

## Recruitment Person Specification: Programme Administrator

The aim of this form is to record the criteria applicants need to meet to qualify for appointment to the vacant post. It must be completed before the recruitment process begins and must reflect the job description for the post.

	Essential	Desirable
Qualification s/Training	1. Demonstrable proven experience in an administrative role in a busy environment, acquired either through formal training to Diploma level or equivalent experience. <b>(Short list)</b>	1. Project administration experience. <b>(Short List)</b>
Experience	<p>2. Evidence of planning and co-ordination skills and ability to multi task. <b>(Interview)</b></p> <p>3.Experience of co-ordinating meetings – arranging suitable dates via MS outlook and discussion with key group members, taking accurate minutes, producing minutes and agendas in advance of meeting and maintaining action log – chasing action responses between meetings to help the meetings run smoothly (see progress chasing below). <b>(Short List)</b></p> <p>2. Attention to detail and deadlines - knowledge and experience of how to deal with non routine activities i.e. Progress chasing, answering queries &amp; developing new procedures. <b>(Interview)</b></p> <p>3. Excellent secretarial and administrative skills.<b>(Interview)</b></p>	2. Experience of working within a hospital setting <b>(Short List)</b>
Skills/Knowledge	<p>3. Ability to create and set up electronic &amp; manual filing systems for projects. <b>(Interview)</b></p> <p>4. Strong interpersonal and communication skills with high level of tact and confidentiality – with ability to communicate with staff working at all levels within the hospital and ability to communicate with external agencies e.g. Other Health Boards and Scottish Government staff. <b>(Interview)</b></p> <p>5.Highly developed computer skills, using various Microsoft packages including Word, Powerpoint, Outlook, Excel, Mail Merge, Project &amp; Abode PDF <b>(Short List)</b></p> <p>5. Highly numerate with experience of working with spreadsheets e.g. Experience of collating data and straight forward data analysis <b>(Short List)</b></p> <p>6. Ability to prioritise workload &amp; ability to work on own initiative and as part of a team. <b>(Interview)</b></p>	3. Previous experience of project co-ordination <b>(Short List)</b>

	<b>Additional job requirements Eg. unsocial hours</b> <i>Light to moderate physical effort: includes moving light equipment, e.g. briefcases, laptops, projectors for presentations</i> <i>There may be requirements on occasion to support early morning or early evening meetings - these will be timetabled in advance.</i>	
	<b>Any other additional information</b> <i>Ability to prioritise workload &amp; ability to work on own initiative and as part of a team.</i> <b>Prepared to work flexibly</b>	

# **GOLDEN JUBILEE NATIONAL HOSPITAL**

## **JOB DESCRIPTION**

### **1. JOB IDENTIFICATION**

**Job title**                      **Programme Administrator**

**Department(s):**        **Hospital Expansion Programme Team**

**Responsible to:**        **Clinical Programme Manager – Hospital Expansion**

### **2. JOB PURPOSE**

The post holder will be required to provide a professional level of administrative support to the hospital expansion programme and team. Working within a busy team and to tight deadlines the post holder will be required to multi task and ensure deadlines are met which will include flexibility in the working hours. Excellent planning and organisation skills are key.

Effective interpersonal skills are a key requirement as the post holder will be expected to establish and maintain good working relations across the hospital, key contacts in Scottish Government, other Health Boards and the Principle Supply Chain Partner (PSCP).

- To support the Hospital Expansion Programme by providing comprehensive and quality administration and project support
- To provide comprehensive support for a range of high level groups and committees including taking responsibility for establishing and maintaining action logs for each project group – following up progress on actions between meetings to ensure meetings run smoothly
- To undertake project work as required
- The ability to exercise discretion and confidentiality and to manage workload within time constraints is essential
- Create and maintain electronic project files, resources, reports, risk register
- To act as the point of contact within the function
- Resolve day-to-day problems independently.
- Provide PA and administrative support to the Programme Manager and Programme Director

### **3. ORGANISATIONAL POSITION**

See Appendix.

#### **4. SCOPE AND RANGE**

- The postholder will provide comprehensive administrative and clerical support to the Expansion Team
- No direct budgetary responsibility but post holder must ensure accurate records are held on project budgets and any cost implications.
- Post holder will be responsible for stock and stationery orders for the Performance and Planning team
- Post holder must be cost conscious and use resources effectively and efficiently.

