



Postoutline: Generic Administrative Assistant (Band 3)

Created On: 12/10/2011

Created By: Elizabeth Craddock

Originating Organisation: Hywel Dda Health Board

Post Outline is Approved

Purpose: : To provide full range of administrative services.

Pay Band: Band 3

Reporting To: Line Manager

KSF Dimensions, Levels And Indicators

Dimension Type	Dimension Number	Dimension Name	Second Gateway (Full Outline)		Foundation Gateway (Subset Outline)	
			Level	Indicator	Level	Indicator
Core	C1	COMMUNICATION	2	A,B,C,D,E	2	A,B,C,D,E
Core	C2	PERSONAL AND PEOPLE DEVELOPMENT	1	A,B,C,D,E	1	A,B,C,D,E
Core	C3	HEALTH, SAFETY AND SECURITY	1	A,B,C,D,E	1	A,B,C,D,E
Core	C4	SERVICE IMPROVEMENT	1	A,B,C,D,E	1	A,B,D,E
Core	C5	QUALITY	2	A,B,C,D,E,F	1	A,B,C,D,E
Core	C6	EQUALITY AND DIVERSITY	1	A,B,C,D,E	1	A,B,C,D,E
Specific	IK1	INFORMATION PROCESSING	2	A,B,C,D,E,F,G	1	A,B,C,D,E
Specific	G5	SERVICES AND PROJECT MANAGEMENT	1	A,B,C,D	1	A,B,C,D

Second Gateway (Full Outline)

COMMUNICATION - Level: 2

Level Indicators:

- a) communicates with a range of people on a range of matters in a form that is appropriate to them and the situation
- b) improves the effectiveness of communication through the use of communication skills
- c) constructively manages barriers to effective communication
- d) keeps accurate and complete records consistent with legislation, policies and procedures
- e) communicates in a manner that is consistent with relevant legislation, policies and procedures

Foundation Gateway (Subset Outline)

COMMUNICATION - Level: 2

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- a) communicates with a range of people on a range of matters in a form that is appropriate to them and the situation
- b) improves the effectiveness of communication through the use of communication skills
- c) constructively manages barriers to effective communication
- d) keeps accurate and complete records consistent with legislation, policies and procedures
- e) communicates in a manner that is consistent with relevant legislation, policies and procedures

Examples Of Application: a) Establishes and maintains good working relations and communicates effectively both verbally and non-verbally with all levels of staff within the health community, primarily, sharing information and giving basic advice/guidance with general queries.

Supportive, friendly and open to others when dealing with queries from users either face to face, on the telephone or via email.

Forms of communication confidently used may be oral, written, electronic (eg email, distribution lists, databases, electronic reports) and presentational aids.

b) Contributes to an atmosphere that is conducive to good relations with all team members and colleagues, developing effective use of listening and questioning skills to ensure clarification of understanding.

c) **Managing barriers** might include:

- changing the form/style of communication to best suit individual needs
- modifying communication, sensitive to the differing levels of knowledge and understanding, repeats information as often as required
- simplifying the content e.g. not using jargon
- directs individuals to supporting information
- first or preferred language e.g. Welsh speakers
- modifying the working environment, ensuring privacy

d) Maintains confidentiality at all times and acts in accordance with HB Record Management policy. Word processes documents, paying attention to detail and ensuring grammatically correct. Consistently records telephone queries/messages in accordance with Departmental standards.

e) Maintains a balance between information sharing and confidentiality in all written and verbal communication. Adheres to legislation, Trust policies and procedures relating to: equality and good relations, diversity, language, information technology, complaints and issue resolution and data protection.

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Second Gateway (Full Outline)

PERSONAL AND PEOPLE DEVELOPMENT - Level: 1

Level Indicators:

- a) with the help of others, identifies:
 - whether s/he can carry out the tasks within own job
 - what s/he needs to learn to do current job better
 - when s/he needs help
- b) reviews his/her work against the KSF outline for his/her post with his/her reviewer and identifies own learning needs and interests
- c) produces with his/her reviewer a personal development plan
- d) takes an active part in agreed learning activities and keeps a record of them
- e) evaluates the effectiveness of learning activities for own development and the job.

