



JOB SUMMARY – Administrator – BUSINESS SUPPORT & IMPROVEMENT

1. Workforce Directorate

NHS Education for Scotland (NES) is a Special Health Board whose mission is to contribute to the highest quality of healthcare throughout NHS Scotland by promoting best practice in the education and life-long learning of all staff

The remit of the Workforce Directorate is to support the people infrastructure of NES, and align to the Scottish Governments Everyone Matters: 20:20 Workforce Vision. Educational solutions in support of the 20:20 Vision are delivered in collaboration with health boards, and in partnership with other colleagues across NHSScotland, Scottish Government Health & Social Care Directorates, Scotland's Colleges, Skills Development Scotland and other public sector agencies as appropriate to ensure that the education and training is informed by robust evidence.

The current 20:20 Workforce Priorities are defined within the NES Corporate Plan and our objective is to have a Capable, Sustainable, and Integrated Workforce; Effective Leadership and Management; and a Healthy Organisational Culture.

The Workforce Directorate works at national level and is key to the delivery of national priorities and the NES Strategic Framework. It has responsibility for:-

- Both an internal and external service to support NHSScotland to gain the best value from the people who work within the NHSS.
- facilitating the implementation of the Scottish Government's Workforce Strategy Everyone Matters within NES
- a comprehensive People and Organisational Development strategy and service for the people who work for NES. This includes the provision of leadership and strategies for the Diversity, Workforce Planning, Staff Governance and Partnership Working agendas of NES.
- supporting with development of education and development policy and resources for NHSScotland Healthcare Support Workers (Estates & Facilities and Business & Administration staff) and supporting Scottish Government and NHSScotland Boards on the implementation of Scottish Government's Youth Employment Strategy.
- The Directorate is a key partner for Scottish Government in the delivery of its Talent, Leadership and Management and learning and development ambitions.
- a source of information, advice, educational solutions, and support to the wider NHS through links with Territorial Boards and the Scottish Government.
- a key role in facilitating a number of networks across the service that enables effective engagement in the development of education tools, resources and to advance both strategy and policy developments.

- Supporting the workforce of NES (to include trainees), and provides a comprehensive Human Resources service that includes learning and development, and strategic and operational leadership.
- Provides a comprehensive Human Resources and Organisational Development and Learning service to NES and externally to NHSScotland in the recruitment of medical and dental trainees and other vocational trainee groups.
- a range of organisational consultancy and training services to enable the organisation to lead itself effectively through significant organisational change; supporting the development of NES as a learning organisation, contributing towards the continuous performance improvement and development agenda of NES.
- support to the 20:20 priorities, and also provide strategic advice and guidance, and act as a centre of excellence to include the delivery of the human resources strategy for the NES Workforce.
- The Directorate also supports NES in all aspects of its Equality and Diversity responsibilities.

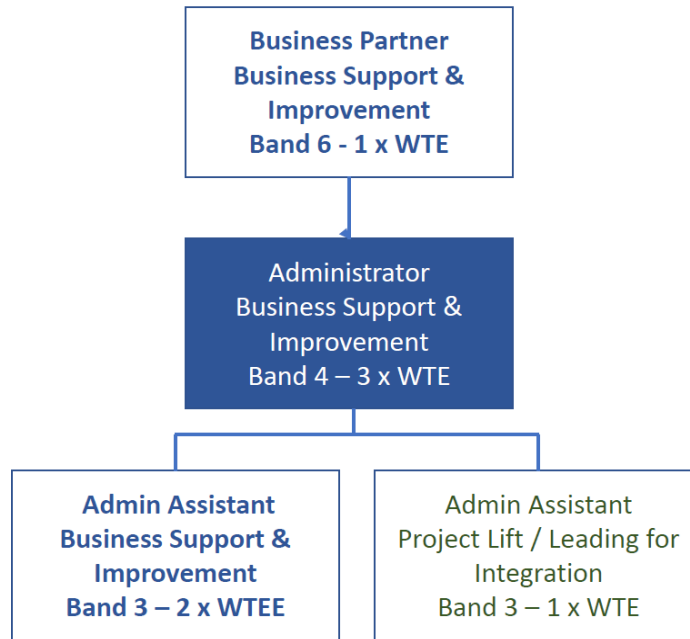
The Directorate aims to support NES with an exemplar level of service that complements Partnership Working, Employee Engagement, Staff Governance, Organisational Development, Recruitment & Selection, Job Evaluation, Appraisal, Performance Management, Policy Research, Development, Occupational Health & Safety, Training & Development, Employee Relations, Salary Administration and Occupational Health and Safety, Modern Apprenticeships, Organisational Change, Leadership and Development.