#### **5. MAIN DUTIES**

- Proactively plan, organise and coordinate a range of meetings for high level groups and committees e.g. these may be project meetings that support programmes of work or national groups and committees. This may involve extensive engagement with both internal and external stakeholders.
- Work closely with groups and committees to attend meetings (both internal and external), taking a detailed and accurate minute that may include a range of complex details specifying decisions and actions agreed. This includes maintaining a log of actions to monitor progress against agreed timescales.
- Distribute minutes and actions in a timely way to co-ordinate and ensure progression of subsequent action points within agreed timescales.
- Arrange meeting rooms, book accommodation and arrange hospitality where required for relevant groups, committees, workshops and stakeholder events.
- Responsible for preparing agendas and the collation and distribution of meeting papers in a timely way. This will involve liaising with internal/external colleagues, such as Executive Directors, Senior Management, PSCP, clinical and non-clinical staff, administrative/secretarial staff and members of the multidisciplinary team.
- Maintain appointment diaries for relevant team members and operate system to ensure that availability of papers for meetings and follow-up actions.
- To create, set up and maintain effective electronic and manual filing systems. Responsible for implementing departmental operating procedures and policies and contributing to service development changes.
- Create, provide and receive complex information for a range of project and programmes and maintain these within the relevant electronic filing systems.
- Provide practical training as part of project role to relevant team members. Support new members in post as part of departmental induction.
- Assist in the development and preparation of all project plans and key work streams undertaken by the range of subgroups within the project.
- Create and maintain up to date listing of all contacts, groups and their current members, ensuring that all changes are monitored and updated regularly.
- Create and maintain budgetary documentation i.e. ordering and stock control of departmental stationery, catering, travel & expense claims for the Project. Advises project manager on expenditure status against project budgets as and when required.
- Supports data collection and entry related to a range of projects, identifying opportunities for improvement. Completes data analysis to inform the project team.
- To undertake surveys relevant to the Project/Team
- Deliver a comprehensive, accurate and timely service that requires the highest of standards of confidentiality, shorthand, audio and copy typing, information retrieval.
- Outlook diary management and e-mail, IT literacy including, Power Point, Excel, and Word

- Prepare/co-ordinate correspondence, reports, preparation of material for presentations using a range of sources.
  - Act as first point of contact for the Expansion Team, handling and screening incoming telephone calls and dealing with internal and external visitors to the Project.
  - Maintain record management and version control by ensuring documentation is kept up to date and accessible.
  - Co-ordinate accommodation and travel arrangements for the Expansion Team as required.
  - Ensure security of all information and maintain confidentiality of records and working within the guidelines as set out in the Data Protection Act and Departmental Organisational Policies.
  - All other general office duties as requested by the Performance and Planning team including monitoring incoming emails, typing of all correspondence, reports, PowerPoint presentations, project plans, liaising with personnel reporting to the project manager, photocopying, filing,
  - Manage the content of the hospital expansion section of NHS GJ Website – liaising with the Comms Team
  - Ensure invoices are received from PSCP and client advisors, processed and paid within agreed timescales
  - Build and maintain excellent working relationships with colleagues, within the hospital, key contacts in Scottish Government, other health Boards and the Principle Supply Chain partner.

## **6. SYSTEMS AND EQUIPMENT**

- Microsoft Word, Excel, Outlook, PowerPoint, Project, Admin control.
- The postholder will be responsible for the accurate inputting of information and data to spreadsheets and documentation.
- Orders Stationary and other supplies for the programme team, and co-ordinates travel within agreed budget.

## **7. Decisions and Judgements**

- The post holder works on own initiative and acts independently within the bounds of existing knowledge & skills. Has a high degree of autonomy and works with minimal verbal or written instruction.
- Post holder's work is managed by Line Manager rather than supervised. Day to day activities are carried out independently with advice from manager as and when required.
- The post holder is responsible for planning and prioritising workload without supervision
- The post holder is required to exercise judgement when referring to issues that require urgent attention and ensuring a consistent approach to all urgent matters arising within the project.

## **8. COMMUNICATIONS AND RELATIONSHIPS**

- Provide and receive complex, sensitive and/or contentious information – dealing with multidisciplinary teams.
- Persuasive, motivational, negotiating, empathic and re-assurance skills - using persuasive skills where necessary to influence managers to attend when the meeting is urgent and to receive updates on actions to be progressed.
- Ability to communicate clearly and effectively on different levels orally, electronically and in writing - drafting and issuing correspondence, accurately preparing and proofreading draft documents.
- Daily communication by telephone/face to face and e-mail to a wide range of clinical and non-clinical staff, senior managerial staff and their secretaries throughout to arrange meetings/appointments.
- Dealing with any queries on own initiative
- Ability to maintain high levels of confidentiality. Exchanging confidential information with managers and staff verbally, in person and in written format.
- Act as the key point of contact for the Hospital Expansion team.

