

**Leeds Community Healthcare NHS Trust**

**Detailed Job Description**

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| **Post Details**  **Post title: Administration Services Team Leader**  **Band:** 5  **Profession:** Administration Services  **Professional Group:** Business Administration |
| **Service Description:**  **The Integrated Children’s Additional Needs service provides child and family centred, outcome oriented, coordinated and evidence-based services to children with additional needs and their families. The service exists to:**   * **Facilitate participation and inclusion of children with disabilities and their families in daily life.** * **Empower families and children to self-manage conditions.** * **Identify, change and/or manage underlying impairment to prevent or reduce secondary conditions.** * **Promote and protect child wellbeing through safeguarding and healthy lifestyle support.**   **Assessment, intervention and support for children with additional needs are delivered by three multi-disciplinary hub teams situated in the West, South and East of the city, and the ICAN Nursing Team which operates as a citywide service. The multi-disciplinary teams consist of occupational therapists, physiotherapists, nurses, specialist health visitors, doctors, and administrators. The teams also have input from psychologists, speech and language therapists and dieticians. There are two Clinical Leads and two Service Managers who clinically & operationally manage the Paediatric & Audiology Team, and Nursing, Occupational Therapy & Physiotherapy Teams. They work with the Head of Service to ensure that there is consistent and equitable service provision across the city. Each hub has Nursing, Occupational Therapy & Physiotherapy Team leads who work together to provide strong clinical and professional leadership to hub teams, as well as operational support to the service managers. Administrative support is provided by the central administrative team for citywide management of records, referrals and appointments and hub administrative teams to support the daily work of the hub.** |

The Administration Services Team Leader will take responsibility for the operation of a section of the administrative service, acting as line manager for the whole section (supported by Administration and Business Support Coordinators).

The Administration Services Team Leader will provide specialist advice to the administrative service in a specialist portfolio area.

The post holder will be a team player and will actively contribute to continuous service improvement activities, including the maintenance and improvement of quality to ensure that services are delivered with customer focus.

**Key result areas**

1. **Responsibility for communication and relationships**

* Responsible for developing and maintaining relationships through excellent communication, explaining and justifying a point of view objectively to a broad range of internal and external stakeholders.
* Responsible for understanding the needs of the internal and external stakeholders and keeping them in mind and informed when taking actions or making decisions, in an effort to meet and, where possible, exceed requirements and expectations. .
* Ask clarifying questions to gain a clear understanding of complex information and convey this information in a way that can be easily understood by people with different levels of knowledge and understanding about the topic.
* Provide effective, direction and advice to both internal and external stakeholders and colleagues, delivering timely and accurate information and giving clear explanations where the nature of the information is potentially complex.
* Responsible for maintaining effective communication with senior managers, ensuring they are made aware of priority issues. Negotiating compromises where service expectations do not match the level of service that can be offered.
* Responsible for keeping senior managers across the organisation updated of the status of large and complex assignments, or similar, via formal and informal communications.
* Report through agreed reporting lines on progress e.g. workflow, demand, performance statistics, etc
* Responsible for resolving enquiries from colleagues, internal and external stakeholders promptly and providing a timely response to emails and external enquiries.
* Deliver bad news to service users and other stakeholders both internal and external in a tactful manner when necessary (e.g. when approval is delayed or rejected conveying the potentially complex reasons in a simplified way in order to overcome barriers to understanding).
* Tactfully handle service user complaints, escalating to line manager only when necessary.
* Use persuasive skills to resolve conflicts in a prompt, calm and constructive manner, e.g. over work priorities and agree mutually acceptable outcomes to minimise delays to customers.
* Liaise with wider team members regarding business support tasks negotiating deadlines for pieces of work as and when appropriate.
* Maintain strict confidentiality in the pursuance of all work
* Write proposals, briefings, presentations and reports as required supporting stakeholder user groups, meetings and senior managers.
* Ensure that documents conform to LCH formatting standards, are well presented and that effective, version control applied. Maintain templates and update documents as needed.
* Actively seek out and share experience to develop understanding and knowledge of own work and of teams business area.

The post holder will engage with a range of stakeholders both internal and external which may vary dependent on role.

