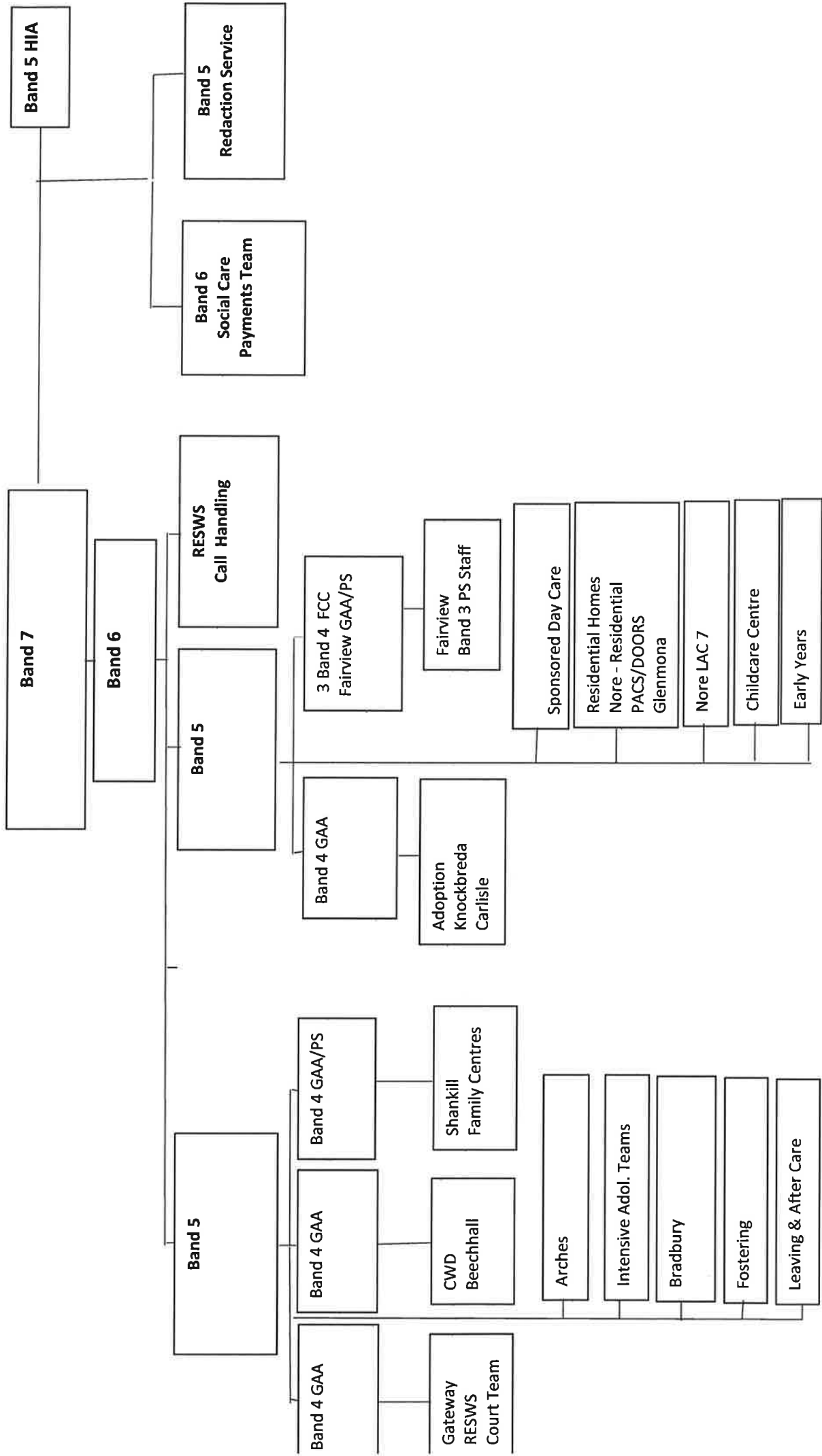


Administration Structure – Family And Child Care 2023



HSC Agenda for Change Terms and Conditions

Pay bands and pay points from 01 April 2022

Band 1*	£20,270
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	Entry	Years until eligible for pay progression	Top
Band 2	£20,270	2	£21,318
Band 3	£21,730	2	£23,177
Band 4	£23,949	3	£26,282

	Entry	Years until eligible for pay progression	Intermediate	Years until eligible for pay progression	Top
Band 5	£27,055	2	£29,180	2	£32,934
Band 6	£33,706	2	£35,572	3	£40,588
Band 7	£41,659	2	£43,806	3	£47,672

	Entry	Years until eligible for pay progression	Top
Band 8a	£48,526**	5	£54,619
Band 8b	£56,164**	5	£65,262
Band 8c	£67,064**	5	£77,274
Band 8d	£79,592**	5	£91,787
Band 9	£95,135**	5	£109,475

Key

* Closed to new entrants.

** Where staff were in receipt of a consolidated payment as at the 31 March 2022, these will continue for 2022 until the staff member reaches their increment date to receive the top pay point.

BELFAST HEALTH AND SOCIAL SERVICES TRUST

JOB DESCRIPTION

TITLE:	Admin Manager, Children's Community Services
POST BAND:	6
LOCATION:	To be assigned.
REPORTS TO:	Assistant Administrative Services Manager
RESPONSIBLE TO:	Administrative Services Manager

Job Summary

The post holder will be accountable to the Assistant Administrative Services Manager for the management, development and operational delivery of an effective and efficient high quality administrative service for Social Services, Family and Childcare. He/She will work collectively with professional staff to contribute to specific components of any new service delivery, workforce planning, quality improvements and provide clear leadership to all staff within their area of responsibility.

Setting Direction

- To assist the Assistant Administrative Services Manager to ensure integration of new services strategies, objectives, policies and procedures within the service group area.
- To provide strategic leadership to staff consistent with service and corporate objectives and ensure staff morale is maintained to a satisfactory level.
- To provide advice and expertise to professional colleagues, senior managers and administration staff in areas relating to the administrative service.

Service Delivery

- In conjunction with the Assistant Administrative Services Manager, review and harmonise all administrative policies and procedures within his/her area of responsibility.
- To promote a culture that focuses on the provision of a high quality, safe and effective administrative service that strives to improve service delivery.

- To ensure a consistent approach to governance, risk management and systematically review risk registers.
- In conjunction with the Assistant Administrative Services Manager, ensure that all recommendations arising from Audits and delegated Statutory Functions, are developed and implemented within his/her service group area.
- To review and implement performance management arrangements as delegated by the Assistant Administrative Services Manager.
- To be responsible for the efficient running of all I.T. Information Systems within his/her area of responsibility, to include TROJAN, PARIS & PARIS Finance & participate in all planned I.T. Developments affecting Children's Community Services.
- To assist the Social Care Payments Team with the processing of weekly and four weekly payments through the TROJAN / PARIS Finance system, as and when necessary.
- To be responsible for monitoring the completion and distribution of Child Protection Case Conference Reports within agreed timescales, to include Quarterly Audit and liaison with PSW's/CSM's.

Quality, Development and Innovation

- To promote a culture of learning and development and facilitate training and development of staff to ensure that duties and responsibilities are performed to a high standard.
- To assist the Assistant Administrative Services Manager to undertake quality reviews/benchmarking in order to provide a high quality modernised administrative service.
- To implement relevant legislative and policy requirements relating to the delivery of administrative services within his/her sphere of control.
- To provide leadership that enables effective team working, continuous improvement and innovation.
- To assist the Assistant Administrative Services Manager to implement robust data protection and management of information, to include archived files.

Collaborative Working

- To develop key relationships with both internal and external stakeholders to ensure the delivery of person-centred care.

- To participate in all, relevant service reviews/projects relating to service provision.
- To work closely with training and development agencies to ensure an appropriately skilled administration workforce.

Communication and Information Management

- To communicate effectively and maintain productive working relationships amongst reporting staff and with others.
- To collect and disseminate/validate information relating to Leaving & After Care, Outcome for Children in Care Educational returns, Fostering, Child Protection and any other FCC returns, as required, within appropriate timescales.
- To present information to both internal and external stakeholders as outlined by the Assistant Administrative Services Manager.
- To participate in management meetings to ensure the provision of a high quality administrative service.
- To assist the Assistant Administrative Services Manager to establish, review and maintain effective information systems.
- To effectively communicate Trust/Regional objectives to the administrative and clerical staff of which he/she has overall responsibility.
- To produce management reports/statistical information as and when Required, by the Assistant Administrative Services Manager.

Finance and Resource Management

- To assist the Assistant Administrative Services Manager to identify appropriate savings/investment for service delivery.
- To participate in the review of administration resources to ensure that financial accountability is in line with Trust and Directorate policies.
- In conjunction with the Assistant Administrative Services Manager, analyse budgetary reports and produce variance analysis reports.
- To ensure value for money through effective commissioning and requisitioning of goods and services within his/her area of responsibility.
- To be responsible for the control of petty cash, lodgements and regular

maintenance payments, across FCC offices, in accordance with the Trust's financial procedures.

People Management and Development

- To assist the Assistant Administrative Services Manager in reviewing the Directorate Management Plan and establish levels of service for which he/she is responsible, to ensure that each is consistent with achieving objectives and recommends change where appropriate.
- To directly manage respective Band 5 AASM's, along with Call Handling staff within the Regional Emergency Social Work Service, to include the preparation and monitoring of rotas, allocation of Bank shifts, authorisation of timesheets and participation in the audit of the service etc...
- To lead by example in practising the highest standard of conduct in accordance with Trust policies and the Code of Conduct for HPSS managers.
- To delegate appropriate responsibility and authority to staff in order to ensure optimum and effective service delivery and decision-making, whilst retaining overall accountability and responsibility for outcomes.
- To participate in the Trust's Performance Review Scheme, reviewing, at least annually, the performance of staff for whom he/she has responsibility and identifying training and development requirements.
- To take action where necessary on disciplinary matters in accordance with the Trust's disciplinary procedures and ensure full and consistent implementation of these procedures.
- To participate in the selection and recruitment of staff in accordance with the Trust's procedures.
- To promote the corporate value and culture of the organisation through the development and implementation of relevant policies and procedures and appropriate behaviour.
- Maintain good staff relationships and morale amongst the staff reporting to him/her in accordance with Trust procedures and best practice.
- To take responsibility for his/her own performance and take action to address identified personal development areas.
- To contribute as an effective member of the Administrative Management Team.

- Promote the Trust's policies on 'equality of opportunity' and 'good relations' through his/her own actions and ensure that these policies are adhered to by staff for whom he/she has responsibility.

General Responsibilities

Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible and:

- At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
- Promote and support effective team working, fostering a culture of openness and transparency. The post holder will ensure that they take all concerns raised with them seriously and act in accordance with Belfast Trust's Whistleblowing Policy and their professional code of conduct, where applicable.
- Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.
- Comply with the Trust's Smoke Free Policy.
- Carry out their duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.
- Adhere to Equality and Good Relations duties throughout the course of their employment.
- Ensure the ongoing confidence of the public in-service provision.
- Maintain high standards of personal accountability.
- Comply with the HPSS Code of Conduct.

Information Governance

All employees of Belfast Health & Social Care Trust are legally responsible for all records held, created or used as part of their business within the Belfast Health and Social Care Trust, including patient/client, corporate and administrative records whether paper based or electronic and also including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulations 2004, the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Employees are required to be conversant and to comply with the Belfast Health and Social Care Trust policies on Information Governance including for example the ICT Security Policy, Data Protection Policy and Records Management Policy and to seek advice if in doubt.

Environmental Cleaning Strategy

The Trusts Environmental Cleaning Strategy recognizes the key principle that "Cleanliness matters is everyone's responsibility, not just the cleaners" Whilst there are staff employed who are responsible for cleaning services, all Trust staff have a responsibility to ensure a clean, comfortable, safe environment for patients, clients, residents, visitors, staff and members of the general

public.

Infection Prevention and Control

The Belfast Trust is committed to reducing Healthcare associated infections (HCAs) and all staff have a part to play in making this happen. Staff must comply with all policies in relation to Infection Prevention and Control and with ongoing reduction strategies. Standard Infection Prevention and Control Precautions must be used at all times to ensure the safety of patients and staff.

