staff Bank Management Team.
* The Staff Bank provides supplementary staffing to the community localities and hospital areas within Forth Valley Primary Care Operating Division.
* The post holder will also provide secretarial and general clerical support as required.
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| **4. DIMENSIONS*** The post holder will be required to work flexibly to provide clerical and administrative support to the Staff Bank Service which operates 7 days a week (08.00-20.00hrs).
* The Staff Bank Service deals with circa 1500 staffing resource requests per week from all clinical areas/specialities.
* The Staff Bank Service provides supplementary skilled and appropriately qualified bank staff to Forth Valley-wide Primary Care Service areas. The Staff Bank Service currently employs over 2500 bank staff to supply staffing resources to the following areas; 10 hospitals, 7 day hospitals & 52 health centres including:
	+ Community services: District Nursing, Treatment Room Nursing, Health Visiting, Practice Nursing, School Nursing, Family Planning and Complex Care
	+ Mental Health Services
	+ Learning Disability Services
	+ Services for Older People
	+ Out of Hours Primary Care Services: Bank General Practitioners and Nurse Practitioners
	+ Allied Health Professionals
	+ Medical and Administrative services

External Service Areas: Local Authority and Private Sector |
| **5. KEY DUTIES/RESPONSIBILITIES*** Utilise the Staff Bank System software, to accurately input data in relation to staffing resource requests, recording bank employee availability, matching processing and booking of staff. This involves:
* dealing with telephone enquiries, written requests or electronic requests for staffing resources
* handling callers with tact and diplomacy, ensuring call holding time is kept to a minimum and that any messages are recorded accurately and processed or distributed as necessary
* using motivational skills encourage bank employees to accept work and to broaden experiences and skills by persuading staff to try/work in different clinical areas
* communicating with FV staff in clinical areas across the organisation,
* if unable to fill requests, contacting external contracted agencies to secure cover ensuring appropriately skilled agency staff are available
* dealing with day to day urgent staffing resource demands whilst still meeting longer term planned requests/demands of service users. There is a need for the post holder to prioritise workload
* Compile weekly and monthly payroll information to ensure accurate payment of bank employees. This involves checking timesheet information received against resources requested, processing and inputting accurate payment data. Checking and resolving any anomalies/discrepancies. It also involves dealing with payroll queries that can be complicated and multi-stranded in nature where the caller may have difficulty explaining and/or understanding the details.
* Manage the staffing rota for the Out of Hours Medical Service across the three Forth Valley Primary Care Emergency Centres. This requires accuracy and includes:
* Compiling 10 week shift patterns for salaried GPs to highlight unfilled shifts
* Communicating with sessional GPs regarding their availability for unfilled shifts
* Where unable to fill through the above means, contacting external medical neutral vendor RETINUE to secure cover. This includes liaising with the Lead Clinician to ensure CVs are approved and obtaining cost information prior to confirming agency booking and, if necessary, arrange accommodation
* Daily updating electronic rotas using excel, adobe and active edition software to upload information onto the intranet
* Liaising with the Service Manager/General Manager to identify shortfalls and subsequent actions to cover the service
* Provide a support service to the Specialist Services Co-operative to arrange medical cover to cover absence or vacancy at SHO, Clinical Assistant and Consultant grades where necessary as requested by the General Manager or Service Manager. This involves:
* Compiling details e.g. grade, start and finish times of the shifts that are required
* Contacting bank medical staff and existing SHOs to ascertain availability/ willingness to work
* Where cover cannot be arranged as above, contacting external medical agencies, co-ordinating CV approval, if necessary, arranging accommodation and negotiating travel payments if required.
* Checking and arranging authorisation of invoices in advance of them being processed for payment.
* Provide general clerical and administrative support as required for the smooth operation of the Staff Bank as it develops and expands. This includes:
* Processing and producing statistical information as required
* Process stationery orders, ensuring adequate stocks of office supplies are maintained at all times
* Maintaining efficient and effective filing systems ensuring that files are readily available and that required follow-up is actioned through bring forward systems
* Archiving and disposal of documentation in line with local and national requirements
* Adhering to NHS FV policies, implementing local policies and propose changes to Staff Bank Procedures
* Providing the first point of contact for complaints received out of hours, complaints may deal with sensitive issues and there may be barriers to understanding as the caller may be upset/distressed/angry. This may require the administrator to use empathy and reassurance skills.
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| **6. SYSTEMS AND EQUIPMENT** * Daily use of desk top computer for prolonged periods of time (5-6 hours daily)
* Use of telephony systems and equipment (headsets) with prolonged conversations on a frequent basis (5-6 hours daily)
* Good keyboard skills with a high degree of accuracy
* Allocate Staff Bank System to administer the bank service
* Crystal Reports to assist in the preparation data and production of reports
* Microsoft Outlook – email communications for receipt and processing of requests and posting information
* Microsoft Access to produce raw data and pull information from the Staff Bank System software
* Microsoft Word to facilitate the administrative function of the Staff Bank Service, eg mail merges and associated communications with recruitment, training
* Microsoft Excel to assist in the collation and production of numerical/graphical data
* Adobe Acrobat - transfers data from Microsoft Excel and Word onto PDF format for uploading onto the Forth Valley Intranet site.
* Intranet - transfer data from Microsoft Excel to PDF format and upload to the Intranet via Activedition.
* World Wide Web - Use of the Internet to check availability and book accommodation for Medical Staff and to check professional registrations (e.g. Nursing & Midwifery Council, General Medical Council).
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| **7. ASSIGNMENT AND REVIEW OF WORK*** The post holder is required to organise and prioritise their own day to day work tasks and activities and to respond to immediate demands whilst meeting the long-term demands of the service.
* Work is not directly supervised however advice is available from more senior staff in the department at all times. Required to act independently within appropriate occupational processes and procedures, deciding when it is necessary to refer or consult more senior staff.
* First line analysis and problem solving, e.g. software/ I.T., payroll queries particularly out of office hours when Support Services are unavailable.
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| **8. COMMUNICATIONS AND RELATIONSHIPS****Internal**Service Managers/Lead Nurses Information Management & Technology – as required for system and IT support Acute Operating Division – as required for staffing requestsHuman Resources Finance – creditors, debtors, service accountants, procurementPayroll – submission of payroll for bank employees, clarification of payroll issuesHealth & Safety – training, risk management, infection control, occupational healthWard/Department Managers and staff:* Community Services - District Nursing, Health Visiting, Treatment Room, School Nursing, Complex Care, Family Planning
* In-patient Services – Services for Older People, Mental Health, Learning Disability
* Out of Hours Services - GPs, Nurse Practitioners, Clerical and Administrative staff
* Bank Employees (all grades and qualifications)
* Consultants, SHOs, General Managers, Service Managers