### Internal Key Relationships will include:

- Programme Team Members – see chart
- Clinical leads & Consultant medical staff
- Senior Charge Nurses & Clinical Nurse Managers
- Executive Directors & Heads of Operations
- Operational Managers & Head of Departments
- Divisional Senior Management Team

### External Key Relationships will include:

- Contacts within Other Health Board projects
- NHS Scotland Health Boards representatives
- Scottish Government Access Team and Capital Investment Group
- PSCP
- Client Advisors

## **9. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB**

- Speed and accuracy is required when typing & transcribing minutes, reports for deadlines.
- Manage high volume of paperwork.
- Long periods of time spent at VDU
- Concentrate for long periods of time on minutes of various meetings, checking documents, writing reports, entering data into databases.
- Moving, handling and setting up of laptop and projector etc., for meetings
- High level of concentration required on a daily basis, experiencing unplanned / frequent interruptions, which may not be predictable or scheduled.

## **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

- Creating and maintaining filing system, ensuring version control is updated at all times.
- Taking minutes at high level meetings & transcribing these accurately and timeously.
- Managing the demands made on Planning and Programmes Managers.
- Diary and time management.
- Ability to work autonomously
- Working to tight deadlines.
- Rescheduling meetings and diary appointments at short notice.
- Constant prioritisation of workload
- Project management of a range of conflicting priorities & interruptions.

## **11. EDUCATION, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

- Knowledge and experience of creating & maintaining administrative procedures, including specialised IT systems and project management processes, training knowledge acquired through formal training to HND level or equivalent level of experience.
- Knowledge on how to deal with non-routine activities i.e. Progress chasing, answering queries & developing new procedures.
- Ability to create and set up electronic & manual filing systems.
- Highly developed IT skills, using various Microsoft packages including Word, PowerPoint, Outlook, and Excel
- Demonstrate excellent communication and organisational skills, exercising discretion, tact and diplomacy at all times
- Excellent secretarial and IT skills
- Competent minute taking skills
- Ability to handle sensitive and confidential information
- Ability to prioritise workload & ability to work on own initiative and as part of a team

- Is prepared to work flexibly
- Highly developed interpersonal skills
- Excellent telephone manner with emphasis on customer focus.
- Good understanding of Project management requirements.
- Takes responsibility for own actions at appropriate level
- Gives a high priority to accuracy of work

## 12. JOB DESCRIPTION AGREEMENT

**Job Holder's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Head of Department Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_



## Delivering care through collaboration

### NHS Golden Jubilee

Beardmore Street, Clydebank G81 4HX

Telephone: 0141 951 5000

[www.nhsgoldenjubilee.co.uk](http://www.nhsgoldenjubilee.co.uk)



Chair: Susan Douglas-Scott CBE

Chief Executive: Jann Gardner

Recruitment line: 0800 0283 666

Dear Candidate

**POST: Programme Administrator**

**HOURS: 37.5 hours per week**

**CLOSING DATE: 26<sup>th</sup> August 2021**

The Golden Jubilee Foundation welcomes your enquiry in connection with the above post. Please find enclosed an information pack.

Should you wish to submit an application for the above post, please ensure you do so in advance of the closing date. Late applications will not be forwarded for short listing.

When providing referees on the application form, please be aware that we require a minimum of two references to cover at least **two years** of previous employment/training history. If there is insufficient space on the application form to list all of your referees, please provide on an additional page. Where possible, please provide us with e-mail addresses for contact. Additionally, you should note that as part of the pre-employment checks a PVG or Disclosure Scotland check will be completed. **It is an offence for barred individuals to apply for regulated work.**

Should you contact the recruitment team to discuss any queries regarding your application it is advisable that you retain the job reference number as you will be asked to quote this when you call.

In the meantime, I wish you success with your application and should you require any further information please do not hesitate to contact the recruitment team on the contact telephone number shown above.