This includes:-

- Cleaning hands either with soap and water or a hand sanitiser at the appropriate times (WHO '5 moments');
- Using the correct '7 step' hand hygiene technique;
- Being 'bare below the elbows' when in a clinical environment;
- Following Trust policies and the Regional Infection Control Manual (found on intranet);
- Wearing the correct Personal Protective Equipment (PPE);
- Ensuring correct handling and disposal of waste (including sharps) and laundry;
- Ensuring all medical devices (equipment) are decontaminated appropriately i.e. cleaned, disinfected and/or sterilised;
- Ensuring compliance with High Impact Interventions.

Personal Public Involvement

Staff members are expected to involve patients, clients, carers and the wider community where relevant, in developing, planning and delivering our services in a meaningful and effective way, as part of the Trust's ongoing commitment to Personal Public Involvement (PPI).

Please use the link below to access the PPI standards leaflet for further information.

http://www.publichealth.hscni.net/sites/default/files/PPI_leaflet.pdf

Clause: This job description is not meant to be definitive and may be amended to meet the changing needs of the Belfast Health and Social Care Trust.



PERSONNEL SPECIFICATION

JOB TITLE / BAND: Administrative Sector Manager,
Family and Child Care. Band 6

DEPT / DIRECTORATE: Family & Child Care / Children's
Community Services

Notes to applicants:

1. You must clearly demonstrate on your application form under each question, how you meet the required criteria as failure to do so may result in you not being shortlisted. You should clearly demonstrate this for both the essential and desirable criteria.
2. Shortlisting will be carried out based on the essential criteria set out below, using the information provided by you on your application form. Please note the Trust reserves the right to use any desirable criteria outlined below at shortlisting. You must clearly demonstrate on your application form how you meet the desirable criteria.
3. Proof of qualifications and/or professional registration will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.

ESSENTIAL CRITERIA

The following are **ESSENTIAL** criteria which will initially be measured at shortlisting stage although may also be further explored during the interview/selection stage.

You should therefore make it clear on your application form whether or not you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.

Factor	Criteria	Method of Assessment
Experience Qualifications Registration	<ul style="list-style-type: none"> • Hold a degree or recognised professional qualification or equivalent AND Have 2 years' administrative experience in the last 5 years in a role involving working in an administrative or business environment, of which at least 2 years of that experience will have been gained at Band 5 level or above within Social services. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • HNC / HND or equivalent in business / management administration in a health related 	Shortlisting by Application Form

	<p>subject AND 3 years' experience in a role involving working in a healthcare setting with at least two years' experience at Band 5 level or above in Social Services.</p> <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • Have 5 years' relevant administrative management experience in a healthcare setting, three years' of which must be at Band 5 level or above in Social Services. 	
AND		
Knowledge Skills Abilities	Have two years working knowledge of a Health and Social Care payments system	Shortlisting by Application Form
	Have a working knowledge of the PARIS system for 2 out of the last 5 years.	Shortlisting by Application Form
	For a minimum of 2 years in the last 5 years, have worked with a diverse range of stakeholders, both internal and external to the organization, to achieve successful outcomes.	Shortlisting by Application Form
	Demonstrate experience of managing staff across a number of facilities and locations.	Shortlisting by Application Form
	Proficient in the use of Microsoft Office Applications	Shortlisting by Application Form
	At time of applying, successful candidate must hold a full current driving license valid for use in the UK and have access to a car on appointment. Where disability prohibits driving, these criteria will be waived if the applicant is able to organise suitable alternative arrangements.	Shortlisting by Application Form
	<ul style="list-style-type: none"> • Excellent communication skills, both written and verbal. • Experience of working within Family and Child Care. • Ability to relate easily to professional colleagues, reporting staff and to members of the public. 	Shortlisting by Interview

	<ul style="list-style-type: none"> • Logical approach to problem solving. • Ability to both work under pressure and use own initiative. • Ability to be flexible and adaptable as you will be working in a changing environment. • High level skills in people management, leadership, decision making and organisation. 	
<u>DESIRABLE CRITERIA</u>		
Knowledge Skills	<ul style="list-style-type: none"> • 1 years working knowledge of PARIS Finance / TROJAN Finance System. 	Shortlisting by Application Form

HSC Values

What does this mean?



Working together

We work together for the best outcome for people we care for and support. We work across Health and Social Care and with other external organisations and agencies, recognising that leadership is the responsibility of all.

What does this look like in practice?

- I work with others and value everyone's contribution
- I treat people with respect and dignity
- I work as part of a team looking for opportunities to support and help people in both my own and other teams
- I actively engage people on issues that affect them
- I look for feedback and examples of good practice, aiming to improve where possible.



Excellence

We commit to being the best we can be in our work, aiming to improve and develop services to achieve positive changes. We deliver safe, high quality, compassionate care and support.

- I put the people I care for and support at the centre of all I do to make a difference
- I take responsibility for my decisions and actions
- I commit to best practice and sharing learning, while continually learning and developing
- I try to improve by asking 'could we do this better?'



Openness & Honesty

We are open and honest with each other and act with integrity and candour.

- I am open and honest in order to develop trusting relationships
- I ask someone to help when needed
- I speak up if I have concerns
- I challenge inappropriate or unacceptable behaviour and practice.



Compassion

We are sensitive, caring, respectful and understanding towards those we care for and support and our colleagues. We listen carefully to others to better understand and take action to help them and ourselves.

- I am sensitive to the different needs and feelings of others and treat people with kindness
- I learn from others by listening carefully to them
- I look after my own health and wellbeing so that I can care and support others.

Whilst employees will be expected to portray all the values, particular attention is drawn to the following values for this role



Belfast Health and
Social Care Trust

caring supporting improving together

BELFAST HEALTH & SOCIAL CARE TRUST

JOB DESCRIPTION

POST: Admin File Redaction Manager with Supervisory duties

BAND: 5

LOCATION: To be assigned.

RESPONSIBLE TO: Service Manager for Governance, Performance & Administration

REPORTS TO: Assistant Administrative Services Manager

BASIC FUNCTION:

Administrative File Redactor Manager is an integral support to the Family and Child Care Service and will be responsible for the sourcing and redacting of sensitive information in line with legislation/service procedures and timescales.

The post holder will be responsible for regularly liaising with the professional manager for Redaction service to review service user documentation and carefully redacting sections containing privileged information to avoid waiving the service users' confidential information. He/she will undertake searches, retrieval, redacting, recording and security of service users' information in line with service guidelines

The role will entail regular liaison with the Redaction professional manager and dealing with the Trust's Data Protection Office (DPO), liaison with both internal and external bodies, Court Service, PSNI, other Trusts, outside agencies and internal Trust staff. The post holder will coordinate and prioritise workflow between redaction and quality assurance resources to achieve optimal results.

PRINCIPAL DUTIES:

Direction:

1. To work with and support the F&CC Service to ensure that requests received from DPO and other requesting agencies are undertaken within strict turnaround timescales.
2. To maintain regular liaison with the professional manager for all Redaction/HIAI requests for information and when required to, liaise with nominated Children Services Managers (CSM's) or identified senior professional staff regarding the release of service users' confidential information.

Administration:

- The post holder will be responsible for all matters pertaining to Subject Access Requests and redacting of sensitive information in relation to all requests for files/information, to include HIAI requests.
- To set up, maintain and monitor systems and track all requests received and ensure regular updates to DPO Office & Professional Manager.
- To work closely with CSM's, senior professional and administration managers in the co-ordination of requests in relation to all requests/enquiries.
- To prepare files in line with guidelines by making use of redacting software and Microsoft packages ie WORD, EXCEL, etc.
- Liaise with off-site storage organisation(s) to ensure file requests are retrieved and delivered within timescales. To update professional Manager of any potential delay in retrieval of records.
- Collation of information that maybe required for DPO, F&CC Service and teams as directed by Admin line manager and Professional Manager.
- Prepare weekly/monthly progress reports regarding all Access requests for HIAI records for both to Professional Manager and Admin Line Manager
- To be responsible for the creation, updating and maintenance of all spreadsheets necessary for retrieval, recording, delivery and return of all files/information requested for the purposes of all file requests.
- To set up meetings with appropriate staff to discuss any administrative issues relating to subject access requests in respect of files/records.

- To prepare and present information using various Microsoft packages.
- Ensure all files, paperwork and documents are prepared in a timely and efficient manner, and advise Professional Manager for HIAI and Admin line manager of any emerging issues.in terms of compliance with retrieval, copying, scanning, redaction or production of records/files as requested.
- To monitor and ensure compliance of administration staff in line with GMGR, DPA legislation and Trust policies relating to record management and security of data.
- To assist in the investigation of DPA/data breaches as directed by Admin Line Manager and/or Professional Manager.
- Responsible for the setting up and maintenance of CJSM accounts for relevant staff across the service in liaison with Administration Management.

Quality and Security:

- To work closely with the team to ensure effective team working.
- To set up a secure filing system both manually and electronically pertaining to all Access requests.

Communication and Information Management

- Make, receive and respond appropriately to all telephone calls pertaining to HIAI and Access requests. This may entail liaison with PSNI, Court Service, DPO, DLS and service users in agreement with Professional Manager and Line Manager
- Be proficient with the use of Access, Excel and Word & PowerPoint packages.
- Circulate relevant information as directed and ensure any responses are received by agreed deadlines. To maintain regular liaison with Professional Manager and Line Manager.
- Ensure adherence to the Trust's policies relating to data integrity and IT security.
- Delivery and collection of files as necessary e.g. to and from Court and other offices and liaison with relevant staff as directed by Line Manager, and Professional Manager.

Personal Development:

- Maintain good team relationships and morale in accordance with Trust procedures and best practice.
- Take responsibility for their own performance and take any action necessary to address identified personal development areas.
- To contribute as an effective member of the F&CC Administration Management team.

General Responsibilities:

Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible and:

At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.

Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.

Comply with the Trust's Smoke Free Policy.

Carry out their duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.

Adhere to Equality and Good Relations duties throughout the course of their employment.

Ensure the ongoing confidence of the public in-service provision.

Maintain high standards of personal accountability.

Comply with the HPSS Code of Conduct.

Records Management

Used as part of their business with the Belfast Health and Social Care Trust, including patient/client, corporate and administrative records whether paper based or electronic and also including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulation 2004 and Data Protection Act 1998. Employees are required to be conversant with the Belfast Health and Social Care Trust policy and procedure on records management and to seek advice if in doubt.

Clause: This job description is not meant to be definitive and may be amended to meet the changing needs of the Belfast Health and Social Care Trust.

PERSONNEL SPECIFICATION

POST: Admin File Redaction Manager with Supervisory Duties

BAND: Band 5

LOCATION: Nore Villa

ESSENTIAL CRITERIA

SECTION 1: The following are **ESSENTIAL** criteria which will initially be measured at shortlisting stage although may also be further explored during the interview/selection stage. You should therefore make it clear on your application form whether or not you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.