With an overall objective of providing educational solutions that enhance the workforce of the NHS Scotland.

Total Directorate staff (headcount circa 80)

Total Directorate budget – circa £3.8 million

2. Organisation Chart



3. Job Role

This key role is part of our Business Support and Improvement team, which will primarily be providing business support for Project Lift.

Project Lift is a new approach to recruit, retain, develop and manage talent within Health and Social Care in Scotland. It is focused on ensuring all leaders can be the very best and most able they can be and reach their potential from entry roles through to boardrooms. This project lift team sits in the Organisational Development, Leadership and Learning (ODLL) department in NHS Education for Scotland and is a centrally managed, nationally focused whilst also regionally oriented team, to support delivery of the Scottish Government's Health and Social Care Delivery Plan.

The Project Lift team works with external technical partners to provide expert input to the five key areas of Project Lift: leadership development, talent management, engagement, values-based recruitment and performance appraisal. Other key relationships are with Scottish Government, Health Boards, Health and Social Care Partnerships (HSCPs) and the Scottish Social Services Council. The Business Manager is key to developing and maintaining effective working relationships with these and other partner organisations.

You will proactively work in partnership with colleagues to enhance and improve the support and services we offer both internally and externally.

Guided by standard processes, policies and ways of working, you will contribute to our key business activities. You will be required to demonstrate initiative and show your creativity in finding solutions to problems, working to develop effective relationships in this busy and dynamic environment.

You will have detailed knowledge of our Turas and NES' core Office 365 apps and the skills and curiosity to allow you to take advantage of how these can enhance team productivity, user experience and quality improvement.

Key Tasks

These will include but will not be limited to:

- Carrying out a range of administrative and business support tasks, both scheduled and ad hoc
- Support the development and implementation of a knowledge management approach, with a focus on the use of O365 tools and apps
- Organise and co-ordinate meetings, leadership programmes, events and conferences at both a local and a national level, organising diaries, managing venues, taking and distributing minutes, preparing learning resources and other materials
- Work proactively suggesting and implementing improvements to ways of working and business processes both within own role and across the directorate
- Collation and evaluation of data gathered via forms, reports and other information, maintaining and developing department databases
- Contribute to formal monitoring and reporting processes for internal and external stakeholders by designing surveys, analysing data, and producing reports
- Monitoring and review of financial information for the department in support of effective financial management and to ensure that we are consistent with guidelines and procedures
- Provision of support is required across two offices (Edinburgh and Glasgow). Post holder may be required to work from the Glasgow office on an ad hoc basis.

Band 4 (Admin) Officer *or* Administrator

1. JOB IDENTIFICATION

Job Title: **Administrator – Business Support and Improvement**

Department(s): Organisational Development, Leadership and Learning

Directorate: Workforce

Job Reference: JD04/H

Responsible to: Business Partner – Business Support & Improvement

2. JOB PURPOSE

The purpose of this role is to provide a full and effective comprehensive range of administrative support to workstreams/projects, which will enable a department to fulfil its function to a high quality standard.

The postholder requires to have factual and theoretical knowledge in broad contexts within a field of work. Work is guided by standard operating procedures, protocols or systems of work, but the postholder makes judgements, plans activities, contributes to service development, demonstrates self-development and, as appropriate, supervises the work of others.

3. DIMENSIONS

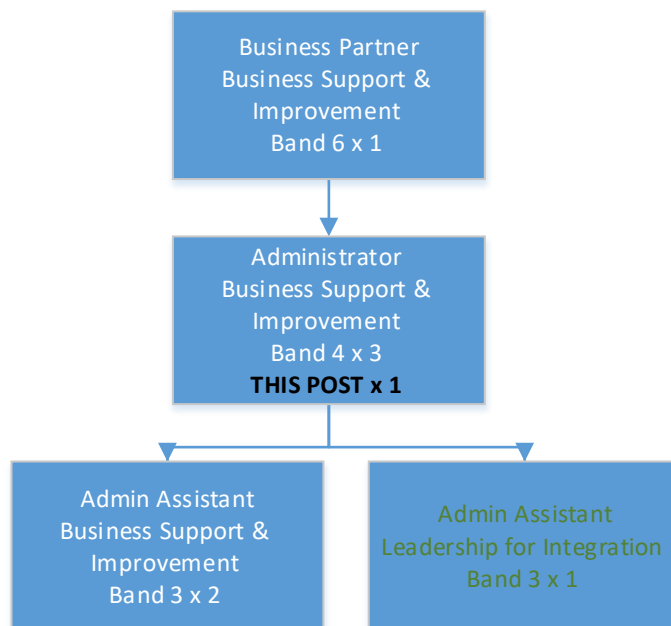
The postholder will be responsible for providing this support to the relevant area within their Department/Directorate (as stated above) resolving day-to-day problems independently.

