

Job Evaluation Proforma

Post: Office Manager – Mental Capacity Service

Factor	Rationale	Profile level	Level awarded	Points
1. Communication & Relationship Skills	Develop and maintain effective communication networks both internally, with professional and administrative staff, communicating at differing management levels within the NHSCT and externally with the Department of Health, the Attorney General's Office and the Review Tribunal. They will be the first point of contact for any queries relating to DoLs from service users/ families / carers etc. Be a point of contact for all stakeholders, internal and external including service users, in relation to the DoL's process under the Mental Capacity Act (NI) 2016	4	4	32
2. Knowledge, training & experience	I. Must hold a university degree or relevant professional qualification at graduate or diploma level and have a least 1 year's administration experience at band 4 or above OR	5	5	120

	Have at least 3 years' administration experience at Band 4 or above In addition to above applicants must possess: II. GCSE English Language and GCSE Mathematics at Grade C or above III. 2 years' practical experience in a working environment of the Microsoft Office suite of programmes (or equivalent) such as Word, Excel, Powerpoint, Access, Outlook			
3. Analytical & Judgemental Skills	Be responsible for the quality assurance of all data input into the Mental Capacity Service systems. Be responsible for the quality assurance of all data extracted from the Mental Capacity Service systems Be responsible for quality assuring the outputs of the Mental Capacity Service Administrative Team and maintain an effective system of spot checking the work done by staff who report to you to ensure any problems are identified promptly and	3	3	27

	appropriate advice given.			
4. Planning & Organisational Skills	Organise and facilitate meetings, including preparing agendas, taking minutes, following up and initiating any actions that arise Coordinate, maintain and distribute the Trust Authorisation Panel staff rotas Coordinate and plan the Trust Authorisation Panels including the allocation and prioritisation of applications received Manage the provision of information to the Attorney General's Office and the Review Tribunal	2-3	3	27
5. Physical Skills	Standard keyboard use	3	2	15
6. Patient/Client Care	Contact with patients in relation to the DoL's process under the Mental Capacity Act	1-2	2	9
7. Policy & Service Development Implementation	Ensure that Mental Capacity Service staff adhere to relevant policies and procedures ensuring they are updated or revised and new policies and procedures as appropriate	2	2	12
8. Financial & Physical Resources	Coordinate and validate time sheets / travel claims for Trust Panel members within the Mental Capacity Service	2-3	2	12

	Responsible for accessing the Trust's e-procurement system to place orders for stock and non-stock requisitions required by the brokerage service			
9. Human Resources	Day to day management of the Mental Capacity Service Administrative Office Manage annual, sick leave and staff absences in line with Trust policies	2-3	3	21
10. Information Resources	Define, manage, and monitor appropriate access levels and privileges for users of the Mental Capacity Service systems ensuring strict confidentiality and security of all documentation Monitor all aspects of system security and data integrity and report any matters of concern, as outlined in the Trust's IT Security Policy Identify improvements to Mental Capacity Service systems usage and negotiate, agree and implement changes Be responsible for the management of system documentation such as procedure documents and training materials	3	3	16

	Be responsible for the production of reports using a variety of software applications, e.g. Microsoft Office Suite Be responsible for the production and dissemination of daily tracking reports to senior staff Compile and produce other reports for consideration on both a regular and ad-hoc basis Minute taking			
11. Research & Development	Undertakes audits as required	1	1	5
12. Freedom to Act	Works on own initiative. Manages the mental health capacity admin service	3-4	4	32
13. Physical Effort	Combination of sitting, standing and walking	1	2a	7
14. Mental Effort	Concentration when taking minutes and producing reports	2-3	2a	7
15. Emotional Effort	Deals with staff issues	2-3	2a	11
16. Working Conditions	VDU user	1	2a/e	7

Total points = 360

Band: 5

Date: 24 October 2019

National Profile Matched to: Personal Assistant

(M'ment side)

(TU side)