Factor	Criteria <i>Ideally no more than 6-8 criteria in this section</i>	Method of Assessment
Experience	<p style="text-align: center;">Relevant degree or recognised professional qualification</p> <p style="text-align: center;">OR</p> <p style="text-align: center;">NVQ Level 2 in Administration and 2 years administration experience within CCS.</p> <p style="text-align: center;">OR</p> <p style="text-align: center;">4 years administration experience, including at least one year within CCS.</p>	Shortlisting by Application Form

SECTION 2: The following are **ESSENTIAL** criteria which will be measured during the selection stage/interview:

Skills / Abilities	Effective communications skills to meet the needs of the post in full.	Application form
Knowledge	Knowledge of Data Governance Policies and Legislation / GDPR.	Application form

	Ability to work with a range of stakeholders including Professional staff, PSNI, Courts and Solicitors.	Application form
	Experience in Record management & a knowledge of relevant legislation.	Application form
	Extensive, practical knowledge in the use of Excel and the ability to develop spreadsheets, perform statistical analysis to assist in Service development and present results using MS Excel	Application form
	Ability to plan ahead and work to deadlines, including prioritisation and organisation of own workload and allocation of work to others.	Application form
	Knowledge / experience of PARIS & Soscare.	Application form
	Current full UK driving licence and access to a car on appointment	Application form

DESIRABLE CRITERIA

SECTION 3: these will **ONLY** be used where it is necessary to introduce additional job related criteria to ensure files are manageable. You should therefore make it clear on your application form how you meet these criteria. Failure to do so may result in you not being shortlisted

Factor	Criteria	Method of Assessment
Experience	<ol style="list-style-type: none"> 1. Ability to develop credible working relationships with internal and external stakeholders. 2. Ability to work on own initiative and show a flexible approach to the job. 	Shortlisting by Application Form
Qualifications	<i>Include equivalencies where necessary</i>	Shortlisting by Application Form

VALUE BASED RECRUITMENT

* Values Based Recruitment is a process adopted by the Belfast Trust to attract and select employees on the basis that their individual values

and behaviours align with those of the Trust and incorporating the Healthcare Leadership Model.

It focuses on the 'how' and 'why' people do what they do.

Candidates who are short-listed for interview will need to demonstrate at interview that they have the required knowledge, skills, competencies and values to be effective in this new role.

In answering the value based questions you have the opportunity to share examples of when you have demonstrated values relevant to the Belfast Trust.

Belfast HSC Trust Values

Whilst employees will be expected to portray all the values, particular attention is drawn to the following values for this role: (Delete those values not being assessed for this role)



RESPECT & DIGNITY

- Being respectful to others
- Showing compassion to those who are suffering
- Acting fairly and even-handed
- Acknowledging the good work of others
- Supporting others to achieve positive results



OPENNESS & TRUST

- Communicating openly and consistently
- Listening to the opinions of others and acting sensitively
- Being trustworthy & genuine
- Ensuring that appropriate information is shared honestly



ACCOUNTABILITY

- Taking responsibility for your own decisions and actions
- Openly admitting your mistakes and learning from them
- Using all available resources appropriately
- Challenging failures and poor practice courageously



LEADING EDGE

- Actively seeking out innovative practice
- Participate in new approaches & service development opportunities
- Share best practice with others
- Promote the Trust as a centre of excellence



MAXIMISING LEARNING & DEVELOPMENT

- Act as a role model for the development of others
- Continuing to challenge my own practice
- Fulfil my own statutory mandatory training requirements
- Actively support the development of others

INCLUDE FOR SENIOR POSTS (Band 8a or above) IF RELEVANT

Candidates who are shortlisted for interview will need to demonstrate at interview that they have the required competencies to be effective in this demanding leadership role. The competencies concerned are set out in the NHS Healthcare Leadership Model, details of which can be found at <http://www.leadershipacademy.nhs.uk/resources/healthcare-leadership-model>. Particular attention will be given to the following dimensions:

- Inspiring shared purpose
- Leading with care
- Evaluating information
- Connecting our service
- Sharing the vision
- Engaging the team
- Holding to account
- Developing capability
- Influencing for results.

NOTE:

Where educational/professional qualifications form part of the criteria you will be required, if shortlisted for interview, to produce original certificates, and one photocopy of same, issued by the appropriate authority. Only those certificates relevant to the shortlisting criteria should be produced. If educational certificates are not available an original letter and photocopy of same detailing examination results from your school or college will be accepted as an alternative.

If successful you will be required to produce documentary evidence that you are legally entitled to live and work in the United Kingdom. This documentation can be a P45, payslip, National Insurance Card or a birth certificate confirming birth in the United Kingdom or the Republic of Ireland. Failure to produce evidence will result in a non-appointment.

ESSENTIAL CRITERIA:

DESIRABLE CRITERIA:

BELFAST HEALTH AND SOCIAL SERVICES TRUST

JOB DESCRIPTION

TITLE:	Assistant Administrative Sector Manager (Social Services, Family and Child Care Services)
POST BAND:	5
LOCATION:	To be assigned.
REPORTS TO:	Administrative Sector Manager
RESPONSIBLE TO:	Assistant Administrative Services Manager

Job Summary

The post holder will be accountable to the Administrative Sector Manager/AASM for the management, development and operational delivery of an effective and efficient high quality administrative service for Social Services, Family and Childcare. He/She will contribute to specific components of workforce planning, quality improvements and provide clear leadership to all staff within their area of responsibility.

Setting Direction

- To assist the Administrative Sector Manager /AASM to ensure integration of new services strategies, objectives, policies and procedures within the service group area.
- To provide leadership to staff consistent with service and corporate objectives and ensure staff morale is maintained to a satisfactory level.
- To provide advice and expertise to professional colleagues and senior managers on operational issues relating to the administrative service.

Service Delivery

- To assist the Administrative Sector Manager/AASM in the harmonisation of all administrative policies and procedures within his/her area of responsibility.
- To promote a culture that focuses on the provision of a high quality, safe and effective administrative service that strives to improve service delivery.
- In conjunction with the Administrative Sector Manager/AASM ensure a consistent approach to governance, risk management and review of risk registers.

- To Assist the Administrative Sector Manager/AASM in implementing any standards, procedures, policies or protocols arising from audits or delegated statutory functions within his/her service group area.
- To implement performance management arrangements as delegated by the Administrative Sector Manager/AASM within his/her span of control.
- To be responsible for the efficient running of all I.T. Information Systems within his/her area of responsibility and participate in planned I.T. Developments.
- To be responsible for the timely execution of Case Conference Reports within agreed timescales.

Quality, Development and Innovation

- To promote a culture of learning and development and facilitate training and development of staff to ensure duties and responsibilities are performed.
- To assist the Administrative Sector Manager/AASM to undertake quality reviews/benchmarking in order to provide a high quality modernised administrative service.
- To provide leadership that enables effective team working, continuous improvement and innovation.
- To assist the Administrative Sector Manager to implement robust centralised filing systems within his/her area of responsibility.
- To assist the Administrative Sector Manager to implement relevant legislative and policy requirements relating to the delivery of administrative services.

Collaborative Working

- To develop key relationships with both internal and external stakeholders to ensure the delivery of person-centred care.
- To assist the Administrative Sector Manager/AASM in service reviews/projects relating to service provision.
- To work closely with training and development agencies to ensure an appropriately skilled administration workforce.

Communication and Information Management

- To communicate effectively and maintain productive working relationships amongst subordinate staff and with others.

- To collect, disseminate and validate information as delegated by the Administrative Sector Manager/AASM in areas relating to social services, Family and Child Care.
- To actively participate in management meetings to ensure the provision of a high quality administrative service.
- To communicate effectively with both internal and external stakeholders, outside bodies and statutory organisations on operational administrative matters.
- To assist the Administrative Sector Manager/AASM to establish, review and maintain effective information systems.
- To effectively communicate Trust/Regional objectives to the administrative, secretarial and clerical staff to which he/she has overall responsibility.
- To produce management reports/statistical information as and when required by the Administrative Sector Manager/AASM.

Finance and Resource Management

- To assist the Administrative Sector Manager/AASM to identify appropriate savings/investment for service delivery.
- To assist in the review of administration resources to ensure that financial accountability is in line with Trust and Directorate policies.
- In conjunction with the Administrative Sector Manager/AASM analyse budgetary reports and produce variance analysis reports.
- To be responsible for the control of petty cash, lodgements and regular maintenance payments in accordance with the Trust's financial procedures.
- To ensure value for money through effective stock control procedures.

People Management and Development

- In conjunction with the Administrative Sector Manager/AASM Systematically review the Directorate Management Plan and agree levels of service for which he/she is responsible, to ensure that each is consistent with achieving objectives and recommends changes where appropriate.
- To lead by example in practising the highest standard of conduct in accordance with Trust policies and the Code of Conduct for HPSS Managers.

- To delegate appropriate responsibility and authority to staff in order to ensure optimum and effective service delivery and decision-making, whilst retaining overall accountability and responsibility for outcomes.
- To participate in the Trust's Performance Review Scheme, reviewing, at least annually the performance of staff for whom he/she has responsibility and identifying training and development requirements.
- To take action where necessary on disciplinary matters in accordance with the Trust's disciplinary procedures and ensure full and consistent implementation of these procedures.
- To participate in the selection and recruitment of staff in accordance with the Trust's procedures.
- To promote the corporate value and culture of the organisation through the development and implementation of relevant policies and procedures and appropriate behaviour.
- Maintain good staff relationships and morale amongst the staff reporting to him/her in accordance with Trust procedures and best practice.
- To take responsibility for his/her own performance and take action to address identified personal development areas.
- To contribute as an effective member of the Administrative Management Team.
- Promote the Trust's policies on 'equality of opportunity' and 'good relations' through his/her own actions and ensure that these policies are adhered to by staff for whom he/she has responsibility.

General Responsibilities

- Employees of the Belfast Health and Social Care Trust are required to promote and support the mission and vision of the service for which they are responsible and:-
 - At all time provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner
 - Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them
 - Comply with the Trust's No Smoking Policy
 - Carry out their duties and responsibilities in compliance with health and safety policy and statutory regulations
 - Adhere to Equal Opportunities and Good Relations Policies throughout the course of their employment
 - Ensure the ongoing confidence of the public in service provision

- Participate in regular Performance and Development Reviews
- Ensure all policies and procedures relating to the Trust are implemented within areas of work

Records Management

Employees of the Trust are legally responsible for all records they hold, create or use as part of the business within the Trust including patient/client, corporate and administrative records whether paper-based or electronic and also including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environmental Information Regulations 2004 and the Data Protection Act 1998. All employees are required to be conversant with the Trust's policy and procedures on records management and to seek advice if in doubt.

This job description is subject to review in the light of changing circumstances and is not intended to be rigid and inflexible but should be regarded as providing guidelines within the individual's work. Other duties of a similar nature and appropriate to the grade may be assigned from time to time by the Administrative Services Manager.

Terms and Conditions

Full-Time/Job Share

The NHS terms and conditions (Agenda for Change) will apply to this post. Salary will be Band 5

In addition to 10 public holidays, the annual leave allowance will be as follows:-

- on appointment - 27 days
- After 5 years service - 29 days
- After 10 years service - 33 days

He/she may be required to travel throughout Northern Ireland, the United Kingdom, the Republic of Ireland, and elsewhere. The successful candidate should therefore have access to a form of transport that will permit them to meet the requirements of the post in full and be prepared to travel as required.

PERSONNEL SPECIFICATION

Assistant Administrative Sector Manager (Social Services, Family and Child Care Services)

ESSENTIAL CRITERIA

- Hold a 3rd level qualification in a business/management/administrative related field AND one year's administrative supervisory experience at Band 4

Or

- Have 5 years relevant administrative experience of which must include 2 years supervisory experience at Band 4
- Have excellent people management skills and show an ability to lead and take responsibility for the performance of a large team of administrative staff

The successful applicant must be able to demonstrate

- Excellent interpersonal skills –ability to communicate fluently and effectively both in writing and orally with members of the public and all grades of staff
- Ability to use initiative and work efficiently and effectively under pressure
- Logical approach to problem solving
- Proficiency in the use of Microsoft Office Applications and other customised computerised packages
- Ability to be flexible and adaptable when working in a changing environment
- Good organisational, decision making and time management skills
- Ability to work as part of a management team and be a 'team player'
- Hold a current full driving licence valid in the UK with access to a car. This criteria will be waived in the case of an applicant whose disability prohibits driving but who is able to organise suitable alternate arrangements



JOB DESCRIPTION

POST:	Social Care Payments Manager
LOCATION:	To be confirmed
GRADE:	Band 5
REPORTS TO:	Assistant Administrative Services Manager (AASM)
RESPONSIBLE TO:	Assistant Administrative Services Manager (AASM)

JOB SUMMARY / MAIN PURPOSE:

The post holder will be accountable to the AASM for the management, development and operational delivery of an effective and efficient high quality financial and administrative service for Children's Community Services (CCS).