1. **Responsibility for analysis and judgement**

* Responsible for maintaining a strong service user focus and for reacting promptly and efficiently to rapidly changing demands.
* Determine when advice or decisions can be made within scope of own autonomy and when it is appropriate to escalate.
* Undertake appropriate analysis to support those decisions or recommendations where there may be a range of options.
* Proactively manage issues and make a judgment regarding the identification and appropriate escalation of risks and issues for own work and that of the team, taking mitigating actions as required.
* Proactively manage issues and make a judgment regarding the identification and appropriate escalation of risks and issues for own work and that of the team, taking mitigating actions as required.
* Analyse outputs from systems to identify issues and risks.
* Manage own workload completing tasks that have been delegated by line manager or others.
* Monitor the storage of information to support decision making and conduct regular reviews to ensure it is stored accurately, confidentially and responsibly.

1. **Responsibility for planning and organisation**

* Responsible for prioritising and organising a large and busy workload and for planning activities for self and others.
* Plan and organise multiple tasks, projects and complex activities in an efficient, effective and timely manner to support the delivery of team requirements through the formulation and adjustment of work plans, (re)prioritising and coordinating with colleagues on a daily basis to ensure the collaborative delivery of key objectives.
* Share workloads effectively, allocating and reallocating tasks as required and ensure completion within the agreed timescales.
* Organise, and provide a support function for events, workshops and external meetings as required.
* Responsible for the management of emails, paper correspondence and telephone calls including filtering, prioritising, identifying deadlines, linking threads and forwarding, including dealing directly with relevant stakeholders where appropriate.
* Responsible for the management of complex diaries, planning and coordinating commitments, arranging meetings and appointments, booking accommodation and making travel arrangements etc.
* Responsible for the planning, organisation and administration of meetings, including taking minutes and action logs as required and collation and distribution of meeting papers.
* Ensure efficient and timely processing and distribution of documentation within standards.
* Provide administrative support and feedback to business as usual development and management processes.
* Contribute to business and operational delivery risks and issues and service delivery planning activities.
* Check own and team performance against outcomes, make improvement suggestions or take corrective action when problems are identified.
* Set and achieve challenging goals and monitor quality.
* Readily share resources to support higher priority work, showing pragmatism and support for the shared goals of the organisation.

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1. **Responsibility for policy and service improvement and development**

* Responsible for the support of the strategic and business development of the team, together with the provision of operational support in order to maintain the day to day running of the team and the work the teams undertakes. .
* Responsible for maintaining an organisational awareness with the ability to sustain an up to date understanding of internal politics and items.
* Responsible for assessment and evaluation of own work area and that of the wider team, suggesting and investigating options for service improvement, sharing this feedback with others in a constructive manner, developing these in consultation with stakeholders and working with line manager to implement these where appropriate.
* Maximize efficiency of the service.
* Develop procedures and protocols for own work area. Understand and apply technology to achieve efficient and effective business and personal results.
* Conduct regular reviews of what and who is required to make an activity successful and make on- going improvements.
* Maintain an awareness of LCH policy and activity.
* Input into development, distribution and version control of standard template documentation.
* Input into business impact analysis process ranging from process review, data input, analysis, reporting and identification of issues and risks

1. **Responsibility for financial and other physical resources**

* Ensure that Standard Financial Instructions are adhered to in respect of monies received e.g. petty cash.
* Advise internal audit of local procedures and in conjunction with line manager respond to audit reports as required.
* Within agreed service area, ensure invoices are correctly coded and authorized for payment/rejected using shared services Oracle system, and to query any discrepancies that occur in line with agreed policies and timescales.
* Responsible for office equipment used
* Using the e-procurement system ensure all orders within agreed service area are coded correctly and forwarded to relevant approving manager. Monitor stock ordered and authorized by direct reportee(s) up to designated limit.
* Hold a delegated budget as appropriate.
* Monitor the use of staff and physical resources in line with organisational procedures and plans and hold team to account

