



## Hampshire Psychological Therapies Service

### JOB DESCRIPTION

<b>Job Title:</b>	<b>OPERATIONAL ADMINISTRATOR (employed by Solent Mind)</b>
<b>Reports To:</b>	<b>TARC (Telephone Assessment and Referral Centre) Manager</b>
<b>Direct Reports:</b>	<b>None</b>
<b>Key Relationships:</b>	<b>italk staff, Hub Lead PWP's, Demand &amp; Capacity Manager, TARC Manager, Step 3 Clinical Leads/Service Managers, Directors Of Services, Human Resources Team</b>
<b>Location:</b>	<b>Black Horse House, Eastleigh (West Hub) (currently working from home)</b>
<b>Hours:</b>	<b>37 hours per week (occasional Saturday may be required)</b>
<b>Salary:</b>	<b>£19,880 - £21,409 per annum (SM PP 19-22)</b>

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### MAIN RESPONSIBILITIES

#### Administration & Governance

- Copy, collate and distribute meeting papers, by post or email as requested, within agreed timescales.
- Maintain governance records e.g. register of complaints/incidents.
- Record minutes or notes at key meetings e.g. senior meeting, Step 2 team meeting.
- Develop and administer effective and efficient filing systems for the Clinical Managers at Step 2 (electronic and paper).

#### Support For The Step 2 Clinical Managers & Clinical Staff

- Work with the Clinical Manager in setting agendas for and create and maintain a schedule of all key meetings, timetabling routine reports and decisions as required, organising rooms, refreshments etc.
- Arrange meetings and manage communications for the Clinical Managers at Step 2.
- Organise the collation and distribution of certificates of appreciation for the Step 2 team, ready for monthly Step 2 team meetings.
- Co-ordinate webinar and psychoeducational course timetable across the year, including arranging facilitators for each session, booking venues, creating Zoom sessions and all other associated administrative duties, alongside the Patient Engagement and Marketing Manager.



## Human Resources

- To work with HR to ensure that staff training records are up to date across all teams within the iTrent system.
- To work with HR to ensure there are attendance records of staff training, ensure staff have completed local inductions and relevant starter paperwork.
- To liaise with HR to book training for staff, including attendance at the Annual Staff & Volunteer Conference.
- To arrange in-house training and interviews plus venues, where necessary or using MS Teams.
- To produce all documentation to be sent to HR, including the recruitment and selection process e.g. recruitment request forms, job offer forms, leaver forms, contractual adjustments, etc. as directed by Clinical Managers, TARC Manager or HUB Lead PWPs.
- Ensuring all job descriptions and job adverts are kept up to date.
- To work with HR on accessing reports on staff attendance levels and checking that line managers are aware a staff member has triggered on the sickness policy.
- To be responsible for checking that all appraisals are completed for the service, ensuring staff have copies and these are returned to HR in a timely manner.
- To collate and distribute Management Supervision forms, working alongside the Demand & Capacity Team, ready for supervision for each Psychological Wellbeing Practitioner.
- Planning events for the italk team, including the PWP graduation ceremonies, Christmas Parties and Away Days.

## Health And Safety

- To assist the Business & Accommodation Manager with the health and safety of the italk staff and offices.
- To attend quarterly H&S meetings at Solent Mind to represent the service.
- To assist the Business & Accommodation Manager with risk assessments of the office environment.
- To work with the Business & Accommodation Manager to ensure any remedial action is carried out in a timely manner.
- To ensure all paperwork is up to date.

## General

- To uphold the aims and values of the organisation.
- To contribute to the ongoing development of the service and to best practice.
- To maintain up-to-date knowledge of legislation, national and local policies and procedures in relation to Mental Health and Primary Care Services.
- Work within the organisation's policies and procedures.
- All employees have a duty and responsibility for their own health and safety and the health and safety of colleagues, patients and the general public.



- All employees have a responsibility to prevent abuse and neglect and report concerns.
- All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with the Data Protection Act (1998) and Security and Confidentiality Policies.
- Undertake not to abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.

**This list is non exhaustive and other duties may be required to be undertaken to meet the needs of the organisation.**



## Person Specification

**Job Title: OPERATIONAL ADMINISTRATOR (employed by Solent Mind)**

Requirement	Essential or Desirable
<p><b>Qualifications / Education / Training:</b> To NVQ/Diploma level 2 or equivalent relevant experience.</p>	Essential
<p><b>Experience:</b>            Experience of supporting Senior management.            Experience of working in a central administrative role in a medium size organisation.            Experience of working in the 3<sup>rd</sup> sector.            Experience of dealing with staff at all levels of an organisation.            Experience of managing complex and demanding priorities.            Experience of setting up effective processes and systems.            Experience of minute-taking.            Some experience/knowledge of HR systems and processes.            Some experience/knowledge of Health &amp; Safety in the workplace.</p>	Essential Essential Desirable Essential Essential Essential Essential Desirable Desirable
<p><b>Knowledge / Skills / Competencies:</b>            An understanding of professional boundaries and the ability to work within the bounds of confidentiality.            Ability to communicate effectively verbally and in writing with a range of external stakeholders.            Competent across a range of IT systems.            Understanding of an IAPT service.            Working knowledge of roles of key partners and agencies eg Adult Services commissioners and NHS organisations.            Excellent planning and organisational skills.            Ability to work under pressure with complex and competing needs.            An open and flexible approach to developing own skills and knowledge and willingness to learn.            Demonstrates the ability to effectively plan and prioritise workload.            Skills in establishing office systems (electronic and paper).            Able to research and disseminate information.            Experience using IAPTus, or other electronic patient management system.</p>	Essential Essential Essential Essential Desirable Essential Essential Essential Essential Essential Desirable
<p><b>Other:</b>            High degree of personal and professional organisation.            Ability to work both independently and collaboratively.            Commitment to Mind's value base which are:</p>	Essential Essential Essential



Requirement	Essential or Desirable
<p>a) Open b) Together c) Responsive d) Independent e) Unstoppable</p> <p>Commitment to Solent Mind's Equal Opportunities and Diversity policies.</p> <p>Willingness to undergo a relevant DBS Check if required.</p>	<p>Essential</p> <p>Essential</p>

Date job originated: 24 July 2015  
Date job reviewed: 02 August 2021  
Reviewing manager: Clare Power



**DBS NOT REQUIRED FOR THIS POSITION**

Disclosure & Barring Service And Recruitment Of New Staff