



## JOB SUMMARY – ADMINISTRATIVE OFFICER - DENTAL

### 1. Dental 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.

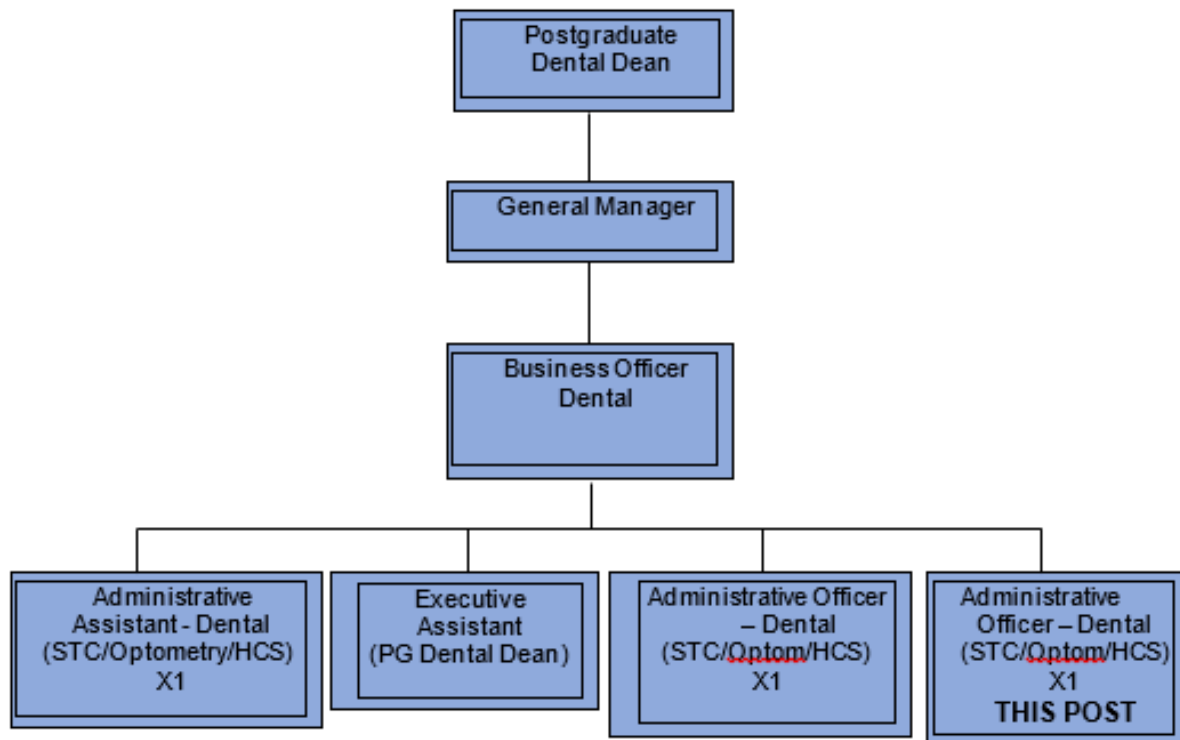
NES Dental Directorate is responsible for delivering high quality education and training across a diverse range of training programmes throughout Scotland. The Directorate supports and incorporates the work of Health Care Science and Optometry.

NES helps ensure quality of patient care by designing, commissioning, quality assuring and, where appropriate, providing education, training and lifelong learning for the NHS workforce in Scotland. NES has responsibility for advancing knowledge, and developing the skills of all NHS staff to help them work together with maximum effectiveness for the benefit of patients. The aim is to produce best practice in education and lifelong learning through:

- building workforce capacity for service improvement
- delivering educational support for national clinical priorities
- developing educational infrastructures
- strengthening partnership working

The Dental Directorate is responsible for the management, funding and provision of Postgraduate Education for Dentists and Dental Care Professionals within Scotland and pre-registration training for dental nurses. Postgraduate Education is provided for practitioners within the General Dental Service, Public Dental Services and the Hospital Dental Service. The Directorate is responsible for overseeing the provision of Foundation Training for new dental graduates, and CPD courses for general dental practitioners and the dental care professionals. In addition to this the directorate oversees the dental training grades in the Hospital service, and is responsible for the management of Dental ACT and student outreach funds.