1. **Responsibility for human resources**

* Responsible for providing support and cover for others in the team if required.
* Responsible for working collaboratively in a dispersed team, encouraging virtual team unity through sharing information or expertise, working together to solve problems, and putting team success first.
* Participate in team meetings and working groups.
* Arrange and deliver training for new members of the team on the processes and systems used.
* Take ownership of team’s and individual development via effective supervision and identification of capability needs in order to consistently achieve development objectives. Provide support to the team with the recruitment process, including documentation and recruitment process administration.
* Organise and participate in the induction for new starters including providing training, advice and support on own area of responsibility.
* Line management of direct reports, including performance management and contributing to grievance and disciplinary cases as required.
* Provision of training to other staff in relation to use of internal and external systems within the remit of the role.
* Strong and effective leadership of teams according to LCH policy, as determined by assignment.
* Deputise for the Administration Services Support Manager as needed

**7. Responsibility for information resources**

* Prepare letters, emails, agendas, proposals, briefings, presentations and reports accurately, ensuring that all written materials conform to LCH formatting and style standards, are well presented and that effective configuration management, version control and publishing standards are applied.
* Design, maintain and implement methods and techniques for the configuration, storage and version control of highly confidential information in both paper and electronic formats.
* Able to co-ordinate, manipulate and extract information from multiple information sources.
* Use group mailboxes on a daily basis as tools for receiving, allocating, monitoring and managing work and for communicating and sharing information with colleagues, customers and stakeholders.
* Produce reports from administrative systems as required.
* Keep documentation up to date and file appropriately in line with departmental policies to enable documents to be easily located and accessed when required.
* Develop and manage spreadsheets and databases to enable more efficient data storage and retrieval. Develop and manage spreadsheets and databases to enable more efficient data storage and retrieval

**8. Responsibility for audit, research and development**

* Undertake research and development and other improvement interventions as required on behalf of the wider team.
* May be required to undertake small scale internal work packages such as investigating alternative methods, tools and systems for administrative uses, or providing detailed reports on services provided containing information not readily available.

**9. Freedom to Act**

* May be required to undertake small scale internal work packages such as investigating alternative methods, tools and systems for administrative uses or providing detailed reports on services provided containing information not readily available.
* Responsible for managing and prioritising own day to day work and at the same time recognising the impact on the work on others and the wider organisation..
* Deliver specific business tasks as directed.
* Work both independently and as part of a team, seeking direction from management and stakeholders only when necessary, delivering services within parameters of knowledge, training and policy.
* Has autonomy to make decisions concerning: standard requests (e.g. changes to requirements affecting approved documentation); prioritisation of requests, and advising on the most suitable service that will meet a specific customer’s needs.
* Create, control and coordinate report formats including creating procedures that make information easily accessible.
* Develop an understanding of own area’s strategy and how this contributes to LCH priorities.

**10. Responsibility for health, safety and security**

Responsibilities of ALL staff in relation to Health and Safety:-

* Take reasonable care of your own health and safety
* Take reasonable care not to put other people - fellow employees and members of the public - at risk by what you do or don't do in the course of your work
* Co-operate with Trust, making sure you understand and follow the health and safety policies and procedures
* Attend all required training on Health and Safety related policies and procedure.
* Do not interfere with or misuse anything that has been provided for your health, safety or welfare
* Report and record any injuries, strains or illnesses suffered as a result of doing your job
* Inform your manager if something happens that might affect your ability to work safely such as suffering an injury or a new medical condition.

Additional for those with management responsibilities:

* Identify through documented risk assessment any risks that exists within the department or during the delivery of the service
* Investigate and manage incidents and near misses, ensuring actions are taken to prevent recurrence
* Support the Risk and Safety Team in ensuring suitable and sufficient up to date Health and Safety information and guidance is available to all staff at all levels and disciplines across the  organisation.

**11. Responsibility for equality, diversity and rights**

* LCH has a vision to provide the best possible care to every community that we serve.  To help us realise the vision each of us must be open and honest and do what we say we will, treat everyone as an individual and continuously listen, learn and improve

**12. Responsibility for quality**

* Supports the quality assurance demands of the business area, both internally and externally.
* Quality assures service provision whenever appropriate

**13. Flexibility**

This job description is not exhaustive and may change as the post or the needs of the service develop. Such changes will be subject to consultation between the post holder and their assignment manager and, if necessary, further job matching or evaluation.