Yours sincerely  
Recruitment Assistant

## **Golden Jubilee Foundation**

### **General Information for Candidates**

- This information package has been compiled to provide prospective candidates with details of the post and background information about the Golden Jubilee Foundation (GJF).
- The contents of this package are as follows:-
  - Job Description/person specification
  - Terms and Conditions of Service
  - Application Form
  - Equal Opportunities Monitoring Form
  - Information on Agenda for Change
- The Equal Opportunities Monitoring form is required for monitoring purposes only and will not be made available to the interview panel during any part of the recruitment process.
- Please note, to ensure that we adhere to our current policy on Equal Opportunities; CV's received with Application Forms will be destroyed prior to Application forms being passed for Short listing.
- GJF operates a No Smoking Policy on all Premises and Grounds and in shared vehicles.
- All offers of employment will be subject to the receipt of two year's satisfactory References, Occupational Health screening and Disclosure Scotland clearance. Please note that it is an offence under the act for barred individuals to apply for regulated work.
- Please submit your completed application through the Jobtrain Recruitment System to:-

**[recruitment@gjnh.scot.nhs.uk](mailto:recruitment@gjnh.scot.nhs.uk)**

- The short listing process will take place shortly after the closing date.
- As a Disability Confident Leader we recognise the contribution that all individuals can make to the organisation regardless of their abilities. As part of our ongoing commitment to extending employment opportunities all applicants who are disabled and who meet the minimum criteria expressed in the person specification will be guaranteed an interview.
- The organisation has introduced a set of shared values. These values will be measured during our Values Based Competency Interview. Our values are:
  - Valuing dignity and respect
  - A "can do" attitude
  - Leading commitment to quality
  - Understanding our responsibilities
  - Effectively working together

## **Golden Jubilee Foundation**

### **Terms and Conditions of Service**

The terms and conditions applicable to this post are those of all NHS Scotland Employees.

#### **1. Superannuation**

You have the option to join the NHS Superannuation Scheme, to participate in the State Earnings Related Pension Scheme or to take out a Personal Pension.

Employees contributions to the NHS Scheme range from to 5.2% to 14.7% of salary (depending on rate of Pensionable Pay) and the employers' contribution equates to 13.5% of salary. Employees in the NHS Scheme are "Contracted-out" of the State Earnings Related Pension Scheme and pay a lower rate of National Insurance contributions. Employees who choose to participate in the State Earnings Related Pension Scheme pay the higher rate of National Insurance contribution. A Stakeholder Pension is also available.

#### **2. Salary**

£23,709 to £25,982 per annum

#### **3. Grade**

This post is offered at Band 4.

#### **4. Annual Leave**

The annual leave entitlement in a full year commencing 1st April to 31st March is 27 days, rising to 29 days after 5 years' service and 33 days after 10 years' service. There are 8 Statutory and Public Holidays in each leave year. (Pro rata where applicable)

#### **5. Hours of Duty**

37.5 Hours per week

#### **6. Tenure of Employment**

This post is offered on a fixed term basis

#### **7. Asylum and Immigration Act 1996**

Under the Asylum and Immigration Act 1996, we are required to carry out checks to ensure that all prospective employees are entitled to live and work in the United Kingdom. You will therefore be asked to provide appropriate documentation prior to any appointment being made.

## Golden Jubilee Foundation

### Benefits

#### **NHS Superannuation scheme:**

New entrants to the Golden Jubilee Foundation who are aged sixteen but under seventy-five will be enrolled automatically into membership of the NHS Pension Scheme. Employee contributions vary from 5.2% to 14.7% depending on annual pensionable pay. Benefits include a lump sum and pension when you retire, life assurance of 2 years' pay - while you are working, pension and allowances for your spouse and children in the event of your death, and benefits for ill-health retirement.

Our pension scheme is provided by Scottish Public Pensions Agency. This scheme is a qualifying pension scheme, which means it meets or exceeds the government's new standards. All benefits including life insurance and family benefits are explained on the SPPA website <http://www.sppa.gov.uk/>

#### **Annual leave entitlement (including public holidays):**

35 days' annual leave on appointment

37 days' annual leave after 5 years

41 days' annual leave after 10 years

#### **Free car parking**

#### **Continuing professional development opportunities**

#### **Discounts at the Golden Jubilee Conference Hotel**

**Leisure Club membership** – Get fit and healthy at the Centre for Health and Wellbeing with a discounted membership rate of £25 per month.

**Discounted Room Rates** - Rooms rates discounted subject to specific conditions.

**Discounted Dining** - 20% off food and beverage when dining in the hotel.

**Golden Bistro (Hospital Restaurant)** - Discounted food in our award winning hospital restaurant.

#### **NHS Staff Benefits**

As a staff member in the Golden Jubilee Foundation, you will have access to a wide variety of offers and discounts from local and national businesses using your NHS ID badge. For more information and to view these discounts, visit [www.nhsstaffbenefits.co.uk](http://www.nhsstaffbenefits.co.uk) - new offers are added on a weekly basis.