Examples Of Application: a) The postholder will actively participate in the Personal Development Review against the KSF post outline reflecting over the first 12 months in post and identifying and agreeing areas for personal development with line manager.

b) **Personal development** will also include taking part in:

- on-job learning and development activities on a regular basis
- off-job learning and development on one's own including: e-learning
- off-job learning and development with others including: e.g corporate induction, formal courses

c) In partnership with line manager, sets agreed performance objectives for the forthcoming 12 months and jointly produces a personal development plan to be maintained and reviewed/updated on a regular basis.

d) Records and maintains records of agreed training and development attended.

e) Evaluates the effectiveness of learning and its effect on own work

Foundation Gateway (Subset Outline)

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- a) with the help of others, identifies:
 - whether s/he can carry out the tasks within own job
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- b) reviews his/her work against the KSF outline for his/her post with his/her reviewer and identifies own learning needs and interests
- c) produces with his/her reviewer a personal development plan
- d) takes an active part in agreed learning activities and keeps a record of them
- e) evaluates the effectiveness of learning activities for own development and the job.

Examples of Application: a) Attends organisational and workplace induction.

The postholder will actively participate in the Personal Development Review against the KSF post outline at foundation level, reflecting over the first 12 months in post and identifying and agreeing areas for personal development with line manager.

b) **Personal development** will also include taking part in:

- on-job learning and development activities on a regular basis
- off-job learning and development on one's own including: e-learning
- off-job learning and development with others including: e.g corporate induction, formal courses

c) In partnership with line manager, sets agreed performance objectives for the forthcoming 12 months and jointly produces a personal development plan to be maintained and reviewed/updated on a regular basis.

d) Records and maintains records of agreed training and development attended.

e) Evaluates the effectiveness of learning and its effect on own work

Second Gateway (Full Outline)

HEALTH, SAFETY AND SECURITY - Level: 1

Level Indicators:

- a) acts in ways that are consistent with legislation, policies and procedures for maintaining own and others' health, safety and security
- b) assists in maintaining a healthy, safe and secure working environment for everyone who is in contact with the organisation
- c) works in a way that minimises risks to health, safety and security
- d) summons immediate help for any emergency and takes the appropriate action to contain it
- e) reports any issues at work that may put health, safety and security at risk.

Foundation Gateway (Subset Outline)

HEALTH, SAFETY AND SECURITY - Level: 1

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- a) acts in ways that are consistent with legislation, policies and procedures for maintaining own and others' health, safety and security
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- d) summons immediate help for any emergency and takes the appropriate action to contain it
- e) reports any issues at work that may put health, safety and security at risk.

Examples Of Application: a) Understands own responsibility to work in a healthy, safe and secure manner, considering the safety of others and security of information at all times in the workplace. Be familiar with and adhere to Health and Safety policies of the organisation.

b) Ensures working area is a safe environment. Ensures doorways and corridors are kept free of hazards/obstructions. Checks electric equipment is in good condition. Be proactive in maintaining a clean and clear working area and the secure use and storage of information. Deals with hazards as they arise (e.g. spillage, putting away equipment or trailing leads).

c) Uses appropriate moving and handling techniques gained through moving and handling training e.g. for moving stationery. Ensures all office supplies are stored in appropriate conditions and disposed of as appropriate. Taking appropriate breaks from using equipment. Aware of the confidentiality of sharing of passwords. Shares information on a need to know basis. Makes sure the office is always secure when unattended. Ensures confidential documentation is locked away at the end of the working day.