**TERMS AND CONDITIONS OF SERVICE**

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| **Band:** | 5 |
| **Hours:** | 37.5 |
| **Contract:** | Permanent |
| **Salary:** | £29,970 to £36,483 per annum |
|  | New staff will normally be appointed to the minimum of the pay band. Staff transferring from one post to another in the same pay band within the NHS will enter the band at the same point that they were previously on. Staff promoted within the NHS will enter the new pay band at the minimum or the first point of the new pay band that gives them an increase in salary. Any previous NHS service will be subject to confirmation by the Payroll Department. |
| **Annual Leave:** | The annual leave year runs from 1 April to 31 March following.  The full entitlement being 27 days for a full year and pro rata  for an incomplete year's service. An additional 2 days will be  awarded after 5 years service plus a further 4 days after 10  years service. This is in addition to 8 public and statutory days  holiday. |
| **NHS Pension:** | The post is pensionable unless you opt out of the scheme or  are ineligible to join and your remuneration will be subject to  deduction of contributions in accordance with the National  Health Service Pension Scheme. In the event of you not  wishing to join the scheme you should complete form SD502  on your commencement date. |
| **Medical:** | The appointment maybe subject to you completing a declaration of health form, which may lead to a full medical examination upon request. |
| **Notice:** | Giving notice – you are required to give the Trust 8  weeks written notice of termination of your employment.  Receiving notice – with the exception of ‘Summary Dismissal’ you will be entitled to receive notice of 8 weeks or your statutory notice entitlement whichever is the greater.    Statutory entitlement is:  For staff with more than 4 weeks continuous service, entitlement to notice is 1 week for each year of completed service up to a maximum of 12 weeks. |
| **PROFESSIONAL REGISTRATION**  Where it is a requirement as part of this job role to be registered with a Professional Body, you are required to maintain and update your registration in line with the Trust’s Professional Registration Policy. You are required to provide proof of your registration status on your appointment, at renewal of registration or at any other time as requested by the Trust. It is also a requirement for you to comply with any Codes of Professional Conduct and to update/satisfy any Continuous Professional Development conditions.  It would also be a requirement for you to comply with any Codes of Professional Conduct and to update/satisfy any Continuous Professional Development conditions.  **SECTION 11 COMPLIANCE**  **Safeguarding Children and Vulnerable Adults**  All employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults. Familiarisation with and the adherence to the Trust’s Safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.  **ORGANISATIONAL AND STATUTORY REQUIREMENTS**  All employees should understand that it is their personal responsibility to comply with all organisational and statutory requirements, e.g. Health and Safety; Equal Treatment and Diversity; Confidentiality; Infection Prevention and Control.  **MENTAL CAPACITY ACT (MCA 2005 CODE OF PRACTICE)**  This Act applies to all persons over the age of 16 who are judged to lack capacity to consent or withhold consent to acts which are considered by health and social care professionals to be in the best interests of their welfare and health.  The Mental Capacity Act 2005 imposes a legal requirement on health and social care professionals to ‘have regard to’ relevant guidance within the Code of Practice when acting or making decisions on behalf of someone who lacks capacity to make the decision for themselves. Furthermore, they should be able to explain how they had regard to the Code when acting or making decisions.  Detailed guidance is available in the Mental Capacity Act 2005 Code of Practice http://www.dca.gov.uk/legal-policy/mental-capacity/mca-cp.pdf  **NOTE**  This job description does form a part of the contract of employment and indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the postholder.  **JOB SHARE**  This post is suitable for job sharing and when filled on this basis will attract all normal terms and conditions of service outlined above, but on a pro rata basis if appropriate.  **SMOKING**  The Trust operates a no smoking policy and is smoke free. | |

