

Job Description and Person Specification

Job Title	PA and Admin Support Officer
Directorate	South Region
Department/Team	Head of Office Team
Location	London
Grade	Monitor – 4.2, TDA – Band 5
Reports to	
Contractual notes	Permanent

Job Summary/Purpose

NHS Improvement is responsible for overseeing foundation trusts, NHS trusts and independent providers. We offer the support these providers need to give patients consistently safe, high quality, compassionate care within local health systems that are financially sustainable. By holding providers to account and, where necessary, intervening, we help the NHS to meet its short-term challenges and secure its future.

NHS Improvement is the operational name for the organisation that brings together Monitor, NHS Trust Development Authority, Patient Safety, the National Reporting and Learning System, the Advancing Change team and the Intensive Support Teams.

The purpose of the Team Administrator role is to provide efficient and effective administrative business support, facilitating and monitoring of progress to specified team. This could include resolving day to day problems, organising meetings and workshops, filing and copying, managing correspondence, maintaining information or databases, taking notes and minutes of meetings, managing stationery supplies and other support activities.

Key Accountabilities

- Support the teams with their administrative requirements
- Provide diary management support to Director/s and teams

- Receive, examine, process and send documentation and correspondence on behalf of the team
- Field telephone calls and take messages, ensuring that messages, sometimes sensitive, are relayed accurately and promptly and, if possible, resolving queries
- Print and distribute papers for department-related committees and meetings
- Arrange meetings, lunches and events, including finding venues, arranging catering and transport etc
- Organise travel arrangements, including booking tickets and hotels, where required
- Set up and maintain manual and electronic files, as required, and ensure original documentation is retained or archived
- Create PowerPoint presentations
- Create and maintain databases
- General typing, photocopying and faxing, as required
- Ensure all relevant documents are uploaded to NHSI's intranet site
- On an ongoing basis, review the appropriate area on intranet to ensure documents remain up to date
- Monitor and ensure that all hardcopy documents no longer required are shredded or put in confidential waste bins
- Complete purchase orders and obtain supplies e.g. stationery
- Provide cover for PAs when on leave or when workload fluctuates, to ensure services are maintained;
- Support the team with any ad hoc administrative requirements e.g. taking minutes, research, reporting and analysis
- Propose and develop policies and procedures within own area to improve service
- Demonstrate competencies relevant to the role level and be a role model for NHSI's values

Role Dimensions

Key Relationships (External)

- External stakeholders (e.g. Department of Health, Care Quality Commission)
- Suppliers (e.g. catering companies)

Key Relationships (Internal)

- Department colleagues
- PAs and Team Administrators across the organisation

Numbers and types of staff managed

NA

Budget Managed

NA

Person specification	
Qualifications	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> • Educated to a degree level in relevant discipline or equivalent level of demonstrable experience of working at a similar level • 	
Experience & Knowledge	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> • Experience of delivering an administrative role in a comparable organisation • Knowledge of administrative processes and procedures • Knowledge of a range of computerised software packages • A flexible approach and readiness to work outside normal working hours if required • Willingness to provide ad-hoc support to all team members, as and when necessary • Sound communication skills • Strong interpersonal skills, a team player and able to deal with stakeholders at all levels both internally and externally • Strong organisational skills and an aptitude for forward planning, with an ability to prioritise • Ability to undertake a diverse range of tasks at the same time • Ability to maintain discretion and use initiative • Good IT skills including use of Microsoft Office • Ability to ensure accuracy, with good attention to detail 	<ul style="list-style-type: none"> • Operational experience gained in the NHS or other healthcare system • Knowledge & Experience of designing administrative processes and procedures. • Experience of using MS SharePoint

Skills, Abilities and Attributes*Essential*

- Skills for communication on complex information and administrative matters, requiring developed interpersonal and oral/written communication skills
- Excellent time management skills with the ability to re-prioritise.
- Ability to work on own initiative and organise own workload with minimal supervision working to tight and often changing timescales.

Desirable

- Problem solving

Other*Essential*

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Desirable

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