He/she will work with professional staff, managers and other internal and external departments to ensure a highly controlled financial payments service is provided for CCS and provides clear leadership to all staff within their area of responsibility.

Main Duties / Responsibilities

Setting Direction

1. To assist the AASM to ensure integration of new services strategies, objectives, policies and procedures within the service group area.
2. To provide leadership to staff consistent with service and corporate objectives and ensure staff morale is maintained to a satisfactory level.
3. To apply specialist knowledge and expertise to give advice to professional colleagues, senior managers and administration staff in relation to adoption allowances, fostering payments, leaving and aftercare and other Social Care payments.
4. To demonstrate the ability to work on his or her own initiative and make decisions appropriate to the level of the post within the organisation.
5. To formulate financial procedures to ensure the Social Care Payments Team provide an effective service to Children's Community Services and to review and update these as appropriate.

Service Delivery

6. Ensure accurate and timely Social Care payments in accordance with accepted financial principles and practice and as required by the HSC Board, BSO Payments and Retained Finance and regularly review these procedures.
7. To assist the AASM in the harmonisation of all administrative policies and procedures within his/her area of responsibility.
8. To promote a culture that focuses on the provision of a high quality, safe and effective administrative and financial service that strives to improve service delivery.
9. To ensure adoption allowance assessments are carried out accurately and in line with legislation and regional procedures and contribute to the HSC Board's review of regional adoption allowance procedures.
10. In conjunction with the AASM ensure a consistent approach to governance, risk management and review of risk registers in relation to approved risks within the SCPT.
11. Manage, monitor and report overpayments of Social Care payments in conjunction with senior professional staff, BSO Income and Retained Finance.
12. In conjunction with the AASM ensure all recommendations arising from audits and delegated statutory functions are developed and implemented within the Social Care Payments Team.
13. To implement performance management arrangements as delegated by the AASM within his/her span of control.
14. To be responsible for the efficient running of all I.T. and Information Systems within his/her area of responsibility and system administrator of Trojan Childcare Payments System and participate in planned I.T. Developments.

Quality, Development and Innovation

15. To assist the Directorate in the adaptation and design of information systems to meet the specification of the Social Care Payments Team. Providing specialist knowledge to develop, test, implement and maintain an information system.
16. To promote a culture of learning and development and facilitate training and development of staff to ensure duties and responsibilities are performed to a high level.
17. To implement relevant legislative and policy requirements relating to the delivery of social care payments and administrative services within his/her area of control.
18. To assist the AASM to undertake quality reviews/benchmarking in order to provide a high quality modernised administrative service.
19. To provide leadership that enables effective team working, continuous improvement and innovation.
20. To assist the Administrative Sector Manager to implement robust centralised filing systems within his/her area of responsibility.
21. To assist the AASM to implement relevant legislative and policy requirements relating to the delivery of administrative services.

Collaborative Working

22. To develop key relationships with both internal and external stakeholders to ensure the delivery of person-centred care.
23. To work closely with professional staff on payments and recoupment of overpayments some of which are highly complex cases.
24. To carry out complex calculations for senior managers in relation to payments, overpayments, arrears and financial projections for Social Care payments.
25. To assist the AASM in service reviews/projects relating to service provision.
26. To work closely with training and development agencies to ensure an appropriately skilled administration workforce.

Communication and Information Management

27. To communicate effectively with clients about their payments and provide support and advice to junior staff who encounter difficult telephone calls.
28. To act as liaison between professional staff and Social Care debtors.
29. To communicate effectively and maintain productive working relationships amongst junior staff and with others.
30. To collect, disseminate and validate information as required by the AASM in areas relating to Social Care payments.
31. To actively participate in management meetings to ensure the provision of a high quality finance and administrative service.
32. To communicate effectively with both internal and external stakeholders, outside bodies and statutory organisations
33. To assist the AASM to establish, review and maintain effective information systems.
34. To communicate effectively Trust/Regional objectives to the staff to which he/she has overall responsibility.
35. To produce management reports/statistical information as and when required by the AASM or other senior managers.

Finance and Resource Management

36. To ensure all payments are made in line with the Trust's Authorisation Framework and financial procedures and controls are in place to ensure accuracy of payments.
37. To assist the AASM to identify appropriate savings/investment for service delivery.
38. To assist in the review of administration resources to ensure that financial accountability is in line with Trust and Directorate policies.

39. To ensure value for money through effective commissioning and requisitioning of goods and services and effective stock control in the Social Care Payments Team.

People Management and Development

40. In conjunction with the AASM systematically review the Directorate Management Plan and agree levels of service for which he/she is responsible, to ensure that each is consistent with achieving objectives and recommends changes where appropriate.
41. To lead by example in practising the highest standard of conduct in accordance with Trust policies and the Code of Conduct for HPSS Managers.
42. To delegate appropriate responsibility and authority to staff in order to ensure optimum and effective service delivery and decision-making, whilst retaining overall accountability and responsibility for outcomes.
43. To participate in the Trust's Performance Review Scheme, reviewing, at least annually the performance of staff for whom he/she has responsibility and identifying training and development requirements.
44. To take action where necessary on disciplinary matters in accordance with the Trust's disciplinary procedures and ensure full and consistent implementation of these procedures.
45. To participate in the selection and recruitment of staff in accordance with the Trust's procedures.
46. To promote the corporate value and culture of the organisation through the development and implementation of relevant policies and procedures and appropriate behaviour.
47. Maintain good staff relationships and morale amongst the staff reporting to him/her in accordance with Trust procedures and best practice.
48. To take responsibility for his/her own performance and take action to address identified personal development areas.
49. To contribute as an effective member of the Administrative Management Team.
50. Promote the Trust's policies on 'equality of opportunity' and 'good relations' through his/her own actions and ensure that these policies are adhered to by staff for whom he/she has responsibility.

General Responsibilities

Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible and:

- At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
- Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.
-
- Comply with the Trust's Smoke Free Policy.
- Carry out their duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.
- Adhere to Equality and Good Relations duties throughout the course of their employment.
- Ensure the ongoing confidence of the public in-service provision.
- Maintain high standards of personal accountability.
- Comply with the HPSS Code of Conduct.

Records Management

All employees of Belfast Health & Social Care Trust are legally responsible for all records held, created or used as part of their business within the Belfast Health and Social Care Trust, including patient/client, corporate and administrative records whether paper based or electronic and also including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulations 2004 and Data Protection Act 1998. Employees are required to be conversant with the Belfast Health and Social Care Trust policy and procedure on records management and to seek advice if in doubt.

Environmental Cleaning Strategy

The Trusts Environmental Cleaning Strategy recognizes the key principle that "Cleanliness matters is everyone's responsibility, not just the cleaners" Whilst there are staff employed who are responsible for cleaning services, all Trust staff have a responsibility to ensure a clean, comfortable, safe environment for patients, clients, residents, visitors, staff and members of the general public.

Infection Prevention and Control

The Belfast Trust is committed to reducing Healthcare associated infections (HCAIs) and all staff have a part to play in making this happen. Staff must comply with all policies in relation to Infection Prevention and Control and with ongoing reduction strategies. Standard Infection Prevention and Control Precautions must be used at all times to ensure the safety of patients and staff.

This includes-

- Cleaning hands either with soap and water or a hand sanitiser at the appropriate times (WHO '5 moments');
- Using the correct '7 step' hand hygiene technique;
- Being 'bare below the elbows' when in a clinical environment;
- Following Trust policies and the Regional Infection Control Manual (found on intranet);
- Wearing the correct Personal Protective Equipment (PPE);
- Ensuring correct handling and disposal of waste (including sharps) and laundry;
- Ensuring all medical devices (equipment) are decontaminated appropriately i.e. cleaned, disinfected and/or sterilised;
- Ensuring compliance with High Impact Interventions.

Values:

The Belfast Trust aims to recruit staff not only with the right skills but also with the right values to ensure the delivery of excellent patient care and experience. Staff will be expected to be committed to provide safe, effective, compassionate and person centred care by:-

- Treating Everyone with Dignity and Respect
- Displaying Openness and Trust
- Being Accountable
- Being Leading Edge
- Maximising Learning and Development

By embedding the above values, we will make a significant contribution to the delivery of the Trust's Vision.

Personal Public Involvement

Staff members are expected to involve patients, clients, carers and the wider community where relevant, in developing, planning and delivering our services in a meaningful and effective way, as part of the Trust's ongoing commitment to Personal Public Involvement (PPI).

Please use the link below to access the PPI standards leaflet for further information.

http://www.publichealth.hscni.net/sites/default/files/PPI_leaflet.pdf

Clause: This job description is not meant to be definitive and may be amended to meet the changing needs of the Belfast Health and Social Care Trust.



Belfast Health and Social Care Trust

caring supporting improving together

PERSONNEL SPECIFICATION

JOB TITLE AND BAND

LOCATION:

DEPARTMENT / DIRECTORATE

Family and Child Care Programme
Children's Community Services

Notes to applicants:

1. You must clearly demonstrate on your application form under each question, how you meet the required criteria as failure to do so may result in you not being shortlisted. You should clearly demonstrate this for both the essential and desirable criteria.
2. Shortlisting will be carried out on the basis of the essential criteria set out in Section 1 below, using the information provided by you on your application form. Please note the Trust reserves the right to use any desirable criteria outlined in Section 3 at shortlisting. You must clearly demonstrate on your application form how you meet the desirable criteria.
3. Proof of qualifications and/or professional registration will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.

ESSENTIAL CRITERIA		
<p>SECTION 1: The following are ESSENTIAL criteria which will initially be measured at shortlisting stage although may also be further explored during the interview/selection stage. You should therefore make it clear on your application form whether or not you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.</p>		
Factor	Criteria	Method of Assessment
Qualifications & Experience	<p>Candidates must have one of the following qualifications or equivalent:</p> <ul style="list-style-type: none"> • BTEC Higher National Diploma (Business) • A finance related degree • Institute of Accounting technicians qualification • Part qualified up to intermediate stage with one of the CCAB bodies <p><u>And</u> Two years Financial experience at Band 4 <u>Or</u> Five GCSE' Grades A-C (or equivalent) to include Maths/Accounts and English Language and four years Finance experience.</p>	Application Form/Shortlisting

Knowledge	<ul style="list-style-type: none"> • Knowledge of computer systems, particularly Financial management systems. • Knowledge of Word Processing and Spreadsheet packages. • Knowledge of Health and Social Care services. • Knowledge and experience of sound accounting practices and procedures. 	Shortlisting by Application Form
Skills & Aptitudes	<ul style="list-style-type: none"> • Good communication skills. • Ability to use own initiative. • Ability to plan workload within SCPT, defining objectives, achieving deadlines and implementing action plans etc. • Ability to manage staff. • Ability to develop good working relationships with all stakeholders within and external to the Trust. • Needs to hold a current Driving Licence and have access to a car. (This criteria will be waived in the case of an applicant whose disability prohibits driving but who is able to organise suitable alternative). 	Application, Shortlisting and Interview
SECTION 2: The following are ESSENTIAL criteria which will be measured during the interview/ selection stage:		
Skills / Abilities	<i>Manager should insert relevant criteria Ideally no more than 6-8 criteria in this section</i>	Interview / Test
Knowledge		Interview / Test

DESIRABLE CRITERIA		
SECTION 3: these will ONLY be used where it is necessary to introduce additional job related criteria to ensure files are manageable. You should therefore make it clear on your application form how you meet these criteria. Failure to do so may result in you not being shortlisted		
Factor	Criteria	Method of Assessment
Experience	<i>At least 1 years experience of working with complex financial systems.</i>	Shortlisting by Application Form
Qualifications	<i>Include equivalencies where necessary</i>	Shortlisting by Application Form

* Values Based Recruitment is a process adopted by the Belfast Trust to attract and select employees on the basis that their individual values and behaviours align with those of the Trust and incorporating the Healthcare Leadership Model.

It focuses on the 'how' and 'why' people do what they do.

Candidates who are short-listed for interview will need to demonstrate at interview that they have the required knowledge, skills, competencies and values to be effective in this new role.

In answering the value-based questions, you have the opportunity to share examples of when you have demonstrated values relevant to the Belfast Trust.