## 2. Organisation Chart



## 3. Job Role

- Organise and co-ordinate meetings, draft agenda and produce high quality minutes.
- 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

#### 4. **Key Skills**

These will include but will not be limited to:

- Excellent administrative skills.
- A good working knowledge of Microsoft packages.
- Ability to prioritise own workload and work to deadlines.
- A high level of accuracy.
- Excellent organisational skills.

## **Band 4 (Admin) Officer *or* Administrator**

### **1. JOB IDENTIFICATION**

Job Title: **Administrative Officer - Dental**

Department(s): Dental, Optometry and Healthcare Science

Directorate: Dental

Job Reference: 041091/ 5905BR

Responsible to: Business Officer (Dental)

### **2. JOB PURPOSE**

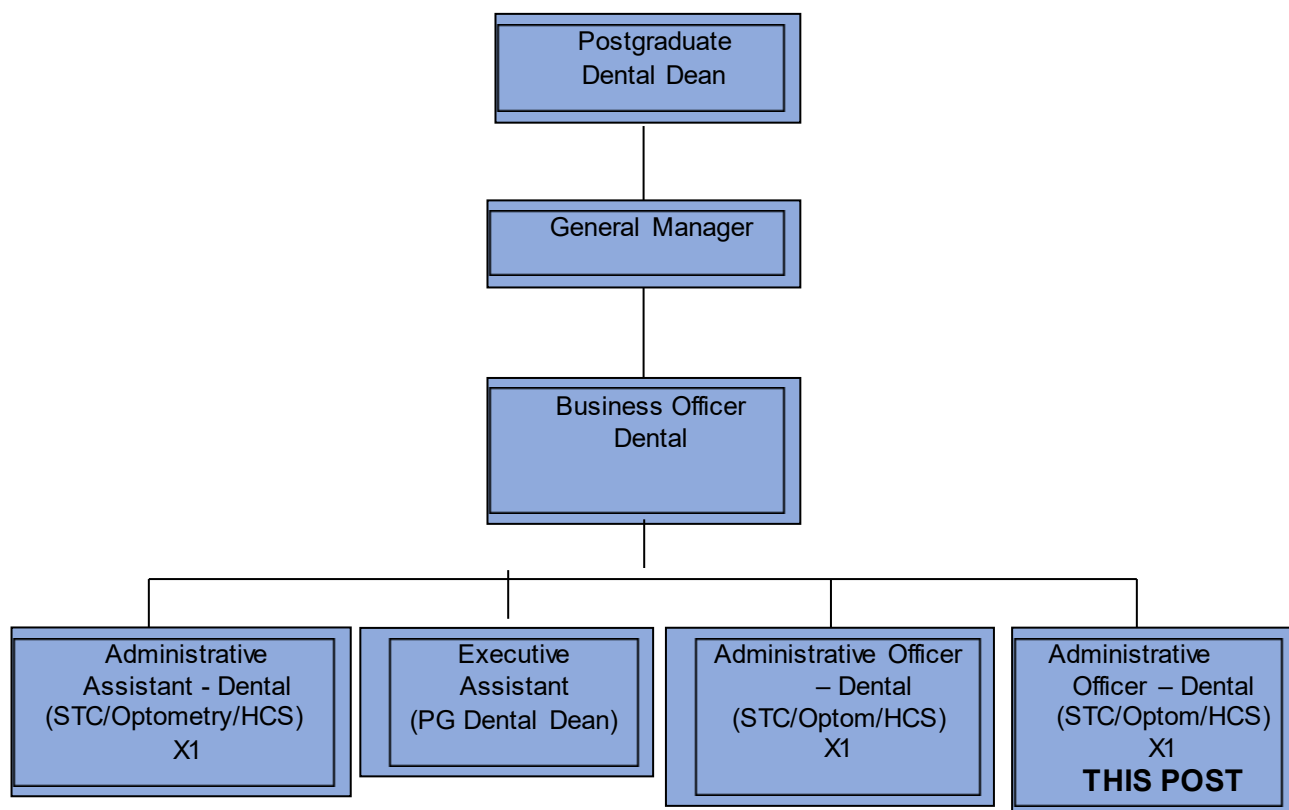
The purpose of this role is to provide a full and effective comprehensive range of administrative support to workstreams/projects, which will enable a department to fulfil its function to a high quality standard.

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

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.

