

# Administrator – Quality Assurance (Band 4)

Recruitment Profile - This is a summary of the Job Description and Person Specification

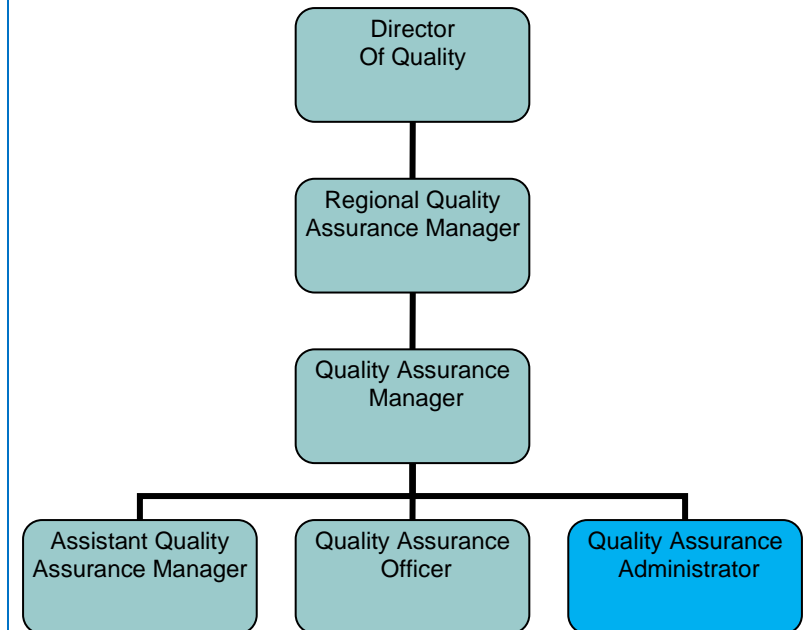
## About the Role

In this post:-

- You will be providing administrative support to the Quality Assurance (QA) Manager and other senior QA staff, supporting meetings – minute taking, producing reports, logging events within the quality management system software
- You will be working with other QA administrators in providing a collaborative and consistent support network in relation to quality processes
- You will be managing our Document Control Systems, including monitoring the quality and content of documents
- You will be responding to queries from Department Managers and other QA staff and Managers.
- You will be acting as a communication link between the QA Manager, other Department Managers, Teams etc
- You will be training staff at all levels in use and understanding of the Document Control Systems

You will be required to undertake occasional travel to any NHSBT sites to meet the requirements of the post (notice will be given)

## Organisation Structure



## About Us

*Our three core principles are critical to our service, guiding everything we do and inspiring us to be the best.*

- We **care** about our donors, their families, the patients we serve, and our people.
- We are **expert** at meeting the needs of those who use our service and those who operate it.
- We provide **quality** products, services and experiences for donors, patients and colleagues.

## About You

This section details the personal attributes we require for this role. You will need to demonstrate these throughout the recruitment process.

### Behaviours and Values

- **Communicating** – Friendly and approachable, able to relate to staff, donors and patients from all backgrounds, promoting NHSBT positively.
- **Collaborating** – Know the importance of your own behaviour and body language when communicating and working with others.
- **Leading** – Professional in matters of confidentiality, security, integrity, honesty, performance, attendance and appearance
- **Customer focused** – Demonstrate and promote high standards of quality customer care to both internal and external customers.
- **Performing** – Able to use and act on feedback from others on your performance and behaviour to increase your own self awareness.
- **Innovating** – Consider, suggest and be open to alternative ways of working to make continuous improvements

### Experience and Knowledge

- Experience of working in an administrative or secretarial role using office equipment, handling conflicting deadlines and priorities
- Experience of working with information technology using Microsoft Office packages (Word, Excel and PowerPoint), or equivalent Systems
- Experience of using IT systems to produce reports and correspondence which are timely, professional and accurate
- Experience in taking minutes and chasing progress on actions
- Knowledge and understanding of Information Governance and the need for confidentiality

### Skills and Abilities

- Communicate succinctly, clearly and accurately in plain simple English, both verbally and in writing
- Be an effective team member who is able to relate to colleagues at all levels across our large multi-site organisation with tact and diplomacy.
- Motivate others, promoting a clear sense of purpose and a positive attitude to work with individuals and teams.
- Follow given instructions and ensure the services you provide are in line with standard processes and good practice, showing attention to detail.
- Organise and prioritise own workload and where required workload of others, taking responsibility for delivering results within agreed timescales and standards within an environment of changing priorities and pressures
- Use initiative to look out for issues at work, acting quickly and calmly to focus on finding a solution

### Qualifications and Training

- Educated to A level standard or equivalent qualification / experience.
- ECDL (part I & II) or ITQ2, or CLAIT II, or RSA III text or word processing or demonstrable workplace experience
- Evidence of continuous professional development