Belfast HSC Trust Values

Whilst employees will be expected to portray all the values, particular attention is drawn to the following values for this role:



Working together



Excellence



Openness & Honesty



Compassion

The HSC Values are:

- Working together
- Excellence
- Openness and Honesty
- Compassion

Working together

We work together for the best outcome for people we care for and support.

We work across Health and Social Care and with other external organisations, and agencies, recognising that leadership is the responsibility of all.

Excellence

We commit to being the best we can be in our work, aiming to improve and develop services to achieve positive changes.

We deliver safe, high quality, compassionate care and support.

Openness and Honesty

We are open and honest with each other and act with integrity and candour.

Compassion

We are sensitive, caring, respectful and understanding towards those we care for and support and our colleagues.

We listen carefully to others to better understand and take action to help them and ourselves.

NOTE:

Where educational/professional qualifications form part of the criteria you will be required, if shortlisted for interview, to produce original certificates, and one photocopy of same, issued by the appropriate authority. Only those certificates relevant to the shortlisting criteria should be produced. If educational certificates are not available an original letter and photocopy of same detailing examination results from your school or college will be accepted as an alternative.

If successful, you will be required to produce documentary evidence that you are legally entitled to live and work in the United Kingdom. This documentation can be a P45, pay slip, National Insurance Card or a birth certificate confirming birth in the United Kingdom or the Republic of Ireland. Failure to produce evidence will result in a non-appointment.

BELFAST HEALTH & SOCIAL CARE TRUST

JOB DESCRIPTION

POST: General Administrative Assistant (G.A.A.)

BAND: 4

LOCATION:

RESPONSIBLE TO: Assistant Administration Sector Manager

REPORTS TO: Administration Sector Manager

BASIC FUNCTION:

The GAA will work as an integral part of the Administrative management team and will be responsible for assisting in the provision of all Administrative Services within the Social & Primary Care Directorate. This will include the supervision and co-ordination of the administrative staff across the designated FCC teams, with the GAA required to provide clear leadership and support to all staff within their area of responsibility.

PRINCIPAL DUTIES:

Setting Direction:

- To work with the Assistant Administrative Sector Manager (AASM) to ensure integration of new services' strategies, objectives, policies and procedures within the service group area.
- To provide leadership to staff within their area of responsibility, consistent with service and corporate objectives and ensure staff morale is maintained to a satisfactory level.
- To provide advice and expertise to professional colleagues and senior managers on operational issues relating to the administrative service.

Administration:

The post holder will be responsible for all matters pertaining to administration to include:

- Organisation of Administrative Services support to professional teams to which a administrative service is provided.
- Supervision & management of staff.

- Ensure staff cover and the monitoring of administrative support within areas of responsibility.
- Ensuring adherence and robust monitoring of the Trust's Absence Management Policy.

Service Delivery:

- To assist the AASM in the harmonisation of administrative policies and procedures within their area of responsibility.
- To promote a culture that focuses on the provision of a high quality, safe and effective administrative service that strives to improve service delivery.
- In conjunction with the AASM ensure a consistent approach to governance, risk management and review of risk registers.
- To assist the AASM in implementing any standards, procedures, policies or protocols arising from audits or delegated statutory functions within their service group area.
- Attend and participate in meetings regarding service provision as and when required.

Quality, Development and Innovation:

- To provide leadership to staff that enables effective team working, continuous improvement and innovation.
- To assist the AASM in implementing / maintaining robust centralised filing systems within their area of responsibility.
- To participate in Change Management Programmes in order to bring about modernisation within areas of responsibility.

Communication and Information Management

- Ensuring management, updating and maintenance of all I.T. systems within areas of responsibility i.e. Adoption Information Management System, Financial Databases, PARIS and SOS CARE as necessary.
- Ensure staff adhere to the Trust's policies in the use of IT resources.

- Keep apprised of new technology and assess its potential as a resource for Family and Child Care services.
- Collection of statistical data to meet Directorate requirements across their area of responsibility.
- Organisation and collation of information that may be required for the DHSSP/Boards/Trust/teams as directed by AASM.

Finance and Resource Management:

- Supervision and control of petty cash handling procedures in line with agreed policy, to include regular maintenance, recoupments, safe checks, lodgements etc.
- To assist the AASM in identifying appropriate savings/investments in service delivery.

People Management and Development:

- To participate in the Trust's Performance Review Scheme and review, at least annually, the performance of staff for whom they have responsibility, identifying any training and development requirements.
- To take action where necessary on disciplinary matters in accordance with the Trust's disciplinary procedures, ensuring full and consistent implementation of these procedures.
- To participate in the selection and recruitment of staff in accordance with Trust procedures.
- Maintain good staff relationships and morale amongst the staff within area of responsibility in accordance with Trust procedures and best practice.
- GAA to take responsibility for their own performance and take any action necessary to address identified personal development areas.
- To contribute as an effective member of the Administrative Management Team.
- Promote Trust policies on 'equality of opportunity' and 'good relations' through example and ensure policies are adhered to by staff within area of responsibility.

General Responsibilities

Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible and:

- At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
- Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.
- Comply with the Trust's Smoke Free Policy.
- Carry out their duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.
- Adhere to Equality and Good Relations duties throughout the course of their employment.
- Ensure the ongoing confidence of the public in-service provision.
- Maintain high standards of personal accountability.
- Comply with the HPSS Code of Conduct.

Records Management

All employees of Belfast Health & Social Care Trust are legally responsible for all records held, created or used as part of their business within the Belfast Health and Social Care Trust, including patient/client, corporate and administrative records whether paper based or electronic and also including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulations 2004 and Data Protection Act 1998. Employees are required to be conversant with the Belfast Health and Social Care Trust policy and procedure on records management and to seek advice if in doubt.

Environmental Cleaning Strategy

The Trusts Environmental Cleaning Strategy recognizes the key principle that "Cleanliness matters is everyone's responsibility, not just the cleaners" Whilst there are staff employed who are responsible for cleaning services, all Trust staff have a responsibility to ensure a clean, comfortable, safe environment for patients, clients, residents, visitors, staff and members of the general public.

Infection Prevention and Control

The Belfast Trust is committed to reducing Healthcare associated infections (HCAs) and all staff have a part to play in making this happen. Staff must comply with all policies in relation to Infection Prevention and Control and with ongoing reduction strategies. Standard Infection Prevention and Control Precautions must be used at all times to ensure the safety of patients and staff. This includes:-

- Cleaning hands either with soap and water or a hand sanitiser at the appropriate times (WHO '5 moments');
- Using the correct '7 step' hand hygiene technique;
- Being 'bare below the elbows' when in a clinical environment;
- Following Trust policies and the Regional Infection Control Manual (found on intranet);
- Wearing the correct Personal Protective Equipment (PPE);
- Ensuring correct handling and disposal of waste (including sharps) and laundry;
- Ensuring all medical devices (equipment) are decontaminated appropriately ie cleaned, disinfected and/or sterilised;
- Ensuring compliance with High Impact Interventions.

Clause: ***This job description is not meant to be definitive and may be amended to meet the changing needs of the Belfast Health and Social Care Trust.***

PERSONNEL SPECIFICATION

POST: General Administrative Assistant (GAA)

BAND: Band 4

LOCATION: 33 Wellington Park

ESSENTIAL CRITERIA:

1. 4GCSE's at Grade A-C (including English Language) and 2 years administration experience

OR

NVQ Level 2 in administration and 2 years administration experience

OR

3 years administration experience

2. One years experience of supervising/managing staff.

Desirable Criteria:

1. Excellent communications skills both verbal and written
2. Experience of compiling clear and accurate letters, reports, documents, also collating information for invoicing and making payments
3. Ability to develop credible working relationships with internal and external users of the service
4. Good organisational skills, including the ability to manage own time, meet deadlines and plan effectively
5. Experience in record management
6. Ability to work on own initiative and show a flexible approach to the job
7. Current full driving licence and access to a car on appointment

Candidates should demonstrate clearly on their application form how they meet the essential and desirable criteria.



**Belfast Health and
Social Care Trust**

PERSONNEL SPECIFICATION

POST: Full – time Personal Secretary/Minute Taker,
Band: 4
LOCATION: Beech Hall H & WBC, 21 Andersonstown Road,
Belfast BT11 9AF

ESSENTIAL CRITERIA:

1. 4 GCSE's (Grade A – C) to include English Language or equivalent qualifications

OR

One year's clerical experience.

OR

NVQ Level II Administration.

2. OCR/RSA Stage 2 Word Processing (Parts 1& 2) or equivalent qualification.

3. 60wpm shorthand or *extensive minute taking experience.

*We would consider extensive to mean minuting meetings daily/weekly.

Candidates may be required to sit a minute taking test as part of the selection process.

Successful candidates may be required to work towards obtaining a certificate in shorthand at a speed of 80 wpm, which will be supported by the Trust.

4. Knowledge of Microsoft Word, Excel, Access, Power Point and Outlook programmes.

Applicants should demonstrate how they meet the essential criteria on their application form.

Desirable Criteria

1. Stage 1 Audio Transcription or 6 months audio experience.
2. The ability to communicate effectively both verbally and in writing with a variety of people.
3. Ability to prioritise work and respond effectively with demanding deadlines.
4. Pleasant personality and ability to operate as part of a team.
5. Ability to use own initiative.



Belfast Health and
Social Care Trust

JOB DESCRIPTION

TITLE: Personal Secretary/GAA
LOCATION: Fairview
BAND: 4
RESPONSIBLE TO: Assistant Administrative Service Manager
REPORTS TO: Assistant Admin Services Manager

JOB SUMMARY/MAIN PURPOSE

The Personal Secretary/GAA will work to the designated manager(s), providing effective, efficient and confidential supervisory, secretarial and administrative support. This will include diary management, dictation, minute taking, supervision of staff, if required, file maintenance and the preparation of papers, reports, briefings etc.

They will also provide leadership to staff within their area of responsibility, consistent with service and corporate objectives and ensure staff morale is maintained to a satisfactory level with their team.

PRINCIPAL DUTIES

Administration

The post holder will be responsible for all matters pertaining to administration to include:

- Organisation of Administrative Services support to professional senior management team.
- Supervision & management of staff if required.
- Providing full secretarial and minute taking support to senior management team.
- To act as minute taker/note taker at meetings as and when required. This will include issuing of invitations, liaison with participants, collation of

information and completion of agenda, taking of minutes/notes and circulation of same.

- Provision of secretarial and minute/note taking support to senior management team as and when necessary.
- To undertake diary management duties, both electronic and manual on behalf of senior management.
- General drafting and typing of all correspondence, minutes, letters, memos, confidential reports etc.
- To act as a point of contact on behalf of manager for all forms of communication between internal and external stakeholders in a polite, timely and efficient manner and to make judgements in assessing and resolving various issues via email or telephone.
- Maintenance of filing systems relating to manager and ensuring security of same.
- Compilation of Power Point Presentations, as and when necessary.
- Ensuring adherence and robust monitoring of the Trust's Absence Management Policy.

Managerial Direction:

- To work with the Assistant Administrative Sector Manager to ensure integration of new services, strategies, objectives, policies and procedures within the service group area.
- Provide/ensure cover for colleagues during periods of annual and sick leave.

Service Delivery:

- To assist the AASM in the harmonisation of administrative policies and procedures within their area of responsibility.
- Attend and participate in meetings regarding services provision as and when required.

Quality, Development and Innovation:

- To ensure effective team working, continuous improvement and

innovation.

- To ensure the implementation and maintenance of robust centralised filing systems within their area of responsibility.
- To provide leadership to staff that enables effective team working, continuous improvement and innovation.
- To participate in Change Management Programmes in order to bring about modernisation within areas of responsibility.

