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| Job Identification |
| Job Title: Administrative Assistant to Senior Charge Nurse  Responsible to (insert job title): Senior Charge Nurse  Department(s): Acute Services  Directorate:  Operating Division:  Job Reference: 110957  No of Job Holders: 1  Last Update (insert date): June 2022 |

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| 2. Job Purpose |
| The post holder is required to provide comprehensive secretarial and administrative support to the Senior Charge Nurse (SCN), promoting the organisation values as well as the positive team image. The role is wide-ranging and involves supporting the SCN with administrative duties in every domain of the role. The role involves project working, development of databases, and analysis of information, minute taking and being the first line of contact for the SCN. The role involves screening calls and prioritising action of them. |

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| **3. Dimensions** |
| To provide secretarial and administrative support to the Senior Charge Nurse within designated wards.  The SCN requires close communication with the post holder during working hours.  To provide general office management assistance including word processing, minutes of meetings, photocopying, staff record filing, rostering input, arranging PDP dates, email, processing and analysing information.  To develop, manage and maintain databases, assist with data input and analyse information.  Audit data input and analyse information.  To support the maintenance of accurate staff training records by arranging training dates, recording attendance.  Minute taking at departmental meetings  To support and coordinate promoting attendance, return to work interviews, maintenance and development of database.  Photocopying, maintaining and developing filing systems and fielding telephone calls for SCN  Assist the SCN with the planning for completion of rolling audit programme and the input of this data. |

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| Organisational Position Senior Charge Nurse  This Post  Ward Team |
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| 5. Role of Department |
| **Ward 5D C.O.T.E**  The SCN has responsibility for 30 beds. The WTE for the area is 50.23 WTE  **Ward 3B Respiratory**  The SCN has responsibility for 34 beds.  The overall role of both departments is to deliver safe, effective, high quality person centred care. A team approach is taken and the post holder would play a key role in effective communication within the teams.   * The post holder will be based at Crosshouse and won’t be expected to undertake cross site working.   The post holder is required to support SCN in effectively managing staff, dealing with wide range of issues and be able to move between tasks depending on needs.  The post holder will support the function of the team by:   * Providing a proactive and effective administration and secretarial support thus supporting the effective professional leadership of the ward. * Ensuring effective communication from and within the ward team. * Contributing to the Team objectives through delivery of effective administrative and secretarial and administrative support. |

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| 6. Key Result Areas  * To provide comprehensive administrative and secretarial support to the ward team, undertaking various administrative duties including preparation and typing of letters, memos, photocopying, scanning, laminating documents, maintaining electronic and manual filing system ensuring information is stored securely and is easily retrievable. * To ensure the policy of confidentiality of information is strictly adhered to. * Responsible for managing the SCN’s diary, including travel time and arrangements to ensure effective use of time, identifying, discussing and resolving any diary conflicts. * Collating information and reports for meetings and staff reviews on a timely basis, providing SCN with required paperwork. * To provide administrative support in the arrangement and coordination of meetings/events including booking venue and catering, arranging room layout, notifying attendees, issuing of agenda and supporting papers in advance, drafting and circulation of minutes. * Attend departmental and requested meetings as required including Risk Assessment Meetings, including preparation and circulation of all associate papers / documentation take and produce minutes, identify decisions made and follow-up actions required. * Manage all incoming and outgoing correspondence on behalf of the SCN, including distribution of information e.g. Safety Action Notices, relaying information to staff through email and to be able to use discretion and judgement when dealing with enquiries from staff groups. * Collating monthly qualitative data reports e.g. sickness absence, training records, Datix Reports, CQI data, you said we did feedback for SCN. * Create, maintain and update databases to monitor sickness absence, mandatory and statutory training, staff establishment and annual leave entitlement for staff. * Input, extract, collate and summarise data from a variety of sources to enable preparation of standard verbal and written reports as requested by SCN. * Maintain stationery and order supplies as required to ensure adequate supplies are maintained at all times, receive deliveries and ensure they are passed to the appropriate recipient and process invoices. * Report, record and follow up estates issues as directed by SCN. * Support the induction of new team members to the ward; provide new staff with appropriate paperwork and information. Also liaising with HR Department. * Support the SCN by providing administrative support for one off projects including audit work and establishing administrative systems for ensuring that projects and routine work are progressed in accordance with agreed time scales (bring forward systems, chasing up on actions arising from meetings and complaints and other correspondence handling).This will involve creating robust processes, identifying requirements, designing spreadsheets/databases, creating data collection tools. * Communicate and build relationships with all agencies working with the ward team internally and externally including Senior Charge Nurses, CNMs, Clinical Staff, Care Home Managers, Specialist Nurses, General Managers, hospital wards and departments. * Organising and booking staff training, administer / co-ordinate training programmes as directed. * Supporting SCN in her role in implementing Promoting Attendance and Wellbeing Policy, compiling accurate records of attendance, absence and sickness for designated staff using paper and electronic systems, preparing forms for return to work and issuing letters for the process. * Assist SCN and staff nurses with revalidation paperwork. * Assist with staff rostering (SSTS) and update Annual Leave, Sick Leave, Study Leave, PH, records * Arranging PDPs for staff, organising review dates and support staff in uploading documents to E-KSF * Working flexibly when the service requires in times of increased activity. * Provide assistance with any other relevant duties within the department as requested by SCN * Develop databases for systems within area and maintain and analyse information. |
| 7a. Equipment and Machinery |
| * Personal computer/printer – office based work, inputting data, with speed and accuracy, for a substantial proportion of working time. * Photocopier/printer/Scanner – to reproduce documents. * Facsimile Machine – for sending and receiving information. * Telephone – for making and receiving calls * Projector * Laminator |