Attends all identified statutory/mandatory training as agreed with line manager.

d) Be aware of the correct procedure to be implemented in the event of fire, cardiac arrest, untoward incidents, accidents and guidelines. Refers problems to line manager in event of emergencies. Demonstrates knowledge of emergency procedures, e.g. fire alarm, security,

e) Demonstrates the ability to complete Incident Report Forms and report any hazardous situations or defective equipment promptly. Maintains the safety of any equipment provided, reporting faults to the appropriate person.

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Second Gateway (Full Outline)

SERVICE IMPROVEMENT - Level: 1

Level Indicators:

- a) discusses with line manager / work team the changes that need to be made in own practice and the reasons for them
- b) adapts own practice as agreed and to time seeking support if necessary
- c) effectively carries out tasks related to evaluating services when asked
- d) passes on to the appropriate person constructive views and ideas on improving services for users and the public
- e) alerts line manager / work team when direction, policies and strategies are adversely affecting users of services or the public

Examples Of Application: a) Identifies opportunities to improve efficiency and service in own practice at team meetings. Undertakes continual assessment and development in the workplace.

b) Is open to new approaches and adapts quickly to new situations, responding effectively to change when required to do so. Seeks assistance if the work is required to be completed within a tight timescale.

c) Tasks related to evaluating services may include completion of staff attitude surveys, risk assessments.

d) Actively participates in team meetings, sharing constructive views and ideas, which may include good practice elsewhere and feedback from staff and colleagues to improve the recruitment service.

e) Liaises appropriately with line manager in relation to daily activities and informs line manager of potential issues

Foundation Gateway (Subset Outline)

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d) Actively participates in team meetings, sharing constructive views and ideas, which may include good practice elsewhere and feedback from staff and colleagues to improve the recruitment service.

e) Liaises appropriately with line manager in relation to daily activities and informs line manager of potential issues

Second Gateway (Full Outline)

QUALITY - Level: 2

Level Indicators:

- a) acts consistently with legislation, policies, procedures and other quality approaches and encourages others to do so
- b) works within the limits of own competence and levels of responsibility and accountability in the work team and organisation
- c) works as an effective and responsible team member
- d) prioritises own workload and organises own work to meet these priorities and reduce risks to quality
- e) uses and maintains resources efficiently and effectively and encourages others to do so
- f) monitors the quality of work in own area and alerts others to quality issues.

Foundation Gateway (Subset Outline)

QUALITY - Level: 1

Level Indicators:

- a) complies with legislation, policies, procedures and other quality approaches relevant to the work being undertaken
- b) works within the limits of own competence and responsibility and refers issues beyond these limits to relevant people
- c) acts responsibly as a team member and seeks help if necessary
- d) uses and maintains resources efficiently and effectively
- e) reports problems as they arise, solving them if possible.

Examples Of Application: a) Presents a positive impression of the team and the service provided.

b) Understands own role and recognises the limits of professional competence and takes responsible for limiting actions to those which, you feel competent to undertake and identify areas where further training is required.

c) **Being an effective team member** would include such aspects as:

- arriving and leaving promptly and working effectively during agreed hours
- developing the necessary knowledge and skills needed by and in the team
- seeking and reflecting on feedback from the team and adapting as necessary
- supporting other team members
- taking a shared approach to team work

d) Works in a smart manner to ensure the delivery of a quality service adapting as necessary to deal with priorities as they arise.

e) Has due regard for the Departmental budget. Works in a cost effective way without reducing quality. e.g. makes sure photocopies are 2-sided and own time in the workplace is effectively managed.

f) Monitors the quality of own work by feedback from users and line manager.

Quality issues might relate to:

- complaints from users
- data and information gaps for reports
- security of information held on databases
- lack of knowledge
- mistakes and errors
- poor communication

Informs line manager of any quality issues.

Examples of Application: a) Presents a positive impression of the team and the service provided.

Complies with data and information protection and security.

b) Works within the limits of professional competence and is responsible for limiting actions to those which, you feel competent to undertake and identify areas where further training is required.

Can demonstrate a good understanding of the job description and KSF outline for the post and their responsibilities within it.

c) Understands own limitation and the priorities of the workload and asks for assistance when limitation or workload levels are exceeded.