They will implement administrative processes & systems that ensure transparency and consistency – including being pro-active in making proposals to change.

They will be managed by a line manager.

The postholder will be required to assist in any other duties which are deemed reasonable to their role and band.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

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Total Directorate staff (headcount circa 71)

Total Directorate budget – circa £3.8 million

6. KEY RESULT AREAS (Key Result Areas convey **all potential** aspects of a job role. Key result areas will be further developed within the KSF outline with some being more relevant than others dependent on the current requirements for your role.)

- Support and maintain appropriate and effective office management systems to ensure a smooth flow of information within the department. Working proactively, suggesting and implementing changes to local procedures and processes to improve efficiency, where appropriate.
- To be responsible for the day-to-day management of the office and the development, implementation and maintenance of office practices and procedures as determined by directorate and department.
- Deal with non-routine enquiries received by the department, sending out all the relevant documents/other information as requested, providing direct support for all enquiries, progress chasing and problem solving.
- To carry out a range of administrative tasks applicable to their department/directorate and be able to provide cover for other team members as and when required.
- To organise and co-ordinate meetings/conferences at a national level/training events/project or steering group meetings for the team, organising diaries, taking and distributing minutes, preparing materials/delegate packs and arranging catering/equipment.
- Work proactively suggesting and implementing changes to policies out with own role but within the directorate/department.
- Enter quality feedback and other data to databases and spreadsheets to a high level of accuracy and efficiency, and support management staff in the production and dissemination of routine reports as needed.
- Collate and evaluate information gathered via forms, reports and other information.
- To sort, distribute and prioritise incoming mail, using judgement and experience to decide which correspondence is passed to the team and which is retained for action as appropriate.
- Maintain department databases and ensure all filing is kept up-to-date.
- To audio type/copy type correspondence and a range of other types of documents to the highest level of accuracy.
- Monitors and reviews financial information for the department to ensure that they are consistent with guidelines and to make recommendations for efficiencies and service redesign as an ongoing job responsibility.
- May support Line Manager by carrying out a supervisory role including Personal Review and Planning as delegated.

7a. EQUIPMENT AND MACHINERY

- A range of office, audio-visual and IT equipment
- Use of PC for everyday use
- Multi-function devices : scanners, copiers, printers, fax
- Telephone
- VC Facilities

7b. SYSTEMS

- Utilisation of current data and information systems relevant to role currently in use throughout the NES organisation.
- Regular use of complete MS Office suite of programmes
- Use IT as directed, maintaining confidentiality.

8. ASSIGNMENT AND REVIEW OF WORK

- Workload will be driven by deadlines but the post-holder is responsible for scheduling their own workload, delegating when required, ensuring work is available for specified dates. Good time management is essential to meet all deadlines throughout the process.
- The postholder is expected to be self motivated and self starting to be capable of acting on own initiative in areas such as background research and problem solving, as well as deciding when it is necessary to refer to line management.
- Line management support is provided through regular meetings. A formal appraisal and personal development plan is agreed annually, with input as appropriate by other senior staff that the postholder will be working with. Annual objectives are agreed and the postholder is responsible for ensuring delivery of these objectives. There will also be ad-hoc meetings with the line manager to discuss issues as they arise.

9. DECISIONS AND JUDGEMENTS

- The postholder will be required to act independently within appropriate guidelines, deciding when it is necessary to refer to their manager.
- They will be required to deal with enquiries and other matters which are generally routine.
- There is a requirement to assess situations and identify the root cause of the problem selecting and implementing a solution from a range of tools to resolve specific problems.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Managing time effectively, prioritising work to meet competing demands and deadlines and adjusting these as priorities change. The postholder must also ensure that senior staff and their teams are fully informed with regards to the current situation regarding their work. Meeting the administrative needs of the Department Senior Team across different sites, and with different agendas.
- Processing high volumes of information quickly and accurately. Carrying out high-concentration tasks within an open plan office environment.
- Ability to deal with sensitive and confidential issues in a fashion that merits empathy, tact, and professionalism.
- To gain an understanding of the diversity of project deliverables and how these deliverables are planned and achieved.