Communication and Information Management

- Develop and maintain effective working relationships and appropriate communication with internal and external bodies.
- Maintain both electronic/manual diaries as necessary, utilising Outlook.
- Effectively deal with telephone calls received to the service, exercising judgement on queries and enquiries, ensuring any follow up and resolving any problems, as appropriate.
- Initiate, plan and organise activities/meetings and book venues on behalf of senior management to include invites, programmes, agendas, arranging catering where applicable etc.
- Plan and organise events on behalf of manager e.g. away days, conferences and training.
- Liaise with other disciplines, outside agencies and departments in a helpful and professional manner on behalf of manager to assist in the provision of service.
- Ensuring the management, updating and maintenance of all systems to ensure effectiveness and security of information.
- Keep apprised of new technology and assess its potential as a resource for Family and Child Care services.
- Participate in team meetings, identify administrative problems/improvements to procedures/systems to adapt to changing workload demands.
- Ensure staff adhere to the Trust's policies in the use of IT resources.
- Collection of statistical data to meet Directorate requirements across their area of responsibility.

Training and Development:

- Ensure familiarisation with all policies and procedures within the Induction Pack.
- To attend mandatory training as required.
- Identify and undertake further training and development, if required for their role and in order to meet the changing needs of the organisation.
- To contribute as an effective member of the management team.
- Promote Trust policies on 'equality of opportunity' and 'good relations' through example.

Finance and Resource Management:

- Supervision and control of petty cash handling procedures in line with agreed policy, to include regular maintenance, recoupments, safe checks, lodgements etc if required.

People Management and Development:

- To participate in the Trust's Performance Review Scheme and review, at least annually, the performance of staff for whom they have responsibility, identifying any training and development requirements.
- To take action where necessary on disciplinary matters in accordance with the Trust's disciplinary procedures, ensuring full and consistent implementation of these procedures.
- To participate in the selection and recruitment of staff in accordance with Trust procedures.
- Maintain good staff relationships and morale amongst the staff within area of responsibility in accordance with Trust procedures and best practice.
- PS/MT/GAA to take responsibility for their own performance and take any action necessary to address identified personal development areas.

- To contribute as an effective member of the Administrative Management Team.
- Promote Trust policies on 'equality of opportunity' and 'good relations' through example and ensure policies are adhered to by staff within area of responsibility.

General Responsibilities:

Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible and:

At all times provide a caring service and to treat those with whom they come into contact, in a courteous and respectful manner.

Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.

Comply with the Trust's Smoke Free Policy.

Carry out their duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.

Adhere to Equality and Good Relations duties throughout the course of their employment.

Ensure the on-going confidence of the public in-service provision.

Maintain high standards of personal accountability.

Comply with the HPSS Code of Conduct.

Records Management

Used as part of their business with the Belfast Health and Social Care Trust, including patient/client, corporate and administrative records whether paper based or electronic and also including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulation 2004 and Data Protection Act 1998. Employees are required to be conversant with the Belfast Health and Social Care Trust policy and procedure on records management and to seek advice if in doubt.

Environmental Cleaning Strategy.

The Trusts Environmental Cleaning Strategy recognizes the key principle that “Cleanliness matters is everyone’s responsibility, not just the cleaners” Whilst there are staff employed who are responsible for cleaning services, all Trust staff have a responsibility to ensure a clean, comfortable, safe environment for patients, clients, residents, visitors, staff and members of the general public.

Infection Prevention and Control

The Belfast Trust is committed to reducing Healthcare associated infections (HCAIs) and all staff have a part to play in making this happen. Staff must comply with all policies in relation to Infection Prevention and Control and with on-going reduction strategies. Standard Infection Prevention and Control Precautions must be used at all times to ensure the safety of patients and staff. This includes:-

- Cleaning hands either with soap and water or a hand sanitiser at the appropriate times (WHO ‘5 moments’)
- Using the correct ‘7 step’ hand hygiene technique
- Being ‘bare below the elbows’ when in a clinical environment
- Following Trust policies and the Regional Infection Control Manual (found on intranet);
- Wearing the correct Personal Protective Equipment (PPE)
- Ensuring correct handling and disposal of waste (including sharps) and laundry
- Ensuring all medical devices (equipment) are decontaminated appropriately i.e. cleaned, disinfected and/or sterilised
- Ensuring compliance with High Impact Interventions.

This job description is not meant to be definitive and may be amended to meet the changing needs of the Belfast Health and Social Care Trust.



Belfast Health and Social Care Trust

JOB DESCRIPTION

TITLE: PERSONAL SECRETARY – EARLY YEARS

BAND: 3

LOCATION: To be confirmed.

REPORTS TO: ASSISTANT ADMIN SECTOR MANAGER

RESPONSIBLE TO: ADMINISTRATION SERVICES MANAGER

JOB SUMMARY/MAIN PURPOSE: To provide efficient and effective administrative and secretarial support to the PSW and Early Years service.

INFORMATION TECHNOLOGY

- Make full use of the IT systems available to produce work of a consistently high standard to include email
- Be proficient with the Excel, Access and Word packages

SUPERVISORY

- Supervision & management of admin staff to involve direct supervision, team meetings, PCP/PDP's.
- Ensure staff cover & the monitoring of administrative support within areas of responsibility.
- Ensuring adherence and robust monitoring of the Trust's Absence Management Policy.
- Completion of HRPTS, to include recording of sick leave, e-recruitment etc.
- Completion of HRPTS, to include recording of sick leave, e-recruitment etc
- Ensuring adherence to all relevant policies and procedures

CUSTOMER SERVICE

- Receive telephone calls, deal with enquiries and co ordinate information in an efficient, courteous and friendly manner
- Ensure quality standards are adhered to in all aspects of this employment

ADMINISTRATION

- Organise and provide note taking at meetings
- Maintain filing system
- Circulate invitations, agendas and distribution of minutes/records of meetings.
- Deal with internal and external mail in a timely and efficient manner
- Typing of correspondence, minutes, letters, memos and confidential reports etc
- Use scanners, photocopiers, shredders etc and ensure faults are reported when necessary
- Switchboard/Reception cover
- Any other duties as and when required

COMMUNICATION

- Maintain PSW diary, both electronic and manual as necessary.
- Organise meetings, book venues, etc.
- Make and receive telephone calls and take appropriate action
- Liaise with other disciplines, outside agencies and departments in a helpful and professional manner to assist in the provision of service

TRAINING

- Attend all mandatory training as required

- Undertake further training if required in order to meet the changing needs of the organisation.

OTHER DUTIES

- Any other duties

General Responsibilities

Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible and:

- At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
- Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.
- Comply with the Trust's Smoke Free Policy.
- Carry out their duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.
- Adhere to Equality and Good Relations duties throughout the course of their employment.
- Ensure the ongoing confidence of the public in-service provision.
- Maintain high standards of personal accountability.
 - Comply with the HPSS Code of Conduct.
 - Records Management

Used as part of their business with the Belfast Health and Social Care Trust, including patient/client, corporate and administrative records whether paper based or electronic and also including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulation 2004 and Data Protection Act 1998. Employees are required to be conversant with the Belfast Health and Social Care Trust policy and procedure on records management and to seek advice if in doubt.

Clause: This job description is not meant to be definitive and may be amended to meet the changing needs of the Belfast Health and Social Care Trust.

JOB SPECIFICATION

ESSENTIAL CRITERIA

1. Four GCSE's including English Language (Grades A – C) or equivalent
OR One years clerical experience.
OR NVQ Level II Administration
2. OCR Stage II Typing (Parts 1 & 2 to be stated on application form)
OR OCR Stage II Word Processing (Parts 1 & 2)
OR Equivalent
3. 60 wpm Shorthand **OR** suitable shorthand and minute taking experience. Successful candidates must be willing to work towards obtaining a certificate in shorthand at a speed of 80 wpm, which will be supported by the Trust **OR** have Stage 1 Audio Typing or demonstrate 6 months audio experience.
4. The ability to communicate effectively both verbally and in writing with a variety of people.
5. Ability to prioritise workload, respond effectively and meet demanding deadlines.

JOB DESCRIPTION

POST: PERSONAL SECRETARY

LOCATION: Leaving and After Care

BAND: 3

REPORTS TO: ASM

RESPONSIBLE TO: Assistant Administrative Services Manager

MAIN RESPONSIBILITIES:

INFORMATION TECHNOLOGY

- Make full use of the IT systems available to produce work of a consistently high standard to include email
- Be proficient with the Word package

CUSTOMER SERVICE

- Receive telephone calls, deal with enquiries and co ordinate information in an efficient, courteous and friendly manner
- Ensure quality standards are adhered to in all aspects of this employment

ADMINISTRATION

- Maintain PSW filing system(s)
- Circulate invitations to meetings
- Note taking at meetings as required.
- Deal with internal and external mail in a timely and efficient manner
- Typing of correspondence, minutes, letters, memos and confidential reports etc
- Use scanning, photocopiers, shredders etc and ensure faults are reported when necessary
- Switchboard/Reception cover

COMMUNICATION

- Maintain diary/diaries, both electronically and manual.
- Organise meetings/venues, using Outlook if required.

- Make and receive telephone calls and take appropriate action
- Liaise with other disciplines, outside agencies and departments in a helpful and professional manner to assist in the provision of service

TRAINING

- Attend mandatory training as required
- Undertake further training if required in order to meet the changing needs of the organisation.

OTHER DUTIES

- Any other duties

JOB SPECIFICATION

ESSENTIAL CRITERIA

1. Four GCSE's including English Language (Grades A – C) or equivalent
OR One years clerical experience.
OR NVQ Level II Administration
2. RSA Stage II Typing (Parts 1 & 2)
OR RSA Stage II Word (Parts 1 & 2)
OR Equivalent
3. Stage 1 Audio Transcription or 6 months audio experience.

General Responsibilities

Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible and:

- At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
- Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.
- Comply with the Trust's Smoke Free Policy.
- Carry out their duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.

- Adhere to Equality and Good Relations duties throughout the course of their employment.
- Ensure the ongoing confidence of the public in-service provision.
- Maintain high standards of personal accountability.
 - Comply with the HPSS Code of Conduct.

- Records Management

Used as part of their business with the Belfast Health and Social Care Trust, including patient/client, corporate and administrative records whether paper based or electronic and also including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulation 2004 and Data Protection Act 1998. Employees are required to be conversant with the Belfast Health and Social Care Trust policy and procedure on records management and to seek advice if in doubt.

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**Belfast Health and
Social Care Trust**

JOB DESCRIPTION

POST: PERSONAL SECRETARY (P/T)

LOCATION: Fostering Department

BAND: 3

REPORTS TO: ASAM

RESPONSIBLE TO: Senior Administrative Services Officer

MAIN RESPONSIBILITIES:

INFORMATION TECHNOLOGY

- Make full use of the IT systems available to produce work of a consistently high standard to include email
- Be proficient with the Word package

CUSTOMER SERVICE

- Receive telephone calls, deal with enquiries and co ordinate information in an efficient, courteous and friendly manner
- Ensure quality standards are adhered to in all aspects of this employment

ADMINISTRATION

- Maintain PSW filing system(s)
- Circulate invitations to meetings
- Minute/note take at Fostering panels and circulate minutes
- Deal with internal and external mail in a timely and efficient manner
- Typing of correspondence, letters, memos and confidential reports etc
- Use of photocopiers, scanners, shredders etc and ensure faults are reported when necessary
- Switchboard/Reception cover
- Any other duties

COMMUNICATION

- Maintain diary
- Organise meetings/venues.

- Make and receive telephone calls and take appropriate action
- Liaise with other disciplines, outside agencies and departments in a helpful and professional manner to assist in the provision of service

TRAINING

- Attend mandatory training as required
- Undertake further training if required in order to meet the changing needs of the organisation.

OTHER DUTIES

- Any other duties

JOB SPECIFICATION

ESSENTIAL CRITERIA

1. Four GCSE's including English Language (Grades A – C) or equivalent
OR One years clerical experience.
OR NVQ Level II Administration
2. RSA Stage II Typing (Parts 1 & 2)
OR RSA Stage II Word (Parts 1 & 2)
OR Equivalent

General Responsibilities

Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible and:

- At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
- Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.
- Comply with the Trust's Smoke Free Policy.
- Carry out their duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.
- Adhere to Equality and Good Relations duties throughout the course of their employment.
- Ensure the ongoing confidence of the public in-service provision.

