

## DESCRIPTION

**Programme Administrator** - Bristol, North Somerset and South Gloucestershire (BNSSG)  
Sustainability and Transformation Partnership (STP)

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**Post:** Programme Administrator  
**Band:** 4  
**Division:** Trust Services  
**Department:** BNSSG STP  
**Responsible to:** Manager  
**Responsible for:** Team administration and support

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### **Job purpose**

The post holder will have experience of efficient diary management across senior staff working in different organisations. They will have good organisational skills, the ability to accurately minute sensitive and complex meetings and work closely with other executive PA staff across the STP footprint. The post holder will be responsible for organising conference calls, workshops, boards, meetings and events; maintaining and managing distribution lists; and ensuring effective filing and version control are applied across the team.

The post holder will need to be comfortable with managing competing priorities, ensuring both urgent and important tasks are progressed; able to deal with face to face and telephone enquiries from internal and external stakeholders; have experience of using a range of IT software, including Visio, PowerPoint, Microsoft project, WordPress or demonstrate the ability to learn these. This post is based in Bristol, but travel across the STP footprint may be required on occasions.

### **Main duties and responsibilities**

#### **Communication:**

- Deal face to face, by telephone or email with internal stakeholders from the 15 organisations across the STP footprint, as well as external stakeholders, e.g. voluntary sector and patient and public involvement groups, formulating straightforward responses on behalf of the STP Team.
- Cover PMO helpdesk on a rotational basis and to cover sickness absence/annual leave.
- Communicate and receive complex, sensitive information, both written and verbal, across the multi-disciplinary team and external organisations, maintaining

confidentiality at all times. Will be expected to influence and persuade senior executives and senior PA's to ensure the success BNSSG STP.

- Undertake word processing and formatting of documents, slides and diagrams, using Word, Excel, PowerPoint and Outlook (knowledge of Visio and MS Project would be desirable)
- To act as an ambassador for the STP PMO, liaising with all disciplines of staff, across the BNSSG footprint ensuring that effective communications are maintained.
- Maintain the STP website and online toolkit, ensuring documents are version controlled, amending when needed. Ensure access is granted to staff working within BNSSG STP.

***Patient Care:***

- To show a caring and professional approach towards patients, relatives and carers.
- Working PPI leads from across organisations to ensure effective engagement in the development of plans.

***Organisation and Planning:***

- Provide co-ordinated administrative and PA services to the Programme Director, Programme Manager, and STP Project Management Office (PMO), prioritising workload and dealing with or referring enquires as appropriate and ensuring the smooth and efficient running of the office and maintaining confidentiality at all times.
- Plan and organise meetings, events, conferences and workshops, and the associated booking of venues.
- Carry out photocopying, maintenance of electronic filing systems and record keeping and to formulate straightforward responses on behalf of the STP Team.

***Service Development and Research:***

- Suggest service changes in line with BNSSG STP.
- Understanding the impact of service changes within BNSSG STP.

***Finance and Resources:***

- To order/receipt stationery orders on the EROS system and to receipt deliveries to the Management Team. Keeping an adequate stock of stationery needed for use by the STP PMO team.
- Processing invoices as required.
- Maintain staff records as required, e.g. STP Team leave/ Absence records.

***Leadership and Management:***

- Responsibility for providing office training to new starters.

- Responsible for providing website/Verito training to cover sickness absence/annual leave.
- Work as part of a team and provide cover for other staff in the STP Team at lunchtime and during times of annual leave or sickness in order to maintain the smooth operation of the office.
- Reviews own skills and level of performance. Whilst seeking out opportunities to learn new skills that will enhance capability.
- Working with personal assistants and admin staff from across the 15 organisations, programmes and projects to ensure best practice is applied.

### **Information Resources:**

- Maintain electronic diaries for the Programme Manager, Programme Director and STP PMO, arranging meetings, appointments and conferences as appropriate.
- Prepare agendas and collate and distribute papers for the Sponsoring Board, Executive Board and Project Group meetings.
- Take formal minutes at the above meetings, ensuring timeliness of completion and circulation.
- Bring forward all documents and papers needed for meetings and devise systems to facilitate recall as necessary.
- Undertake minor project work at the request of the STP Team, initiating the project and preparing summary reports.

### **Other:**

- Take responsibility for prioritising own workload.
- Maintain confidentiality and discretion and comply with the terms of the Data Protection Act and local Trust policies at all times.
- Carry out any other appropriate duties as required by the STP Team.

### **General Information:**

#### **The Trust's Values**

University Hospitals Bristol NHS Foundation Trust is committed to provide patient care, education and research of the highest quality. In delivering this ambition, we will be guided by the following values:

- Respecting Everyone
- Embracing Change
- Recognising Success
- Working Together

The Trust expects all staff to work in ways which reflect these values and behaviours at all times as follows:

#### *Respecting Everyone*

- We treat everyone with respect and as an individual
- We put patients first and will deliver the best care possible
- We are always helpful and polite
- We have a can do attitude in everything we do

#### *Embracing Change*

- We will encourage all change that helps us make the best use of our resources
- We learn from our experiences and research new ideas
- We look to constantly improve everything we do

#### *Recognising Success*

- We say thank you and recognise everyone's contribution
- We take pride in delivering the best quality in everything we do
- We share and learn from each other
- We encourage new ideas that help us to be the best we can

#### *Working Together*

- We work together to achieve what is best for our patients
- We support each other across the whole Trust
- We listen to everyone
- We work in partnership

In line with the NHS Constitution, all healthcare providers, registered medical practitioners, nurses and other registered health professionals have a duty of openness, honesty and transparency (candour).

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## **Transforming Care**

Transforming Care challenges everyone at University Hospitals Bristol to play their part in supporting quality changes and improvements in their work place, building efficient care systems critical for our patients and their families, both today and in the future.

The Trust's mission is to deliver clinical services, teaching and research of the highest quality. Our vision is to provide first class technical care, with humanity, compassion and sensitivity to the needs of each patient.

*Delivering best care, Improving patient flow, Delivering best value,  
Renewing our hospitals, Building capability, Leading in partnership.*

These are the core elements essential to Transforming Care. Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation.

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## Equal Opportunities

The Trust is committed to eliminating unlawful discrimination and promoting equality of opportunity. All staff have a personal responsibility to contribute towards an inclusive and supportive environment for patients, carers, visitors and other colleagues from all the equality strands (race, gender, age, sexual orientation, religion, disability).

Staff have a personal responsibility to:

- Ensure their behaviour is not discriminatory
- Does not cause offence
- To challenge the inappropriate behaviours of others
- Adhere to the Trust's values, including 'Respecting Everyone', as well as the Staff Conduct Policy and the Equal Opportunities policy

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## Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

*Senior Management* is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

*Line Managers* are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

Everyone has a responsibility for contributing to the reduction of infections.

**University Hospitals NHS Foundation Trust is 'Smoke Free'. Smoking or tobacco is not permitted on any of our hospitals sites.**

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## Safeguarding Children and Vulnerable Adults

University Hospitals Bristol is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

### **Quality and Clinical Governance**

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness.

Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints.

If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

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### **Information Governance**

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 1998.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System
- Maintain the confidentiality of their password / username and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

### **Workplace Health and Wellbeing**

The Trust Workplace Health and Wellbeing Framework applies to all employees, students and volunteers who are encouraged to take responsibility for their individual health and wellbeing and to promote the wellbeing of colleagues. Line managers must recognise the importance of health and wellbeing and take it into account when planning tasks and designing jobs.

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**Job Description completed/reviewed by:**

**Managers name:**

**Date:**

All job descriptions are subject to review. Post holders are expected to be flexible and be prepared to carry out any similar or related duties which do not fall within the work outlined. The Line Manager, in consultation with the post holder will undertake any review.

The NHS Knowledge and Skills Framework (the NHS KSF) defines and describes the knowledge and skills which NHS staff need to apply in their work in order to deliver quality services. It provides a consistent, comprehensive and explicit framework on which to base review and development for all staff. Closely aligned with this job description is a KSF profile supporting the effective learning and development of the post holder in a variety of ways.

## PERSON SPECIFICATION

~ Insert Job Title ~

| Education and Qualifications |  | Essential | Desirable | To be evidenced by* |
|------------------------------|--|-----------|-----------|---------------------|
| Q1                           | Educated to GCSE, grade C or above (or equivalent) in English & Maths.                                   | ✓         |           | A                   |
| Q2                           | Business and Administration Level 4 NVQ or equivalent experience   | ✓         |           | A                   |
| Q3                           | European Computer Driving Licence  |           | ✓         | A                   |
| Q4                           | Formal typing/word qualification or equivalent experience  | ✓         |           | A                   |
| Knowledge and Experience     |  | Essential | Desirable | To be evidenced by* |
| E1                           | Experience of dealing with the public, both on the telephone and in person                               | ✓         |           | A/I                 |
| E2                           | Experience of working in a busy office environment, utilising both secretarial and administrative skills | ✓         |           | A/I                 |
| E3                           | Previous PA Experience   | ✓         |           | A                   |
| E4                           | Previous NHS Experience  |           | ✓         | A                   |
| E5                           | Experience of servicing meetings, i.e. minutes   | ✓         |           | A                   |
| Skills and Abilities         |  | Essential | Desirable | To be evidenced by* |
| S1                           | Excellent word processing skills with good presentation skills and high level                            | ✓         |           | A/T                 |

|           |  |   |       |
|-----------|--|---|-------|
|           | of accuracy  |   |       |
| <b>S2</b> | Ability/knowledge to use Word, PowerPoint and Excel      | ✓ | A/T/I |
| <b>S3</b> | Excellent communication and interpersonal skills         | ✓ | I     |
| <b>S4</b> | Strong customers focus                                   | ✓ | A/I   |
| <b>S5</b> | Proven ability to meet deadlines and work under pressure | ✓ | A/I   |

| <b>Behaviours and Values</b>    | <b>Essential</b> | <b>Desirable</b> | <b>To be Evidenced by*</b> |
|---------------------------------|------------------|------------------|----------------------------|
| <b>B1</b> – Respecting Everyone | ✓                |                  | I                          |
| <b>B2</b> – Embracing Change    | ✓                |                  | I                          |
| <b>B3</b> – Recognising Success | ✓                |                  | I                          |
| <b>B4</b> – Working Together    | ✓                |                  | I                          |

**Public Sector Language Competency**

|   |   |  |   |
|---|---|--|---|
| Be able to speak fluent English to an appropriate standard. | ✓ |  | I |
|---|---|--|---|

- \*  
**A = Application Form**  
**I = Interview**  
**P = Presentation**  
**T = Test**



## DESCRIPTION

**Programme Administrator** - Bristol, North Somerset and South Gloucestershire (BNSSG)  
Sustainability and Transformation Partnership (STP)

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|                         |  |
|-------------------------|--|
| <b>Post:</b>            | <b>Programme Administrator (Workforce)</b>         |
| <b>Band:</b>            | <b>4</b>   |
| <b>Division:</b>        | <b>Trust Services</b>                              |
| <b>Department:</b>      | <b>BNSSG STP</b>                                   |
| <b>Responsible to:</b>  | <b>Manager</b>                                     |
| <b>Responsible for:</b> | <b>Team administration and support – Workforce</b> |

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### **Job purpose**

The post holder will be responsible for supporting the workforce workstream, which includes organising workshops, meetings and events; maintaining and managing distribution lists; accurately minute sensitive and complex meetings and work closely with other staff across the STP footprint.

The post holder will need good organisational skills, and be comfortable with managing competing priorities, ensuring both urgent and important tasks are progressed; able to deal with face to face and telephone enquiries from internal and external stakeholders. Experience of using Microsoft word and excel, and the ability to learn to use a range of IT software, including Visio, PowerPoint, Microsoft project, WordPress. This post is based in Bristol, but travel across the STP footprint may be required on occasions.

### **Main duties and responsibilities**

#### ***Communication:***

- Deal face to face, by telephone or email with internal stakeholders from the 15 organisations across the STP footprint, including trade unions, as well as external stakeholders, e.g. voluntary sector and patient and public involvement groups, formulating straightforward responses on behalf of the STP Team.
- Cover PMO helpdesk on a rotational basis and to cover sickness absence/annual leave.
- Communicate and receive complex, sensitive information, both written and verbal, across the multi-disciplinary team and external organisations, maintaining

confidentiality at all times. Will be expected to influence and persuade senior executives and senior PA's to ensure the success of BNSSG STP.

- Undertake word processing and formatting of documents, slides and diagrams, using Word, Excel, PowerPoint and Outlook
- To act as an ambassador for the STP PMO, liaising with all disciplines of staff, across the BNSSG footprint ensuring that effective communications are maintained.
- Maintain the STP website and online toolkit, ensuring documents are version controlled, amending when needed. Ensure access is granted to staff working within BNSSG STP.

#### ***Patient Care:***

- To show a caring and professional approach towards patients, relatives and carers.
- Working PPI leads from across organisations to ensure effective engagement in the development of plans.

#### ***Organisation and Planning:***

- Provide co-ordinated administrative and PA services to the Programme Manager for Workforce and associated Groups, prioritising workload and dealing with or referring enquires as appropriate and ensuring the smooth and efficient running of the office and maintaining confidentiality at all times.
- Provide support to other members of the BNSSG STP Project Management Office when required.
- Plan and organise meetings, events, conferences and workshops, and the associated booking of venues.
- Carry out photocopying, maintenance of electronic filing systems and record keeping and to formulate straightforward responses on behalf of the STP Team.

#### ***Service Development and Research:***

- Suggest service changes in line with BNSSG STP.
- Understanding the impact of service changes within BNSSG STP.

#### ***Finance and Resources:***

- To order/receipt stationery orders on the EROS system and to receipt deliveries to the Management Team. Keeping an adequate stock of stationery needed for use by the STP PMO team.
- Processing invoices as required.
- Maintain staff records as required, e.g. STP Team leave/ Absence records.

- Make regular returns to Health Education England as required.

### ***Leadership and Management:***

- Responsibility for providing office training to new starters.
- Responsible for providing website/Verito training to cover sickness absence/annual leave.
- Work as part of a team and provide cover for other staff in the STP Team at lunchtime and during times of annual leave or sickness in order to maintain the smooth operation of the office.
- Reviews own skills and level of performance. Whilst seeking out opportunities to learn new skills that will enhance capability.
- Working with personal assistants and admin staff from across the 15 organisations, programmes and projects to ensure best practice is applied.

### ***Information Resources:***

- Maintain electronic diaries for the Programme Manager for Workforce Transformation and associated meetings and Committees, arranging meetings, appointments and conferences as appropriate.
- Prepare agendas and collate and distribute papers for the Local Workforce Advisory Board and its subgroups, the Social Partnership Forum and other meetings as required.
- Take formal minutes at the above meetings, ensuring timeliness of completion and circulation.
- Bring forward all documents and papers needed for meetings and devise systems to facilitate recall as necessary.
- Undertake minor project work at the request of the STP Team, initiating the project and preparing summary reports.

### ***Other:***

- Take responsibility for prioritising own workload.
- Maintain confidentiality and discretion and comply with the terms of the Data Protection Act and local Trust policies at all times.
- Carry out any other appropriate duties as required by the STP Team.

### **General Information:**

#### **The Trust's Values**

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Staff have a personal responsibility to:

- Ensure their behaviour is not discriminatory
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  - To challenge the inappropriate behaviours of others
  - Adhere to the Trust's values, including 'Respecting Everyone', as well as the Staff Conduct Policy and the Equal Opportunities policy
- 

### **Health and Safety**

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

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- Disclose information appropriately, in line with the Data Protection Act 1998.
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- Always trace patient notes on the Patient Administration System
- Maintain the confidentiality of their password / username and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

### **Workplace Health and Wellbeing**

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**Job Description completed/reviewed by:**

**Managers name:**

**Date:**

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**PERSON SPECIFICATION**

~ *Insert Job Title* ~

| Education and Qualifications |  | Essential | Desirable | To be evidenced by* |
|------------------------------|--|-----------|-----------|---------------------|
| Q1                           | Educated to GCSE, grade C or above (or equivalent) in English & Maths.                                   | ✓         |           | A                   |
| Q2                           | Business and Administration Level 4 NVQ or equivalent experience   | ✓         |           | A                   |
| Q3                           | European Computer Driving Licence  |           | ✓         | A                   |
| Q4                           | Formal typing/word qualification or equivalent experience  | ✓         |           | A                   |
| Knowledge and Experience     |  | Essential | Desirable | To be evidenced by* |
| E1                           | Experience of dealing with the public, both on the telephone and in person                               | ✓         |           | A/I                 |
| E2                           | Experience of working in a busy office environment, utilising both secretarial and administrative skills | ✓         |           | A/I                 |
| E3                           | Previous PA Experience   | ✓         |           | A                   |
| E4                           | Previous NHS Experience  |           | ✓         | A                   |
| E5                           | Experience of servicing meetings, i.e. minutes   | ✓         |           | A                   |

| Skills and Abilities              |   | Essential | Desirable | To be evidenced by* |
|-----------------------------------|---|-----------|-----------|---------------------|
| <b>S1</b>                         | Excellent word processing skills with good presentation skills and high level of accuracy | ✓         |           | A/T                 |
| <b>S2</b>                         | Ability/knowledge to use Word, PowerPoint and Excel                                       | ✓         |           | A/T/I               |
| <b>S3</b>                         | Excellent communication and interpersonal skills  | ✓         |           | I                   |
| <b>S4</b>                         | Strong customers focus  | ✓         |           | A/I                 |
| <b>S5</b>                         | Proven ability to meet deadlines and work under pressure                                  | ✓         |           | A/I                 |
| Behaviours and Values             |   | Essential | Desirable | To be Evidenced by* |
| <b>B1</b>                         | Respecting Everyone   | ✓         |           | I                   |
| <b>B2</b>                         | Embracing Change  | ✓         |           | I                   |
| <b>B3</b>                         | Recognising Success   | ✓         |           | I                   |
| <b>B4</b>                         | Working Together  | ✓         |           | I                   |
| Public Sector Language Competency |   |           |           |                     |
|                                   | Be able to speak fluent English to an appropriate standard.                               | ✓         |           | I                   |

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**A = Application Form**  
**I = Interview**  
**P = Presentation**  
**T = Test**