- Establishing and maintaining good working relationships with a diverse range of stakeholders including healthcare professionals and other NES staff, ensuring diplomacy, discretion and professionalism.
- The postholder records formal minutes for a range of meetings where discussions are often complex and detailed which involves judging and analysing the relevance of a range of discussion points raised and arguments put forward, recording subsequent decisions made and ensuring appropriate follow up action is taken to progress these decisions.

11. COMMUNICATIONS AND RELATIONSHIPS

- Excellent communication skills to enable effective communication with a range of internal and external stakeholders.
- Communicate clearly, effectively and confidently with people in the workplace, following detailed and/or multi-step instructions
- Respond constructively to queries and complaints, taking full part in formal and informal discussions, ensuring contributions meet the needs of the audience and asking questions to clarify understanding.
- Provide written and oral information on specific projects/workstreams.
- Analyse a range of texts, produce effective emails, short reports, presenting information in a manner suitable for the audience
- Work with others towards achieving shared goals, learning from mistakes and being open to the opinions of others, receiving and giving constructive feedback
- Demonstrate honesty, integrity, care and compassion when dealing with others ensuring you utilise tact and persuasion skills as and when necessary
- Assess the root cause of the problems, and deal with them and with people with honesty and integrity, showing interest in your work and seeking and valuing the contributions of others
- Pro-actively raise concerns about the provision of services with supervisors and managers
- Understand your rights and responsibilities in the workplace including promoting equality of opportunity, valuing diversity and maintaining confidentiality.
- Make best use of resources including time, to achieve agreed goals for service delivery, taking responsibility for own actions and self-development and demonstrating effective team leadership
- Be open and respond constructively to change, coping with uncertainty and assessing and minimising risk.

12. PHYSICAL, MENTAL, EMOTIONAL & ENVIRONMENTAL DEMANDS OF THE JOB

Physical Skills

- Advanced keyboard skills, together with a high degree of proven speed and accuracy, in order to fulfil the requirements of the post in a satisfactory manner.

Physical Effort

- Frequent requirement for sitting or standing in a restricted environment,

involving long spells sitting or standing in one position. e.g. at the computer or in meetings.

- Travel to meetings as required
- There may be a requirement to exert light physical effort for short period. i.e. light lifting of files, training material and equipment such as laptops, projectors, cameras and tripods.

Mental Effort

- Working to tight deadlines and prioritising workload on a daily basis.
- There is a frequent requirement for concentration where the work pattern is predictable and an occasional requirement when the work pattern is unpredictable.
- Workload is unpredictable in relation to high volume of frequent interruptions which require immediate attention, thereby requiring re-prioritisation of work. Constantly have to switch between the phone and PC or be doing both at the same time should the call require it.

Emotional Effort

- Exposure to occasional pressure while balancing competing demands.

Working Conditions

- The postholder works in an open plan office and there is a requirement to use VDU equipment on a very regular basis for long periods of time.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- NVQ Level 3 qualification or equivalent including good standard of English and Maths
- HNC level in business administrative discipline or equivalent
- Demonstrable experience in an office administrator's/senior PA or equivalent role, including diary management, dealing with correspondence, arranging travel, taking and transcribing formal minutes, preparation of meeting papers and general administrative duties
- Accuracy, ability to prioritise workload and work to deadlines
- High level of interpersonal, organisational and communication skills and a pleasant manner
- A good working knowledge of Microsoft packages (eg Word, Excel, Access, PowerPoint) and hands on IT experience of database packages
- Team worker/ability to work independently
- Flexible and proactive approach
- Ability to deal with confidential data
- Fast accurate typing
- High degree of tact and diplomacy
- Knowledge of NES structures and priorities would be an advantage.

14. 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:



BAND 4 Administration Officer or Administrator

Essential Criteria – these are attributes without which a candidate would not be able to undertake the full remit of the role. Applicants who do not clearly demonstrate in their application that they possess the essential requirements will normally be eliminated at the short listing stage.

Desirable Criteria – these are attributes which would be useful for the candidate to hold. When short listing, these criteria will be considered when more than one applicant meets the essential criteria. (See Note Below re *Additional Information)

Means of Assessment – please note that candidates invited for interview will be notified if there will be a requirement to undertake a test or presentation. These additional assessments may be used to judge one or more criteria within the factor.