Completes delegates tasks, asking for assistance if the task isn't clearly understood, or when there may be difficulty meeting the deadline set.

Acting responsibly as a team member would also include such aspects as:

- arriving and leaving promptly and working effectively during agreed hours
- developing the necessary knowledge and skills needed by and in the team
- reflecting on feedback from the team and adapting as necessary

d) Makes best use of available resources - e.g. ensure photocopies are 2-sided.

e) Informs line manager of any concerns, (e.g. when uncertain of the exact procedure to follow), complaints or information gaps immediately. Reports faulty equipment and remove it from circulation

Second Gateway (Full Outline)

EQUALITY AND DIVERSITY - Level: 1

Level Indicators:

- a) acts in ways that are in accordance with legislation, policies, procedures and good practice
- b) treats everyone with whom s/he comes into contact with dignity and respect
- c) acknowledges others' different perspectives
- d) recognises that people are different and makes sure they do not discriminate against other people
- e) recognises and reports behaviour that undermines equality and diversity

Foundation Gateway (Subset Outline)

EQUALITY AND DIVERSITY - Level: 1

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- a) acts in ways that are in accordance with legislation, policies, procedures and good practice
- b) treats everyone with whom s/he comes into contact with dignity and respect
- c) acknowledges others' different perspectives
- d) recognises that people are different and makes sure they do not discriminate against other people
- e) recognises and reports behaviour that undermines equality and diversity

Examples Of Application: a) Deals with all enquiries in an equitable manner and works in accordance with legislation, policies and procedures relating to equality and diversity. Has an awareness of Trust policies and procedures relating to complaints, bullying and harassment and grievance. Can demonstrate a knowledge and awareness of the importance of being culturally aware in professional practice

b) Understands and acts in a way that demonstrates own responsibilities to treat colleagues and all others fairly and equally with respect.

c) Listens to the views and opinions of others, recognising and respecting attitudinal and cultural differences. Makes efforts to understand the different backgrounds of staff and takes this into account when working with them.

Maintains a positive attitude towards colleagues who hold different beliefs, come from different backgrounds or have different lifestyles.

d) Behaves in a nondiscriminatory manner at all times. towards team members, other work colleagues and service users. This may include being aware of:

- what you do or say
- what you do not do or say
- when interacting with colleagues
- when interacting with users of services
- when working with the public
- when working with visitors to the organisation

Seeks advice on how to adapt practice in order to respect differences.

e) Recognises and reports any concerns to line manager where issues are undermining equality and diversity.

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Second Gateway (Full Outline)

INFORMATION PROCESSING - Level: 2

Level Indicators:

- a) inputs, amends, deletes and modifies data and information accurately and completely consistent with legislation, policies and procedures
- b) establishes requirements and finds requested data/information using agreed procedures and appropriate sources
- c) collates, structures and presents data/information as requested using agreed systems and formats
- d) maintains the integrity of data/information consistent with legislation, policies and procedures
- e) assures the quality of data during modification, structuring and presentation
- f) stores data and information safely and in a way that allows for retrieval within appropriate timescales
- g) keeps the data/information system up to date.

Foundation Gateway (Subset Outline)

INFORMATION PROCESSING - Level: 1

Level Indicators:

- a) inputs data and information accurately and completely:
 - using the correct formats
 - consistent with legislation, policies and procedures
- b) uses available automated facilities for checking the data/information and for resolving difficulties in using applications
- c) finds and provides requested data/information using agreed procedures and formats
- d) maintains the integrity of data/information using agreed procedures
- e) stores data/information safely and correctly

Examples Of Application: a) Word processes reports/documents. Maintains staff attendance data including annual leave, sick leave and Bradford Scoring and processes forms accordingly.

b) Can effectively use the IT systems/databases/packages required to obtain and process information and distribute information. Can effectively use search facilities.

c) Demonstrates the ability to manage data/information in the following formats:

- electronic (eg spreadsheets, databases, word processing packages)
- printed/written (eg paper based files and records).