- Maintain high standards of personal accountability.
- Comply with the HPSS Code of Conduct.
- Records Management

Used as part of their business with the Belfast Health and Social Care Trust, including patient/client, corporate and administrative records whether paper based or electronic and also including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulation 2004 and Data Protection Act 1998. Employees are required to be conversant with the Belfast Health and Social Care Trust policy and procedure on records management and to seek advice if in doubt.

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Belfast Health and Social Care Trust

JOB DESCRIPTION

Post:	Part-time Personal Secretary (Band 3)
Hours:	Monday to Friday 9.00 – 3.30
Location:	Children with Disabilities
Reports to:	G.A.A.
Responsible to:	Admin Services Manager
Function of Post:	To provide an efficient and effective secretarial support to the Principal Social Worker.

JOB SUMMARY

The post holder will be required to provide an efficient secretarial support to the Principal Social Workers for Children's Disabilities team.

MAIN DUTIES/RESPONSIBILITIES:

INFORMATION TECHNOLOGY

- Make full use of the IT systems available to produce work of a consistently high standard
- Be proficient with the use of excel, access, power point and word packages

CUSTOMER SERVICE

- Receive and make telephone calls, deal with enquiries and co ordinate information in an efficient, courteous and friendly manner
- Ensure quality standards are adhered to in all aspects of employment

ADMINISTRATION

- Diary management to include Outlook diary
- Typing of correspondence, minutes, letters, memos and confidential reports, Power Point presentations, spreadsheets etc to designated timescales.
- Deal with internal and external mail in a timely and efficient manner.
- Collation and timely distribution of all statistics as required, ensuring integrity of all information provided.
- Filing of all letters, memos and reports etc on a daily basis.

- Note taking at meetings etc as and when necessary.
- Efficient organisation and maintenance of record and information systems and back-up systems utilised to ensure up to date information is recorded both electronically and on files, index cards etc.
- Administration and recording of financial documentation.
- Preparation and collation of statistical information when required.
- Photocopying and faxing as required in accordance with Trust protocols.
- Provide cover for Team Administrative Assistants to cope with workload variation and providing cover for switchboard/phones.
- Any other duties that may be required.

COMMUNICATION

- Liaise with other departments/disciplines and agencies e.g Finance, IT etc regarding administrative issues in a helpful and professional manner to assist in the provision of the service
- Participate in team meetings, identify administrative problems/improvements to methods/systems to cope with increasing workload demands

TRAINING

- Familiarisation of all policies and protocols contained within the Induction Pack.
- Attend all mandatory training as required.
- Undertake further training, if required, in order to meet the changing needs of the organisation.

General Responsibilities

Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible and:

- At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
- Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.
- Comply with the Trust's Smoke Free Policy.
- Carry out their duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.
- Adhere to Equality and Good Relations duties throughout the course of their employment.
- Ensure the ongoing confidence of the public in-service provision.
- Maintain high standards of personal accountability.
- Comply with the HPSS Code of Conduct.

Records Management

All employees of Belfast Health & Social Care Trust are legally responsible for all records held, created or used as part of their business within the Belfast Health and Social Care Trust, including patient/client, corporate and administrative records whether paper based or electronic and also including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulations 2004 and Data Protection Act 1998. Employees are required to be conversant with the Belfast Health and Social Care Trust policy and procedure on records management and to seek advice if in doubt.

Environmental Cleaning Strategy

The Trusts Environmental Cleaning Strategy recognizes the key principle that "Cleanliness matters is everyone's responsibility, not just the cleaners" Whilst there are staff employed who are responsible for cleaning services, all Trust staff have a responsibility to ensure a clean, comfortable, safe environment for patients, clients, residents, visitors, staff and members of the general public.

Infection Prevention and Control

The Belfast Trust is committed to reducing Healthcare associated infections (HCAs) and all staff have a part to play in making this happen. Staff must comply with all policies in relation to Infection Prevention and Control and with ongoing reduction strategies. Standard Infection Prevention and Control

Precautions must be used at all times to ensure the safety of patients and staff. This includes:-

- Cleaning hands either with soap and water or a hand sanitiser at the appropriate times (WHO '5 moments');
- Using the correct '7 step' hand hygiene technique;
- Being 'bare below the elbows' when in a clinical environment;
- Following Trust policies and the Regional Infection Control Manual (found on intranet);
- Wearing the correct Personal Protective Equipment (PPE);
- Ensuring correct handling and disposal of waste (including sharps) and laundry;
- Ensuring all medical devices (equipment) are decontaminated appropriately ie cleaned, disinfected and/or sterilised;
- Ensuring compliance with High Impact Interventions.

Clause: This job description is not meant to be definitive and may be amended to meet the changing needs of the Belfast Health and Social Care Trust.

PERSONNEL SPECIFICATION

PERSONAL SECRETARY BAND 3

ESSENTIAL CRITERIA

1. 4 GCSE's grades A-C including English Language or equivalent qualification and 1 year clerical experience

OR NVQ level 2 in Administration and 1 year clerical experience

OR 2 years clerical experience.
2. RSA/OCR Stage II Word Processing (Parts 1 & 2) or equivalent qualification.
3. Knowledge of Microsoft Word, Excel, Access, Power Point and Outlook programmes.

Applicants should demonstrate how they meet the essential criteria on their application form.

DESIRABLE CRITERIA

1. Stage 1 Audio Transcription or 6 months audio experience.
2. The ability to communicate effectively both verbally and in writing with a variety of people.
3. Ability to prioritise work and respond effectively with demanding deadlines.
4. Pleasant personality and ability to operate as part of a team.
5. Ability to use own initiative.



Belfast Health and
Social Care Trust

JOB DESCRIPTION

TITLE: TEAM SECRETARY
LOCATION: Regional Emergency Social Work Service
GRADE: 3
RESPONSIBLE TO: Admin Services Manager
REPORTS TO: GAA

JOB SUMMARY/MAIN PURPOSE

The Regional Emergency Social Work Service provides a social work service across the five Health and Social Care Trusts in Northern Ireland outside normal working hours. The post holder will be responsible for providing an efficient secretarial and administration support to the Service Manager and Team Leaders of the Regional Emergency Social Work Service.

MAIN DUTIES/RESPONSIBILITIES:

***Please note that this is an out of hours service which will/may require working/covering outside normal office hours including statutory holidays.*

INFORMATION TECHNOLOGY

- Be proficient with the MS Office Suite including Outlook, PowerPoint and Excel.
- Make full use of the IT systems available to produce work of a consistently high standard to include email.
- Maintain the RESWS databases
- Maintain current workforce contact details
- Maintain up to date RESWS staff training information
- Support RESWS managers in the use of HRPTS

CUSTOMER SERVICE

- Receive telephone calls, deal with enquiries and co ordinate information in an efficient, courteous and respectful manner
- Ensure quality standards are adhered to in all aspects of this employment

ADMINISTRATION

- Audio Typing and word processing
- Diary Management to include Outlook diary
- Note taking at meetings as and when required
- Typing, to include letters, reports, memos, forms, presentations, invitations (e.g. Service area meetings), minutes, untoward incidents etc. and circulation of correspondence to designated timescales
- Efficient organisation and maintenance of record information systems and backup systems to ensure up to date information is recorded
- Maintain filing systems, filing letters, memos, reports etc as required
- Set up and maintain a brought forward system.
- Setting up meetings using Outlook.
- Book venues
- Deal with internal and external mail in a timely and efficient manner to include email
- Assist in the collection, collation and production of statistical information on a daily, weekly and monthly basis in various formats as required.
- Administration and recording of financial documentation
- Use scanning machines, photocopiers and ensure faults are reported when necessary
- Photocopying and scanning as required in accordance with Trust protocols
- Switchboard/Reception cover
- Provide cover for Team Administrative Assistants to help cope with workload variation
- Assist with RESWS rota as required

COMMUNICATION

- Maintain managers' diaries.
- Organise meetings.
- Make and receive telephone calls and take appropriate action
- Liaise with other disciplines, outside agencies and departments in a helpful and professional manner to assist in the provision of service
- Liaise with departments within the five Health and Social Care Trusts in a professional manner to assist in the provision of service
- Participate in team meetings; identify administrative problems/improvements to methods/systems/protocols etc.

TRAINING

- Attend mandatory training as required.
- Undertake further training as required in order to meet the changing needs of the organisation and RESWS.

- Familiarisation of all policies and protocols contained within the Induction Pack.
- Training of Team Administrative Assistant staff during their induction period as and when necessary

OTHER DUTIES

- Any other duties that may be required to meet the needs of the service

General Responsibilities

Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible and:

- At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
- Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.
- Comply with the Trust's Smoke Free Policy.
- Carry out their duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.
- Adhere to Equality and Good Relations duties throughout the course of their employment.
- Ensure the ongoing confidence of the public in-service provision.
- Maintain high standards of personal accountability.
- Comply with the HPSS Code of Conduct.

Records Management

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Environmental Cleaning Strategy

The Trusts Environmental Cleaning Strategy recognizes the key principle that “Cleanliness matters is everyone’s responsibility, not just the cleaners” Whilst there are staff employed who are responsible for cleaning services, all Trust staff have a responsibility to ensure a clean, comfortable, safe environment for patients, clients, residents, visitors, staff and members of the general public.

Infection Prevention and Control

The Belfast Trust is committed to reducing Healthcare associated infections (HCAIs) and all staff have a part to play in making this happen. Staff must comply with all policies in relation to Infection Prevention and Control and with ongoing reduction strategies. Standard Infection Prevention and Control Precautions must be used at all times to ensure the safety of patients and staff. This includes:-

- Cleaning hands either with soap and water or a hand sanitiser at the appropriate times (WHO ‘5 moments’);
- Using the correct ‘7 step’ hand hygiene technique;
- Being ‘bare below the elbows’ when in a clinical environment;
- Following Trust policies and the Regional Infection Control Manual (found on intranet);
- Wearing the correct Personal Protective Equipment (PPE);
- Ensuring correct handling and disposal of waste (including sharps) and laundry;
- Ensuring all medical devices (equipment) are decontaminated appropriately ie cleaned, disinfected and/or sterilised;
- Ensuring compliance with High Impact Interventions.

“On occasions a specific location may be detailed within the Job Description & Specification, however, as and when considered necessary or appropriate, you may be required to transfer to or undertake other duties in any location specified by the Trust in order to meet fluctuations or priorities in work demands.”

Clause: ***This job description is not meant to be definitive and may be amended to meet the changing needs of the Belfast Health and Social Care Trust.***



Belfast Health and
Social Care Trust

ESSENTIAL CRITERIA:

1. 4 GCSE's (Grade A – C) to include English Language or equivalent qualifications

OR

One year's clerical experience.

OR

NVQ Level II Administration.

2. OCR Stage 2 Text Processing (part 1) + Stage 2 Word Processing/Typing (Part 2) or equivalent qualifications.

3. *Note taking experience.

4. Audio typing experience

*We would consider experience to mean daily/weekly use.

5. Knowledge of Microsoft Word, Excel, Access, PowerPoint and Outlook programmes

Applicants should demonstrate how they meet the essential criteria on their application form.

DESIRABLE CRITERIA:

1. Stage 1 Audio Transcription or 6 months audio experience.

2. The ability to communicate effectively both verbally and in writing with a variety of people.

3. Ability to prioritise work and respond effectively with demanding deadlines.

4. Pleasant personality and ability to operate as part of a team

5. Ability to use own initiative

PERSONNEL SPECIFICATION

PERSONAL SECRETARY BAND 3

ESSENTIAL CRITERIA

1. 4 GCSE's grades A-C including English Language or equivalent qualification and 1 year clerical experience

OR NVQ level 2 in Administration and 1 year clerical experience

OR 2 years clerical experience.
2. RSA/OCR Stage II Word Processing (Parts 1 & 2) or equivalent qualification

DESIRABLE CRITERIA

A pleasant personality and ability to operate as part of a team.

The ability to communicate effectively by phone and interpersonally.

Ability to use own initiative.

Flexible approach to work.

Good attendance record.

