

## Job Description

<b>Job title</b>	Senior Administrator	<b>Job family</b>	Healthcare
<b>Reporting to</b>	Business Support Services Manager	<b>Job code</b>	BSS/025
<b>Location</b>		<b>Evaluation Date</b>	22/02/2013

### Main Purpose

Provides an efficient, professional and effective administrative/secretarial service to a senior executive, Priory Unit, Central Office function or a designated group of senior professionals.

### Key Accountabilities

#### Quality

1. Manages diary of assigned individuals and/or departments, ensuring the efficient coordination of dates, times and venues and the effective scheduling and prioritisation of appointments, meetings and other associated events and functions.
2. Supervises and coordinates a key administrative process ensuring all associated records, transactions and arrangements comply with the company's policies and procedures, providing an audit trail by which data and information can be provided or accessed as required.
3. Collates and analyses data from a variety of sources, producing reports and statutory returns, which meet defined quality standards in terms of accuracy, format and timeliness.
4. Provides a comprehensive secretarial service arranging meetings, preparing agendas, taking notes, circulating minutes and monitoring the completion of action points.
5. Responds to external and internal communications, both over the phone and in person, prioritising accordingly and ensuring appropriate action is taken and all relevant individuals are involved/informed.
6. Ensures the effective and efficient maintenance of computerised databases and paper filing systems through the timely and accurate updating of associated records.

#### Innovation

7. Seeks to improve processes and the general ebb and flow of information so that the division can operate efficiently.

#### Value

8. Ensures the services and support provide offers good value for money and supports the overall aim of the site.

## **Knowledge & Skills**

The role holder should be educated to GCSE (Grades A-C) or equivalent standard, with excellent keyboard skills and an intermediate level of proficiency for the standard range of office applications.

## **Experience**

Experience working at a professional level to an individual or designated senior professionals within a relevant environment.

## **Autonomy & Impact**

Accountable for the production of accurate information. Organises and priorities own work within established procedures, but refers more complex issues to the relevant manager.

## **Intelligent Problem Solving**

Makes recommendations which lead to improvements in administrative and secretarial processes ensuring proposals are viable and comply with legislative, regulatory and statutory requirements. The role holder will be required to balance and prioritise the conflicting needs and expectations of the individual / department and other stakeholders using a flexible approach to problem solving.

## **Responsibility**

### **Staff**

Supervises the work of junior secretarial and administrative staff as required.

### **Budgets & equipment**

Collective responsibility for the care and security for equipment and consumables on site.

### **Informatics**

Responsible for the security, confidentiality and accuracy of associated records and/or financial data.

## **Communication & Interaction**

This role requires highly developed interpersonal and written communication skills in order to deal with a range of challenging situations, researching information and communicating effectively at all levels. Some coaching skills may be necessary.

## **Working environment**

The working environment will be variable depending upon the location of the role although all role holders will occasionally face challenging situations when working to tight deadlines.

## **Special Features**

The role holder may be required to hold a current driving licence and will undergo certified and mandatory training, in addition to undertaking relevant CPD.

## Upholding Company Values

Competency	Req'd Level	Descriptors
<b>Quality - Of care, treatment, of facilities and of staff</b>	<b>3</b>	<ul style="list-style-type: none"> <li>✓ Checks quality of own work</li> <li>✓ Follows procedures</li> <li>✓ Corrects errors and mistakes</li> <li>✓ Complies with relevant regulatory and statutory requirements</li> </ul>
		<ul style="list-style-type: none"> <li>✓ Double checks accuracy of own and work of others</li> <li>✓ Carefully monitors and checks the accuracy and quality of others' work</li> <li>✓ Values the input and expertise of colleagues</li> <li>✓ Keeps clear, detailed records and files</li> </ul>
		<ul style="list-style-type: none"> <li>✓ Introduces new systems and processes to improve quality</li> <li>✓ Highlights shortcomings in processes, investigating unusual behaviour and identifying underlying causes</li> <li>✓ Introduces performance standards and relevant KPIs to improve the quality of processes and outputs</li> <li>✓ Tests out hypotheses using modelling techniques to make predictions and forecasts</li> <li>✓ Develops broad plans to take into account risks, conflicts, resources as well as timescales</li> </ul>
<b>Innovation - Being forward thinking and thought leaders</b>	<b>2</b>	<ul style="list-style-type: none"> <li>✓ Adapts new services already introduced in other areas within the group</li> <li>✓ Amends these services to suit the needs of the local service</li> </ul>
		<ul style="list-style-type: none"> <li>✓ Proposes new services to regional management, taking into account the local needs of the area</li> <li>✓ Assists and supports regional management with developing and implementing these new services</li> </ul>
<b>Value - Due to transparency and flexibility</b>	<b>2</b>	<ul style="list-style-type: none"> <li>✓ Prices services in line with local needs</li> <li>✓ Reacts to local feedback regarding pricing of services</li> </ul>
		<ul style="list-style-type: none"> <li>✓ Regularly reviews services and price points adjusting where appropriate</li> <li>✓ Adjusts prices in line with demand for services</li> </ul>