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| **Additional information: Effort and Working Conditions** | | | | |
|  | **Emotional effort** | **Yes** | **No** | **Examples** |
| Giving unwelcome news to customers or staff | ✓ |  | Managing team issues and concerns; supporting change where there is resistance from team members |
| Dealing with difficult situations | ✓ |  | Prioritising own work in the context of competing, high-profile  demands on own and team’s time |
| Providing counselling or coaching to staff | ✓ |  | Coach on business and operational delivery best practice techniques, acting as a role model for more junior staff. |
| Communicating life changing events |  | ✓ |  |
| Dealing with people with challenging behaviour | ✓ |  | Within the parameters of line management of multiple teams |
| Other |  | ✓ |  |
|  | **Physical effort** | **Yes** | **No** | **Examples** |
| Working in unpleasant physical conditions |  | ✓ |  |
| Lifting weights or equipment with or without mechanical  aids | ✓ |  | Occasionally required to move tables and chairs and maybe required to move stationery deliveries, handover postbag to shuttle service 5-8kg |
| Making repetitive movements | ✓ |  | Frequent and prolonged keyboard usage. |
| Fine manipulation of objects |  | ✓ |  |
| Standing/sitting with limited scope for movement for long periods |  | ✓ |  |
| Other |  | ✓ |  |
| **Mental effort** | **Yes** | **No** | **Examples** |
| Carry out training or assessments | ✓ |  | Staff development for the work area for new starters and statutory & mandatory training. |
|  | Analyse statistics | ✓ |  | Understand service levels and draft service report sections |
|  | Operate equipment | ✓ |  | Operate binding machine, franking machine, telephone switchboard |
|  | Give evidence in a formal hearing or tribunal |  | ✓ |  |
|  | Attend meetings | ✓ |  | Service Boards, team meetings, corporate meetings as required |
|  | Prepare detailed reports | ✓ |  | Service reports requiring activity data and performance levels, requiring high level of detailed concentration, often with repeated interruptions |
|  | Check documents | ✓ |  | Peer review of service reports requiring activity data and performance levels |
|  | Carry out calculations | ✓ |  | Draft documents that draw on information from a number of different sources, providing summary information as required |
|  | Carry out fault finding | ✓ |  | Monitor own outputs to ensure adherence to quality standard requirements |
|  | Other |  | ✓ |  |
|  | **Working conditions** | **Yes** | **No** | **Examples** |
|  | Excessive temperatures or noise |  | ✓ |  |
|  | Use of VDU more or less continuously | ✓ |  | Use of a computer is a consistent requirement of this post. |
|  | Driving/being driven in normal situations | ✓ |  | Travelling across the city to different sites |
|  | Exposure to aggressive verbal behaviour where  there is little/no support |  | ✓ |  |
|  | Other |  | ✓ |  |

