

Administrator – Clinical (Band 4)

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

About the Job

In this very important role, you will support the Head of Department to ensure the Head and Department functions efficiently. Your responsibilities will include:

- Providing a comprehensive personal assistant/administrative service, to the Head of Department
- Acting as a central source of communication between the Head of Department and other Senior Managers in NHSBT and with agencies/contacts external to the organisation.
- Ensuring the smooth and efficient running of the office, enabling their trust and confidence in the timely prioritisation and action of all administrative duties including:
 - Diary management, arranging meetings, producing agenda, taking minutes and chasing progress on actions and updates
 - Supporting and deputise for other secretarial / administrative colleagues as and when required

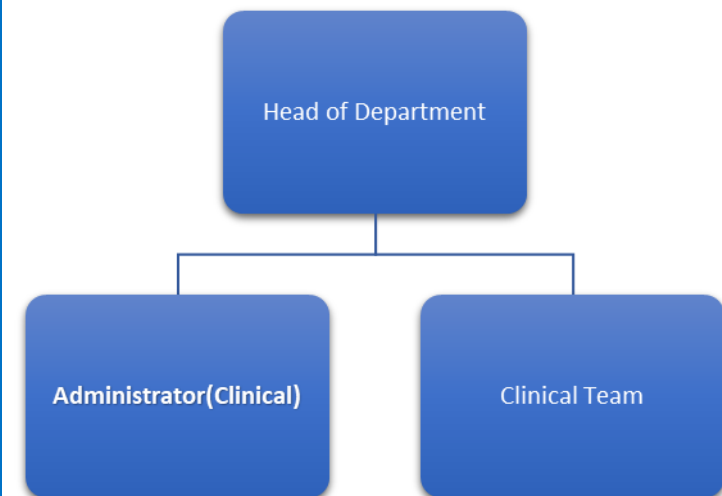
On infrequent occasions you will be required to travel to other NHSBT and external sites, very occasionally requiring overnight stays. Appropriate notice will always be given

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.

Organisation Structure



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 in running bring forward systems and chasing progress on actions.
- Proficient in Microsoft Office, including Word, Excel and PowerPoint, TEAMS and SharePoint.
- Experience of working in a busy office environment, using office equipment, handling conflicting deadlines and priorities
- Experienced in undertaking research and preparing clear and concise reports, analysis and recommendations from the results.
- Experienced in producing meeting agendas and minute taking.

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
- Recognise your own job role boundaries / limits of practice and know when to ask for guidance
- Follow written instructions and ensure the services you provide are in line with standard processes and good practice, showing attention to detail
- Prioritise own workload and take responsibility for delivering results within agreed timescales and standards with 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

- NVQ L4 OR NVQ L4 (or equivalent) qualification in Business Administration or equivalent xperience in a business administration field.
- European Computer Driving Licence (ECDL) – Part I & II or ITQ2, or CLAIT II, or OCR (RSA) level 3 in text/word processing or demonstrable work experience.