Proficient in the use of word, internet, intranet, email.

c) Collates and structures information on behalf of line manager and presents this in a format which is agreed and understandable to the recipient.

d) Maintains an organised and confidential paper-based and electronic filing system to store data/information safely and securely ensuring the highest standards of security and confidentiality.

Complies with relevant legislation, policies & procedures and security of information, which include: -

- Data Protection
- Confidentiality
- Freedom of Information
- Records Management policy

e) Pays attention to detail when producing reports/presentations. Ensures all work is spellchecked and grammatically correct.

f) Maintains the principles of Caldicott. Maintains an up to date and accurate filing system.

g) **Actions to keep the data/information system up to date** may include:

- making a record of data/information entered into or withdrawn from the system
- recalling data/information which is due for entry/return to the system
- withdrawing data/information from current use when no longer required
- archiving/disposing of withdrawn data/information

Keeps within timetables for various reports and ensures that all input is delivered.

Examples of Application: a) Follows/adheres to procedures to ensure that confidentiality, accuracy and security of information is maintained at all times. Demonstrates the ability to manage data/information in printed/written formats (eg paper based files and records, letters, memos). Works towards demonstrating the ability to input information using excel, access, word, internet, email, and being proficient in the use of these electronic formats eg spreadsheets, databases.

Adheres to legislation, Trust policies and procedures relating to:

- data protection and confidentiality
- information
- freedom of information

b) Checks the data/information is complete and accurate and refers any quality issues to line manager. Uses the spell check facility to ensure accuracy.

c) Retrieves information from electronic and/or paper based systems in a timely manner.

Produces accurate and timely reports/documents/minutes ensuring all information is processed correctly, paying attention to detail and reported in the correct format.

d) Updates the data/information for all databases set up on a daily basis and able to master set functionality procedures.

e) Maintains an organised and confidential electronic filing system to store data/information safely and securely.

Second Gateway (Full Outline)

SERVICES AND PROJECT MANAGEMENT - Level: 1

Level Indicators:

- a) identifies with the team the activities to be undertaken to support services and projects
- b) undertakes activities effectively and to time consistent with legislation , policies and procedures
- c) reports any difficulties or problems at an appropriate time to a team member
- d) keeps accurate records of activities and makes them available to people at the time that they need them.

Foundation Gateway (Subset Outline)

SERVICES AND PROJECT MANAGEMENT - Level: 1

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- b) undertakes activities effectively and to time consistent with legislation , policies and procedures
- c) reports any difficulties or problems at an appropriate time to a team member
- d) keeps accurate records of activities and makes them available to people at the time that they need them.

Examples Of Application: a) Provides secretarial and administrative services, demonstrating confidentiality, discretion and diplomacy at all times. Sets own goals in partnership with line manager on a daily/weekly basis prioritising and managing own workload as identified and agreed.

b) Demonstrates the ability to resolve conflicting demands on own time effectively. Maintains an accurate filing system (manual and electronic) retrieving information as necessary. Opens and distributes post in line with departmental procedure.

Activities may include:

- scheduling and organising meetings
- taking, producing and circulating minutes and agendas
- co-ordinating and organising diaries
- routine ordering/monitoring stationery supplies
- operating and maintaining a filing, retrieval and archiving system
- circulating/distributing documents
- handling queries/chasing replies
- dealing with incoming and outgoing mail
- photocopying, audio typing and word processing documents and reports
- handling personal correspondence for Line Manager and the department, arranging further circulation and collation of responses where necessary

c) Takes appropriate action when experiencing problems or difficulties e.g. seeking advice and guidance.

d) Accurately informs others of any meetings arranged with regard to dates, time, venues, agendas etc and sets up the relevant circulation lists. Ensures accurate and detailed taking and circulation of minutes produced.

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b) Demonstrates the ability to resolve conflicting demands on own time effectively.

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