NES helps ensure quality of patient care by designing, commissioning, quality assuring and, where appropriate, providing education, training and lifelong learning for the health, social care and third sector workforce in Scotland. NES has responsibility for advancing knowledge and developing the skills of all NHS staff to help them work together with maximum effectiveness for the benefit of patients. The aim is to produce best practice in education and lifelong learning through:

- building workforce capacity for service improvement
- delivering educational support for national clinical priorities
- developing educational infrastructures
- strengthening partnership working

NES Dental Directorate is responsible for delivering high quality education and training across a

diverse range of training programmes throughout Scotland.

The Dental Directorate is responsible for the management, funding and provision of Postgraduate Education for Dentists and the Dental Care Professionals within Scotland and pre- registration training for dental nurses. Postgraduate Education is provided for practitioners within the General Dental Service, Public Dental Services and the Hospital Dental Service. The Directorate is responsible for the organisation and delivery of Vocational Training for new dentist and hygienist-therapist graduates, and CPD courses for Primary Dental Care practitioners and Dental Care Professionals. In addition to this the directorate oversees the dental training grades in the Hospital service and is responsible for the management of Dental ACT and student outreach funds. There are also workstreams for Clinical Effectiveness, Priority Groups and Business Support Shared Services.

The Dental Directorate also encompasses support for the delivery of postgraduate education for the Optometry and Health Care Science Professions.

**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.



## 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
<b>Key NES Leadership Behaviours</b>	<ul style="list-style-type: none"> <li>• Inspiring</li> <li>• Empowering</li> <li>• Adaptive</li> <li>• Collaborative</li> <li>• Engaged and Engaging</li> </ul>		Application & Interview
<b>Education and Professional Qualifications</b>	<ul style="list-style-type: none"> <li>• NVQ Level 3 qualification or equivalent including good standard of English and Maths</li> <li>• HNC level in business administrative discipline or equivalent</li> </ul>		Application & Pre-Employment checks
<b>Experience/Training (including research if appropriate)</b>	<ul style="list-style-type: none"> <li>• Demonstrable experience in an office administrator role or equivalent including diary management, dealing with correspondence, preparation of meeting papers, organising courses and events and general administrative duties.</li> <li>• A good working knowledge of Microsoft packages (eg Word, Excel, Access, PowerPoint) and hands on IT experience of database packages including electronic filing systems.</li> <li>• Team worker/ability to work independently</li> </ul>		Application & Interview

<b>Specific Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>• Awareness of Data Protection legislation and appreciation of the need for discretion and confidentiality in the workplace.</li> <li>• Advanced keyboard skills with proven speed and accuracy.</li> <li>• Excellent organisational skills with the ability to manage the time of self, prioritising tasks to meet challenging deadlines.</li> <li>• High level of customer service skills</li> <li>• Strong numeracy and analytical skills</li> <li>• Demonstrate honesty, integrity, care and compassion when dealing with others, utilising tact and persuasion skills when necessary</li> <li>• Excellent written and communication skills</li> <li>• Ability to collate and produce reports and statistical information</li> </ul>		<b>Application &amp; Interview</b>
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## CONDITIONS OF SERVICE

<b>TITLE:</b>	Administrative Officer	<b>LOCATION:</b>	Edinburgh
<b>REPORTING TO:</b>	Business Officer (Dental)		
<b>GRADE:</b>	Agenda for Change Band 4	<b>SALARY SCALE:</b>	£22,700 to £24,973 per annum
<b>HOURS AND DAYS OF WORK:</b>	Full time. Based on a normal working week of 37.5 hours. Office opening hours are 0700 to 1900		
<b>JOB STATUS:</b>	Permanent	<b>NOTICE PERIOD:</b>	4 weeks
<b>ANNUAL HOLIDAYS:</b>	27 days rising to 29 days after 5 years service, rising to 33 days after 10 years service	<b>PUBLIC HOLIDAYS:</b>	8 local/ Public Holidays per annum
<b>REHABILITATION OF OFFENDERS CLASSIFICATION:</b>	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 Disclosure Scotland 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;

<b>Employee contribution rates 2020/2021</b>		
Tier	Annual Pensionable Pay (Full Time Equivalent)	Contribution
1	Up to £18,936	5.2%
2	£18,937 to £23,228	5.8%
3	£23,229 to £28,891	7.3%
4	£28,892 to £56,266	9.5%
5	£56,267 to £79,801	12.7%
6	£79,802 to £117,960	13.7%
7	£117,961 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.***

# 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:

