

# Candidate information pack



East Kent  
Hospitals University  
NHS Foundation Trust



Great  
healthcare  
from great  
people

**Administration Support  
Assistant - Kings Wards**  
**Ref: 344-TMKINGSWHH**



## **Are you passionate about people? Then this could be the start of something special...**

### **Dear candidate**

Today, the team at East Kent Hospitals will care for more than 2,000 people. Most of these people and their loved ones will be at a significant moment in their lives – an emergency situation, a diagnosis, a new life, a last chance to say goodbye, or a new chance to learn or regain skills.

That's why if you are passionate about people, you're the perfect fit for us, whether you are a health professional or someone who can bring your valuable skills 'behind the scenes'.

Our vision is 'great healthcare from great people' – if you are great at what you do and want to work in an environment where you can give your best, come and be part of us!

In return, we promise to give you all the opportunities and development we can, so you can enjoy a great career with us. We also offer a great reward package, from help with childcare to fantastic discounts to enjoy whatever you are doing in your time off. Whether it's big-city stores, the coast, funky boutiques, a cutting-edge club scene or vineyards, cider farms, castles and cathedrals you're after, we have it all on our doorstep!

With some fantastic schools, and quick and easy access to London – and Europe – it's a great place to live and work.

We're one of the biggest acute trusts in England. We provide the full range of district general hospital services. The William Harvey Hospital in Ashford, and Queen Elizabeth The Queen Mother Hospital in Margate, are east Kent's district general hospitals, while Kent & Canterbury Hospital in Canterbury is a specialist services hub which provides adult medical care. Our new hospital in Dover, the Buckland, and Royal Victoria Hospital, Folkestone, provide a variety of outpatient, diagnostic and minor injury services, alongside a range of services throughout the local area.

We have high ambitions for our Trust, the patients it serves and the people who work here. We prize involving all our staff in what we do, and together been on a fantastic improvement journey which has led to a recent recommendation from the CQC that we be taken out of special measures. We are proud of what we have achieved to date and are excited about what's to come.

If you have a disability or long-term health problem, we are committed to offering reasonable adjustments throughout the recruitment process and employment.

If you would like more information or help, please contact the Resourcing Team on 01227 866450 or [resourcing@nhs.net](mailto:resourcing@nhs.net), who will be happy to help.

**Yours faithfully**

**Matthew Kershaw, Chief Executive**

## Our vision, mission and values

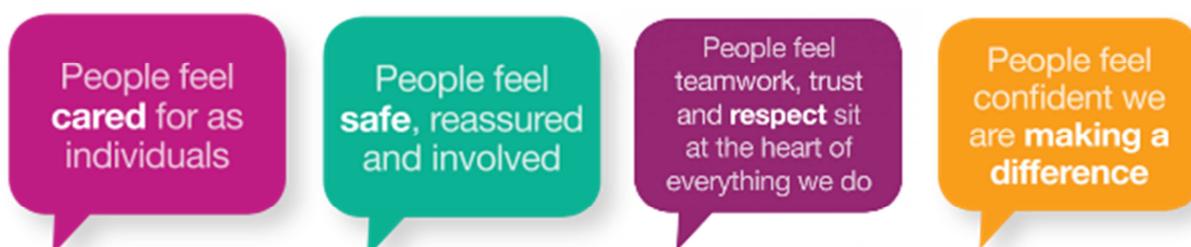
### Our vision is: *“Great healthcare from great people”*

Our vision is deliberately simple but sums up what we want to achieve for every patient every day.

### Our mission is: *“Together we care: improving health and lives”*

Our mission statement explains why we exist – what East Kent Hospitals is here to do.

### Our values are:



Our values describe what's important to us and what we want it to feel like to work and be treated here.

### Our priorities are:

#### Patients

We want to enable all our patients (and clients who are not ill) to take control of all aspects of their healthcare by 2021.

#### People

We want to identify, recruit, educate and develop a talent pipeline of clinicians, healthcare professionals and broader teams of leaders, skilled at delivering integrated care and designing and implementing innovative solutions for performance improvement.

#### Provision

We want to clearly identify 'what business we are in', 'what we want to be known for' and 'what our core services are'. We need to provide the right services and do it well.

#### Partnerships

We want to define and deliver sustainable services and patient pathways together with our health and social care partners, by 2021.

■ You can find out more about what we do, and how our Trust is structured, by visiting our website at [www.ekhuft.nhs.uk](http://www.ekhuft.nhs.uk)

## Job Description

### 1. JOB DETAILS

<b>Job Title:</b>	Administration Support Assistant
<b>Division:</b>	Surgical Division
<b>Band:</b>	2
<b>Location:</b>	William Harvey Hospital
<b>Responsible to:</b>	Ward Manager
<b>Accountable to:</b>	Divisional Director

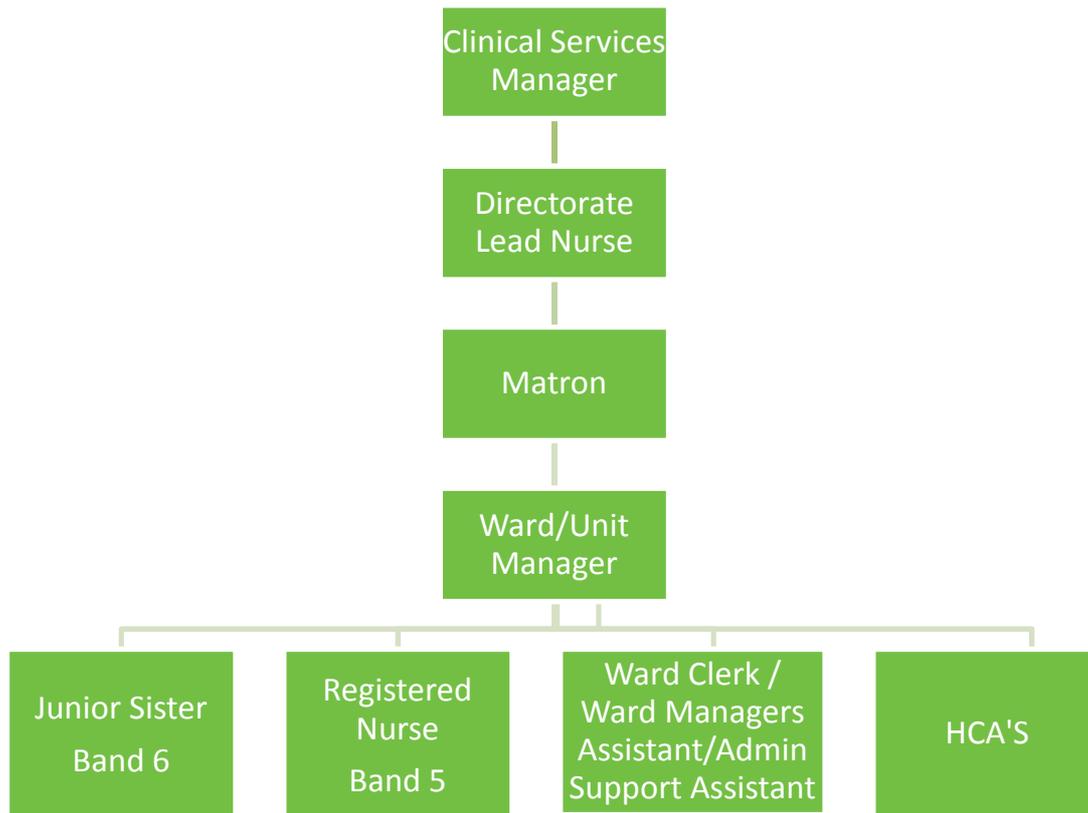
### 2. JOB PURPOSE

The post holder will provide direct administration support to wards and Ward Clerks within trauma and orthopaedics. To maintain a high standard of customer service when dealing with staff, relatives and patients.

### 3. DIMENSIONS

Financial and Physical	Manages	None
	Impacts	None
Workforce	Manages (Bands and WTE)	None
	Located	None
	Impacts	None
Other		

#### 4. ORGANISATION CHART



#### 5. KEY RESULT AREA

- Complete and collect patient surveys via the use of an electronic device as and when required
- To undertake photocopying as required by the Ward Clerks or Ward Managers
- On occasions laminate information
- Collecting stationary for replenishment
- Regular collection and delivery of post
- To file all reports in each patient file, neatly and in a methodological order
- Where needed add in continuation sheets into patient files
- Ensure that all leaflets held within the trauma and orthopaedic wards are stocked up at all times and remain presentable
- Develop and maintain effective working relationships with all members of the multidisciplinary team
- Ensure all patients are treated in a kind and courteous manner
- Maintain patient confidentiality
- Recognise own limitations and seek advice when appropriate, identifying own learning needs to discuss with line manager
- Participate in an annual appraisal with relevant reviews and to follow your personal development plan as agreed with your line manager
- Assist in maintaining a clean and tidy environment at all times
- Report any concerns or problems to your line manager
- Undertake all mandatory training

- To provide Ward Clerks with administration support
- Any duties commensurate with grade as deemed necessary by a responsible member of the management team

## 6. VALUES AND BEHAVIOURS

The post holder is required to uphold and model the Trust values in everything they do.

## 7. COMMUNICATIONS AND WORKING RELATIONSHIPS

As part of the role you will have to work with all staff who work for the Trust as well as patients and visitors to the hospital.

## 8. ENVIRONMENT

Category	Description/Definition	Frequency/Measures
<b>Working Conditions</b>	Exceptionally busy environment and on occasions unpleasant working conditions with exposure to verbal aggression from patients/relatives Use of a PC	Frequent
<b>Physical Effort</b>	Physical effort for periods of time standing, kneeling, walking and pushing a trolley containing patient notes	Frequent
<b>Mental Effort</b>	Interruptions from staff, patient's relatives and visitors. Managing time	Frequent
<b>Emotional Effort</b>	Dealing with difficult people; staff, patients, relatives and visitors.	Occasional

## 9. MOST CHALLENGING PART OF THE JOB

The ability to continue with delegated tasks while working within a very busy and at times loud environment.

We confirm that the details of the above post as presented are correct. This is a description of the duties of the post as it is at present. This is not intended to be exhaustive. The job will be reviewed on a regular basis in order to ensure that the duties meet the requirements of the service and to make any necessary changes.

## Person Specification

Criteria Group	Essential	Desirable	Measurement/ Testing method
<b>Experience</b>	Previous experience of working in an office environment or any relevant administration background	Working in a public facing role	C.V/ Interview/ Selection
<b>Skills</b>	<p>Ability to work efficiently in a pressurised and busy environment</p> <p>Able to communicate effectively</p> <p>The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post</p>	<p>Ability to prioritise own workload</p> <p>IT skills</p>	C.V/ Interview/ Selection
<b>Knowledge</b>	<p>Basic level of literacy</p> <p>Confidentiality</p>		C.V/ Interview/ Selection
<b>Qualifications</b>	Literacy based qualification		C.V/ Interview/ Selection
<b>Other</b>	The post holder will have access to confidential information that must not be divulged to any other unauthorised person at any time. This is in compliance with the Trust Data Protection Policy		C.V/ Interview/ Selection

## Terms and Conditions Summary

<b>Band</b>	<b>2</b>
<b>Salary Scale</b>	<p>£15,251 - £17,978 per annum pro rata</p> <p>Progression through the pay scale will be determined on an annual basis. It will be subject to the post holder demonstrating the required standards of performance, conduct and completion of statutory and role specific training.</p>
<b>Hours of work</b>	6 hours per week
<b>Annual Leave Entitlement</b>	<p>Annual leave entitlements are based upon the following lengths of NHS service (pro rata if applicable):</p> <p>On Appointment = 27 days            After five years = 29 days            After ten years = 33 days</p>
<b>Pension Scheme</b>	<p>As an NHS employee you will be entitled to join the NHS Pension scheme and will be enrolled from your first day of service, if you meet the eligibility criteria. Employees who are not eligible to join the NHS Pension Scheme may instead be enrolled in the Trust's Alternative qualifying scheme, NEST.</p> <p>Your remuneration will be subject to the deduction of superannuation contributions in accordance with the relevant scheme.</p>
<b>Contractual Notice</b>	<p>Bands 1-5 = 4 weeks notice            Bands 6-7 = 8 weeks notice            Band 8 + = 12 weeks notice</p>
<b>Probationary Period</b>	<p>New staff appointed to East Kent Hospitals University NHS Foundation Trust in this post will be subject to a 6 month probationary period. During this time you will be required to demonstrate to the Trust your suitability for the position in which you are employed. This period may be extended at the Trust's discretion and is without prejudice to the Trust's right to terminate your employment before the expiry of the probationary period. In the event that a decision is taken to terminate your contract of employment during or at the end of your probationary period, you will be entitled to a notice period in line with the statutory timescales, which for employees with less than one year's service is one week.</p>
<b>Confidentiality</b>	<p>The Post holder must maintain the confidentiality of information about patients, staff and other health service business in accordance with Trust Policy.</p>
<b>Data Protection</b>	<p>The postholder, for the purposes of the Data Protection Act 1998, consents to the processing of all or any personal data including</p>

	sensitive personal data as defined under the Data Protection Act 1998 (in manual, electronic or any other form) relevant to their employment, by the Trust and/or any public body or any other third party as nominated by the Trust for the purposes of audit and bound by a duty of confidentiality.
<b>Risk Management</b>	The post holder will ensure compliance with the Trust's risk management policies and procedures. These describe the Trust's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm, and stress that all staff have a responsibility to minimise risk.
<b>Infection Control</b>	In accordance with the Health Act (2006) all staff are expected to comply with National and local Infection Control policies and procedures and any other related infection prevention policies or procedures. In addition all staff who's normal duties are directly or indirectly concerned with patient care should ensure they have received annual mandatory training (including hand hygiene).
<b>Equal Opportunities</b>	The post holder will treat all colleagues, service users and members of the public with respect and dignity regardless of their gender, age, race, colour, religious beliefs, religion, nationality, ethnic origin, social background, sexual orientation, marital status, disability, real or suspected HIV/Aids status, criminal background and Trade Union status. The Trust has Policy for Equality and it is the responsibility of all staff to ensure that this is implemented.
<b>Health &amp; Safety</b>	All staff must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe condition for employees, patients and visitors.
<b>Safeguarding Children</b>	Everyone employed by the Trust regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all concerns for the safety and welfare of children and young people are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the Safeguarding Children procedures and the Trust's supplementary Safeguarding Children Policy which is accessed electronically on the Trust's Intranet site. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend Safeguarding Children training and updates at the competency level appropriate to the work you do and in accordance with the Trust's Safeguarding Children Strategy.
<b>Safeguarding Adults</b>	Everyone employed by the Trust regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow Trust policies in relation to safeguarding vulnerable adults. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend

	vulnerable adult protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's vulnerable adult protection training guidance
<b>Professional and NHS Codes of Conduct</b>	You are required to act at all times in accordance with the relevant professional Codes of Conduct and Accountability (including, where applicable, those for Board Members). In addition, all management staff must comply with the 'Code of Conduct for NHS Managers' and 'Standards of Business Conduct for NHS staff'.
<b>Financial Management and Control of Resources</b>	All staff are responsible for the security and the property of the Trust, avoiding loss or damage, and being economical and efficient in the use of resources. Staff are required to act in accordance with the rules and regulations as described in the Trust's 'Policy Relating to the Financial Management and Control of Resources'.
<b>Mandatory Training</b>	All staff are required to attend mandatory training as designated by the Trust.
<b>No Smoking</b>	East Kent Hospitals University NHS Foundation Trust has a no smoking policy. Staff are not permitted to smoke within or on Trust premises

Please note that these terms and conditions are subject to change and may differ from your proposed contract should you be successful in your application.

For further information, the NHS Terms and Conditions of Service Handbook [can be found here](#).