**External**Allocate Software Solutions – reporting system faults, testing/feedback developmentsLocal Authorities Private and Voluntary Care Providers to process demand for staffing resource requestsNursing Agencies Medical AgenciesAdmin and Clerical Agencies |

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| **9a. PHYSICAL DEMANDS OF THE JOB*** The post holder is required to sit at a workstation using telephony equipment (headset) for 5-6 hrs daily and are confined to their personal workspace for the majority of the shift
* Use of VDU more or less continuously every shift worked
* Working in an open office environment with up to 6 administrators handling calls simultaneously, frequent exposure to noise (telephone, conversations, fax, printer, photocopiers) occurring continuously every shift worked
* Required to “multi-task” for extended periods including communication with service users and/or bank employees, operating telephony systems and inputting data to the staff bank system concurrently. This requires the ability to listen to verbal requests and type accurately to input and process information, similar skill to audio-tying
* Required to distribute and store stationery orders monthly, this requires moving of weights of 12½ kg e.g. boxes of paper. Required to move large shredding bags (10-15 kg) weekly
* Need for speed and accuracy to cope with demands of job.
* Need for listening skills and hand-eye co-ordination.

**9b. MENTAL/EMOTIONAL DEMANDS OF THE JOB*** Approximately 2/3rds of a shift there is a requirement for periods of continuous concentration, where there are constant interruptions from bank employees and service users regarding enquiries such as shift status, availability of staff; this necessitates the administrator to change from one task to another repeatedly. This occurs every shift worked.
* Dealing with issues and complaints from service users and bank employees which can include irate and verbally abusive calls on a frequent basis such as explanation of payroll, dealing with bank employees and ward/departments staff conflicts, performance issues, demands for staff etc. This happens regularly ie. at least once a week.
* Work pattern unpredictable due to the nature of the work. Calls interrupt and often necessitate a change of task. This occurs throughout the shift and is a regular feature of the work.
* Monitor and meet deadlines on an ongoing basis in relation to timescales for shifts, agency contact and payroll.
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| **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB*** Multi-tasking and prioritising work demands.
* Accessing the availability of necessary skilled staffing resources within the bank and also may include communicating with external agencies for staffing requirements; ensuring these communications are clear and precise.
* Dealing with issues arising from service users and bank employees, communicating and providing information in potentially confrontational and emotive situations, including verbal abuse on a frequent basis.
* Consulting with service users to enable the delivery of the service where the staffs skill set and competencies are required to be matched with the available bank staff resource.
* Maintaining consistent service levels dealing with service users expectations where the organisational culture differs, including engagement with private sector contractors and care providers, local authorities, general practice and primary care service sectors.
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| **11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**1. **Education**
* Educated to Standard Grade Level
* HNC in Business Administration or 2 years experience in an Administrative position
* Good keyboard skills with a high degree of accuracy
* ECDL / IT based qualification
* Excellent communication skills.
* Ability to work under pressure
1. **Skills and Knowledge**
* High level of communication skills – oral and written
* Knowledge of payroll compilation
* Knowledge of Human Resources systems
* Ability to multi-task – listening to communications and typing simultaneously (audio-typing)
* Organise and prioritise workload
* IT skills / competence
* Knowledge of NHS, clinical areas, staffing structure and specialisms

 **3. Personal Qualities and Attributes*** Good time management skills with the ability to prioritise work to maintain quality services and ensure maximum cover of shifts required.
* An organised and sound communicator with a diplomatic approach.
* Good interpersonal skills.
* Customer oriented approach to work.
* Expertise in the use of computer applications, in particular, the use of word processing, spreadsheets and database packages.
* Flexible approach to work.
* Ability to adapt and learn quickly in a pressured environment.
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**12. ORGANISATIONAL CHART**

Staff Bank Manager

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Deputy Staff Bank Manager

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Staff Bank Administration Manager

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**Staff Bank Assistant Administrator**