**Personal specification: Administration Services Team Leader**

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| **At recruitment** | **Essential**  At recruitment, those needed by the post holder to meet the requirements of the  job description to a satisfactory level | **Desirable**  Extra factors that can  be used to choose between candidates who meet the  essential criteria |
| **Qualifications** | • Educated to degree level or equivalent experience  • Proficiency in software packages to an intermediate level: Microsoft Outlook, Word, Excel, PowerPoint, Access, SharePoint and Microsoft Teams.  European Computer Driving Licence or equivalent experience | * Advanced user level of Outlook, Microsoft Word, Excel PowerPoint, Access, SharePoint & Microsoft Team packages   • Chartered Management  Institute (CMI) Level 6 in Management and Leadership  • Business Continuity training  • Formal training in minute production and managing meetings |
| **Knowledge** | • Knowledge of the importance of information governance  • Knowledge and understanding of risk management, including H & S, COSSH & risk assessments.  • Excellent levels of literacy and numeracy   * Working knowledge of administration processes and systems   • Experience of ordering supplies in line with procurement procedures  • Understanding of financial processes and procedures including the coding of invoices with knowledge of financial controls and audit procedures. | • Knowledge of the terminology used within the health and social care system  • Knowledge of complex information systems  • Knowledge of software applications and databases  used for managing  documents, with knowledge of records management techniques |
| **Skills and experience** | **Business and Operational Delivery**  • Awareness of the fundamentals of service management  • Substantial experience of office management and senior support  • Experience of creating filing systems both electronically and manually  • Experience of working across a wide range of disciplines for a single purpose  • Proven ability to perform complex administration support functions  • Experience of providing administrative support to teams in a large environment  • Proven ability and experience of supporting and providing guidance on all local administration processes, procedures, tools and techniques to managers and their teams  • Proven ability to effectively use recommended document management techniques and manage information repositories  • Experience of facilitating and arranging events and key meetings  • Proven ability to maintain and implement methods and techniques for the organisation, storage and version control of information in both paper and electronic formats in accordance with regulations, policy and auditing requirements  • Experience of diary and email management for senior managers  • Detailed understanding of how to coordinate and administer meetings and appointments, including experience of producing minutes and action logs  • Willingness to learn and develop advanced skills in relevant working area | • Experienced in delivery of training and mentoring of staff in areas of specialism   * Experience of business continuity events and their life cycle   • • Ability to motivate others  to deliver to timescales for the benefit of all  • • Ability to negotiate  delivery and timescales to meet overall needs  • Confident communicator with people from all backgrounds and at all levels  • Experience of working in a complex field with multiple stakeholders which is subject to regulatory or legal control |
|  | **Delivering the Vision and Strategy**  • Capable of managing own workloads and meeting tight deadlines negotiated with line manager and/or external stakeholders  **Leadership**   * Ability to deliver training to staff across a wide range of disciplines and grades   • Proven ability to work collaboratively in a dispersed team and encouraging team cohesiveness through sharing information and expertise, working together to solve problems, and putting team success first  **Managing feelings, concerns and emotions of self and others**   * Ability to work in a challenging environment and to meet deadlines   • Be interested and positive about what senior managers and the team are trying to achieve  • Remain positive and focused on achieving outcomes despite setbacks  • Take ownership of problems in own area of responsibility  **Decision-making**   * Ability to analyse output from incident and generate improvement plans   • Proven ability to perform analysis including investigating and documenting issues and solutions   * Able to identify key relationships and proven ability to make informed, timely and effective decisions with minimal guidance, distinguishing between relevant and irrelevant information, and consulting with others, when appropriate   • Proven ability of being proactive, taking action independently whilst supporting the work area  • Evidence of reaching timely and effective decisions based on the appropriate use of information, demonstrating effective researching skills, analysing options and delivering quality solutions   * Evidence of actively seeking and identifying opportunities to contribute to and achieve goals e.g. procedural improvement and efficient use of resources | * Experience of working to formal good practice service management methods * Experience of working in the public sector e.g. NHS |
|  | **Planning and Resource Management**   * Ability to work in a challenging environment and to meet deadlines   • Proactive and be able to initiate tasks on own initiative  • Experience of checking progress against targets, reporting as necessary and taking action to resolve exceptions   * Proven ability to challenge professionally and with credibility any late submissions of information or updates to ensure that timescales are managed and understood   • Proven ability and experience of prioritising and organising a large and busy workload and demonstrable experience of planning activities for self or as part of a team   * Proven ability to work flexibly and well under pressure by planning and organising workloads whilst managing multiple tasks simultaneously and efficiently * Proven experience of negotiating adjustments in timelines and/or scope of work, when appropriate whilst confidently challenging internal/external stakeholders who impact on team deadlines   **Communication and Stakeholder Relationship Management**   * Excellent verbal and written communication skills at all levels including experience of working and communicating complex matters with directors, senior managers and suppliers   • Ability to communicate complex information within the scope of the role’s responsibilities e.g. high quality correspondence, updates and information regarding the progress of specific service requests and orders to a range of internal and external stakeholders and colleagues in a variety of different formats, tailored to meet the needs and expectations of different audiences  • Proven ability and experience of establishing close working relationships with key stakeholders and users across the organisation  • Developing positive relationships to optimise outputs  • Ensuring that all advice, products and/or services are designed, managed and/or delivered with appropriate consideration to stakeholder needs  • Excellent stakeholder management skills with the ability to deliver professional yet  difficult messages at a very senior level in an appropriate and professional way |  |
|  | **Governance and Assurance**   * Understands concepts of risk and issue management   • Experience of managing highly confidential information in a professional and restricted manner |  |
| **Other** | Must be willing to travel to locations other than contracted base as and when required by  LCH |  |