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| **7b. Systems** |
| * Post holder must be proficient in the use of MS word, excel, access, PowerPoint, outlook and the internet * Responsible for creating, formatting and populating, analysing databases and spreadsheets. * Understands the organisational Human Resources Policies and Procedures and can apply them consistently. * Electronic data storage, e.g., Word, Excel, PowerPoint. * Staff personal files – maintaining and updating staff personal files with regards to recording absence, appraisals, changes to contract and personal details. * Office filing systems, diary systems, archiving, bring forward, study leave records etc. * Will utilise computer systems appropriate to the role including e.g. PMS, SSTS, eESS-KSF, Clinical Portal, Datix |

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| 8. Assignment and Review of Work |
| The post holder will work closely with SCN. A high level of personal initiative is required in progressing effective changes  Work is assigned directly from SCN, via email, incoming mail, telephone calls, and delegated project tasks  The post holder prioritises the order in which the tasks/workloads are completed taking into account the level of importance and time constraints. Should a complicated, non-routine, problem arise, assistance is immediately available for SCN or nurse in charge  Objectives are set and reviewed annually |

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| **9. Decisions and Judgements** |
| The post holder uses own initiative to make decisions on workload priorities, diary conflicts, general office management.  Requires to schedule and plan workload over a period of months to ensure appropriate responses are taken/made to ensure the objectives of the ward team are met.  Using own initiative when dealing with telephone queries and redirecting when necessary as appropriate.  Actioning mail and e-mail – redirecting as appropriate taking responsibility to action any urgent matters where appropriate.  Prioritisation of work on a daily basis. |

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| 10. Most Challenging/Difficult Parts of the Job |
| * Working to required timescales within a time of constant change * Developing, implementing and maintaining systems and procedures to ensure key result areas are fulfilled. * Assimilating and evaluating information and making judgements on the appropriate action to be taken within the remit of the post * Responding to unscheduled work and reprioritise planned work * Dealing with telephone enquiries which are often confidential or of a very sensitive nature, requiring a high level of tact and diplomacy * Managing the training and absence records of the ward team in a proactive, effective and supportive manner * Communicating with internal/external agencies, both verbally and in writing. The post holder must acknowledge the confidential and sensitive nature of the work. * Balancing priorities and ensuring confidentiality is maintained at all times |

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| **11. Communications and Relationships** |
| Excellent interpersonal and communication skills are essential to establish and maintain effective communications.  *Internal*  As ambassador for SCN the post holder requires to communicate efficiently and effectively.  Communication is achieved on a daily basis, both orally, including by telephone, face to face, and written, including email, memo and letter. The purpose of the communication is to obtain and provide information, and maintain good working relations within the ward and between staff/departments. The establishment of a trusting relationship with key staff is imperative.  *External*  Contact with members of the public, nurses, medical staff including GPs/Consultants, allied health professionals, local departments including estates and portering.  Regular contact is achieved by oral communication, including by telephone, face to face, and written communication, including email. The purpose of the communication is to obtain and provide information while promoting good working relationships. |

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| **12. Physical, Mental, Emotional and Environmental Demands of the Job** |
| **Physical**   * Combination of sitting, standing, and walking. * Frequent requirement for sitting in a restricted position. * Occasional requirement for moderate effort. * Advanced keyboard skills requiring a high degree of speed and accuracy. * Occasional work on different sites   **Mental**   * Must have the capability to recall procedures and switch between several tasks effectively and efficiently, in view of the many interruptions and diverse situations. * Frequent need for concentration, particularly when preparing reports, minutes of meetings and when analysing and interpreting data. * Must have the ability to appreciate staff concerns/issues voiced via telephone or direct contact. * Unpredictable work pattern with frequent interruptions.   **Emotional**   * The ability to respond to a diversity of situations, which can require a sympathetic and tactful approach along with excellent listening and communication skills to resolve the various issues, which arise.   **Environmental**   * Daily, extensive use of VDU. |

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| 13. Knowledge, Training and Experience Required to do the Job |
| * Accredited computer skills/practical experience and knowledge of database creation and maintenance including MS office programmes * Higher English and secretarial studies qualification or equivalent * A recognised certificate in medical terminology or practical experience within the NHS * Excellent organisational and administrative skills * Well-developed / excellent written and verbal communication skills * High level of competence in office IT software, including Microsoft Office, i.e. Word, Excel, PowerPoint. * High degree of interpersonal skills. * Time management skills. * Ability to deal with highly confidential/sensitive issues in an appropriate manner. |