A working knowledge of Microsoft Office Applications.

Belfast Health and Social Care Trust

JOB DESCRIPTION

Post:	Personal Secretary (Band 3)
Location:	Adoption Service
Reports to:	GAA
Responsible to:	Assistant Administrative Services Manager
Function of Post:	To provide an efficient and effective secretarial and minute taking support for the Adoption Service.

JOB SUMMARY

The post holder will be accountable to the General Administrative Assistant and will be required to provide an efficient secretarial support to the Principal Social Worker for Adoption Service while also providing minute taking and administrative support to the Adoption Panels.

MAIN DUTIES/RESPONSIBILITIES:

INFORMATION TECHNOLOGY

- Make full use of the IT systems available to produce work of a consistently high standard.
- Be proficient with the use of excel, access, power point and word packages.

CUSTOMER SERVICE

- Receive and make telephone calls, deal with enquiries and co ordinate information in an efficient, courteous and friendly manner
- Ensure quality standards are adhered to in all aspects of employment
- Ensure a high quality administrative service is provided to both external and internal stakeholders at all times.
- Promote a good image of the Trust at all times.

ADMINISTRATION

- Diary management to include Outlook diary.
- To arrange meetings, panels, conferences and book venues as appropriate on behalf of the Adoption Team.
- Preparation of Adoption Panel files to ensure the information is accurately presented.
- Typing of correspondence, agendas, letters, memos, confidential reports,

- Power Point presentations, spread sheets etc.
- Provide minute- taking support to Adoption Panel ensuring an accurate recording of panel minutes.
 - Ensure panel minutes are circulated and presented within the set timescales.
 - To facilitate Audio typing as required.
 - Circulation of correspondence, to include letters, reports and forms to designated timescales.
 - Deal with internal and external mail in a timely and efficient manner.
 - Assisting in the collation and timely distribution of all statistics as required, ensuring integrity of all information provided.
 - Filing of all letters, papers, memos and reports etc on a daily basis.
 - Efficient organisation and maintenance of both record and information systems and back-up systems utilised to ensure up to date information is recorded both electronically and on files, index cards etc.
 - Maintenance of Record Systems, to include storage and retrieval of files ensuring all Trust protocols are adhered to.
 - Photocopying and faxing as required.
 - To work as an integral part of the Administrative team, providing cover for colleagues as and when required.
 - Any other duties

COMMUNICATION

- Liaise with other departments within the Trust, Finance, IT etc regarding administrative issues, in a professional manner to assist in the provision of the service.
- Liaise with other disciplines, outside agencies and departments in a competent and professional manner.
- Participate in team meetings, identify administrative problems/improvements to methods/systems to cope with changing workload demands

TRAINING

Attend mandatory training as required.

Undertake further training if required in order to meet the changing needs of the organisation.

General Responsibilities

Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible and:

- At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.

- Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.
- Comply with the Trust's Smoke Free Policy.
- Carry out their duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.
- Adhere to Equality and Good Relations duties throughout the course of their employment.
- Ensure the ongoing confidence of the public in-service provision.
- Maintain high standards of personal accountability.
- Comply with the HPSS Code of Conduct.

Records Management

All employees of Belfast Health & Social Care Trust are legally responsible for all records held, created or used as part of their business within the Belfast Health and Social Care Trust, including patient/client, corporate and administrative records whether paper based or electronic and also including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulations 2004 and Data Protection Act 1998. Employees are required to be conversant with the Belfast Health and Social Care Trust policy and procedure on records management and to seek advice if in doubt.

Environmental Cleaning Strategy

The Trusts Environmental Cleaning Strategy recognizes the key principle that "Cleanliness matters is everyone's responsibility, not just the cleaners" Whilst there are staff employed who are responsible for cleaning services, all Trust staff have a responsibility to ensure a clean, comfortable, safe environment for patients, clients, residents, visitors, staff and members of the general public.

Infection Prevention and Control

The Belfast Trust is committed to reducing Healthcare associated infections (HCAIs) and all staff have a part to play in making this happen. Staff must comply with all policies in relation to Infection Prevention and Control and with ongoing reduction strategies. Standard Infection Prevention and Control Precautions must be used at all times to ensure the safety of patients and staff. This includes:-

- Cleaning hands either with soap and water or a hand sanitiser at the appropriate times (WHO '5 moments');
- Using the correct '7 step' hand hygiene technique;
- Being 'bare below the elbows' when in a clinical environment;

- Following Trust policies and the Regional Infection Control Manual (found on intranet);
- Wearing the correct Personal Protective Equipment (PPE);
- Ensuring correct handling and disposal of waste (including sharps) and laundry;
- Ensuring all medical devices (equipment) are decontaminated appropriately ie cleaned, disinfected and/or sterilised;
- Ensuring compliance with High Impact Interventions.

Clause: This job description is not meant to be definitive and may be amended to meet the changing needs of the Belfast Health and Social Care Trust.



Belfast Health and
Social Care Trust

JOB DESCRIPTION

POST: TEAM ADMINISTRATIVE ASSISTANT

LOCATION: Various Locations across the Trust

GRADE: 3

REPORTS TO: ADMINISTRATIVE SERVICES MANAGER

JOB SUMMARY/MAIN PURPOSE:

To provide typing and administrative support to a Family and Child Care team.

MAIN DUTIES/RESPONSIBILITIES:

INFORMATION TECHNOLOGY

- Make full use of the IT systems available to produce work of a consistently high standard
- Be proficient with the use of access and word packages
- Perform data entry using the SOS CARE computer system (client records)

CUSTOMER SERVICE

- Receive telephone calls, deal with enquiries and co ordinate information in an efficient, courteous and friendly manner
- Ensure quality standards are adhered to in all aspects of employment

ADMINISTRATION

- Typing, and circulation of correspondence, to include letters, reports, forms, invitations, minutes.
- Note taking at meetings.
- Filing of all letters, memos, reports etc on a daily basis.
- Creation, maintenance and recording of files

- Audio Typing and Word processing
- Efficient organisation and maintenance of record and information systems and back up systems utilised to ensure up to date information is recorded on files index cards etc
- Preparation and collation of statistical information regarding families with social work involvement when required.
- Photocopying as required
- Provide cover for other Team Administrative Assistants to cope with workload variation and providing cover for switchboard
- Any other duties

COMMUNICATION

- Liase with other departments eg Finance , IT etc regarding administrative issues in a helpful and professional manner to assist in the provision of the service
- Participate in team meetings, identify administrative problems/improvements to methods/systems to cope with increasing workload demands

TRAINING

- Attend mandatory training as required.
- Undertake further training if required in order to meet the changing needs of the organisation.
- Training of Team Administrative Assistant staff during their induction period

OTHER DUTIES

- Any other duties

General Responsibilities

Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible and:

- At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
- Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.

- Comply with the Trust's Smoke Free Policy.
- Carry out their duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.
- Adhere to Equality and Good Relations duties throughout the course of their employment.
- Ensure the ongoing confidence of the public in-service provision.
 - Maintain high standards of personal accountability.
- Comply with the HPSS Code of Conduct.

Records Management

Used as part of their business with the Belfast Health and Social Care Trust, including patient/client, corporate and administrative records whether paper based or electronic and also including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulation 2004 and Data Protection Act 1998. Employees are required to be conversant with the Belfast Health and Social Care Trust policy and procedure on records management and to seek advice if in doubt.

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PERSONNEL SPECIFICATION

ESSENTIAL CRITERIA

Four GCSE's including English Language (Grades A-C) or equivalent or have one years relevant experience or NVQ Level 2 Administration.

RSA Stage II Typewriting (Parts 1& 2) or

RSA Stage 2 Word Processing Parts (1&2)

Stage 1 Audio Transcription or 6 months audio experience.

Job Description

POST:	Clerical Officer (may include reception, typing, petty cash duties)
LOCATION:	Trust Wide
Band:	2
Hours:	Full Time / Part Time
Reports:	To be determined
RESPONSIBLE TO:	To be determined

JOB SUMMARY/ MAIN PURPOSE:

The post holder will be required to provide an efficient and effective administrative support service. These roles provide support to a variety of services and where applicable may involve the management of reception or administration of petty cash in a range of locations. Reception staff will provide and information point for all visitors and staff.

MAIN DUTIES & RESPONSIBILITIES (Dependant on role/position)Operational Delivery

1. Liaise with other departments
2. Typing of all letters, forms reports etc to include support/cover for colleagues.
3. Operation of petty cash in accordance with Trust protocols, to include recording recoupment and lodgements and all paperwork associate with same.
4. Liaise with client, staff and departments internal and external to the Trust to ensure full and efficient service.
5. Report, record and monitor faults reported to estates services for all departments.
6. Participate in general office duties in accordance with local Policies and Procedures, i.e. filing, faxing, scanning, photocopying, ordering stationary and data entry or typing if applicable.
7. Make and receive telephone calls, deal with enquiries and take appropriate action while operating in an efficient, courteous and friendly manner. This may include switchboard cover.
8. Open distribute and re-direct mail as appropriate.
9. Use available IT systems to perform data entry and produce work of a consistently high standard.

10. Assist with any collection and collation of statistical information as and when required.
11. Processing of stock and non-stock orders through the e-procurement system in accordance with associate procedures.
12. Maintain standards of confidentiality regarding all information held in respect of service users and professional staff.
13. Ensure that work is prioritised in a timely manner in accordance with agreed performance standards.
14. To support the Trust to ensure a safe and secure environment for staff, patients and clients.
15. To be prepared to operate in a similar role in any location across the programme if required.

General Responsibilities

Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible and:

At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.

Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.

Comply with the Trust's No Smoke Free Policy.

Carry out their duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.

Adhere to Equality and Good Relations duties throughout the course of their employment.

Ensure the on-going confidence of the public in-service provision.

Maintain high standards of personal accountability.

Comply with the HPSS Code of Conduct.

Records Management

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Environmental Cleaning Strategy:

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- Cleaning hands either with soap and water or a hand sanitizer at the appropriate times (WHO 5 moments).
- Using the correct '7 step' hand hygiene technique.
- Being bare below the elbows when in a clinical environment.
- Following Trust Policies and the Regional Infection Control Manual (found on intranet).
- Wearing the correct Personal Protective Equipment (PPE)
- Ensuring correct handling and disposal of waste (including sharps) and laundry.
- Ensuring all medical devices (equipment) is decontaminated appropriately i.e. cleaned, disinfected and/or sterilised.
- Ensuring compliance with High Impact Interventions.

On occasions a specific location may be detailed within the Job Description & Specification, however, as and when considered necessary or appropriate, you may be required to transfer to or undertake other duties in any location specified by the Trust in order to meet fluctuations or priorities in work demands.

This job description is not meant to be definitive and may be amended to meet the changing needs of the Belfast health and Social Care Trust.

JOB SPECIFICATION

POST: Clerical Officer with Typing Reception Duties

LOCATION: Trust Wide

BAND: Band 2

HOURS: Full Time and Part Time

REPORTS: To be determined

Responsible: To be determined

ESSENTIAL CRITERIA:

1. 4 GCSE's Grade A-C including English Language or equivalent qualification, or NVQ in level 2 in Administration, OR 1 year's clerical/reception experience.
2. RSA II typing (parts I & II) or equivalent. (1)
3. Pleasant personality and ability to work as part of a team or on own initiative.
4. Excellent written and verbal communication skills.
5. Flexible approach to work.
6. Good attendance record.
7. The flexibility to work in a changing environment.

DESIRABLE

1. Hold a current driving licence and access to a car.
2. Sign Language Level 1
3. First Aid Training

1 For admin roles that require you to undertake word/processing/typing duties there may be a requirement to hold a relevant work processing / typing qualification. If you have a typing qualification please clearly state these on your application form.

For admin roles that require you to undertake minute taking duties there may be a requirement to have relevant experience.

For admin roles that require you to undertake audio transcription there may be a requirement to hold a relevant audio transcription qualification and/or have relevant experience.

You must clearly demonstrate on your application form how you meet the required criteria – failure to do so may result in you not being shortlisted.

Proof of qualifications will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.