Factors	Essential	Desirable	Means of Assessment
Key NES Leadership Behaviours	<ul style="list-style-type: none"> • Inspiring – Demonstrates enthusiasm about future direction (of team/organisation/service) • Empowering – Takes personal responsibility for own performance, improving own quality of work and helping to resolve problems. • Adaptive – Looks for/sees patterns that help them and/or others to do things better/more efficiently and/or with less waste. • Collaborative – Hands over effectively to others and takes responsibility for the continuity of service provision. • Engaged & Engaging - Focuses on how what he/she does that contributes to and affects NES service users and / or patient care. 	<ul style="list-style-type: none"> • Inspiring – Follows through on commitments made, and constantly tries to reflect organisational values in what they do. • Empowering – Explores and understands the strengths and development needs of team / colleagues. • Adaptive - Asks for feedback from team / others on things that are working well and things which could be improved. • Collaborative – Understands how financial and other pressures influence the way people react in NES and other partner organisations. • Engaged & Engaging - Aware of own impact on others and asks for, listens to and accepts feedback to improve own behaviour 	Application and Interview
Education and Professional Qualifications	<ul style="list-style-type: none"> • NVQ Level 3 qualification or equivalent including good standard of English and Maths • HNC level in business administrative discipline or equivalent 		Application & Pre-Employment checks
Experience/Training (including research if appropriate)	<ul style="list-style-type: none"> • Demonstrable experience in an office administrator role or equivalent including diary management, dealing with correspondence, preparation of 		Application & Interview

	<p>meeting papers and general administrative duties.</p> <ul style="list-style-type: none"> • A good working knowledge of Microsoft packages (eg Word, Excel, Access, PowerPoint) and hands on IT experience of database packages including electronic filing systems. • Team worker/ability to work independently 		
Specific Skills and Knowledge	<ul style="list-style-type: none"> • Awareness of Data Protection legislation and appreciation of the need for discretion and confidentiality in the workplace. • Advanced keyboard skills with proven speed and accuracy. • Accuracy, ability to prioritise workload and work to deadlines • High level of interpersonal, organisational and communication skills and a pleasant manner • Flexible and proactive approach • High degree of tact and diplomacy • Knowledge of NES structures and priorities would be an advantage. 		Application & Interview

Leadership Behaviours

NHS Education for Scotland (NES) assesses and selects employees based on our leadership behaviours which are expected at all levels in the organisations. These leadership behaviours support the NES ways of working and NHS Scotland values.

These leadership behaviours describe how we work, and what is expected of everyone who works in NES. A number of methods may be used to assess these behaviours as part of our recruitment and selection processes. Our leadership behaviours are:





CONDITIONS OF SERVICE

TITLE:	Administrator	LOCATION:	Westport
REPORTING TO:	Business Partner		
GRADE:	Agenda for Change Band 4	SALARY SCALE:	£22,152 to £24,258 per annum
HOURS AND DAYS OF WORK:	Full time. Based on a normal working week of 37.5 hours. Office opening hours are 0700 to 1900		
JOB STATUS:	Permanent	NOTICE PERIOD:	4 weeks
ANNUAL HOLIDAYS:	27 days rising to 29 days after 5 years service, rising to 33 days after 10 years service	PUBLIC HOLIDAYS:	8 local/ Public Holidays per annum
REHABILITATION OF OFFENDERS CLASSIFICATION:	The 'exemption' status of posts within NES may change in the future and all successful candidates should be aware that they may be asked to obtain a further Disclosure from the Criminal Records Bureau at a later date, should a post's status change, or if they are transferred or promoted into a post that is exempt.		

SUPERANNUATION:

Please note under changes to workplace pension arrangements introduced by the UK Government, NHS Education for Scotland along with other employers requires to ensure all staff are automatically enrolled in a pension scheme. Consequently, all new starts from 1 October 2013 will be automatically enrolled into the NHS Superannuation Scheme (Scotland). Contributions are based on whole time pensionable earnings as set out in the table below;

Employee contribution rates 2019/20		
Tier	Annual Pensionable Pay (Full Time Equivalent)	Contribution
1	Up to £17,864	5.2%
2	£17,865 to £23,112	5.8%
3	£23,113 to £28,747	7.3%
4	£28,748 to £53,025	9.5%
5	£53,026 to £75,703	12.7%
6	£75,704 to £116,360	13.7%
7	£116,361 and above	14.7%

Sessional workers who work more than 10 sessions per week under NHS condition may be unable to contribute further to the superannuation scheme.

The conditions above are for information purposes only and may be subject to variation. They do not form the basis of a legal contract.