

Business Support Officer - TAS (Band 4)

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

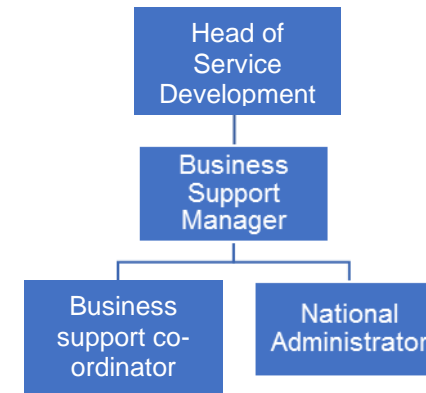
About the Role

In this role you will be part of a small 'Admin Hub' team which provides essential senior administrative support to members of the national Therapeutic Apheresis Services (TAS) Senior Management Team (SMT). You will have a key and varied role in assisting the TAS function to meet its objectives. The range of responsibilities includes:

- Organising and providing secretariat support for meetings / events
- Data entry and ensuring all records are up-to-date and accurate
- Data analysis using Microsoft Excel e.g. to look at the number of patients treated by procedure type and to report this information in graphs
- Providing day to day administrative support to members of the national TAS SMT and Business Teams
- Updating internal and external teams or service users as required e.g. updates to the TAS websites or formatting of newsletters
- General office duties for example making and receiving telephone calls, photocopying and posting documents

You will be required to travel to both regional and national meetings for which notice will be given.

Organisation Structure



About Us

Our **Core Purpose** is to save and improve lives while demonstrating our values every step of the way

Our **ambition** is to be the best organisation of our type in the world by living our **values** every day

Our **Core Values** are: **Caring** about our donors, their families, our staff and the patients we serve; Being **Expert** in meeting the needs of our external and internal customers and partners; Providing **Quality** products, services and experiences for donors, staff and patients

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
- 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 of working in a busy office environment, using office equipment, handling conflicting deadlines and priorities

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

- Educated to A level, NVQ Level 3 or equivalent experience
- European Computer Driving Licence (ECDL) (part I & II) or ITQ2, or CLAIT II, or RSA III text or word processing OR demonstrable workplace experience
- Demonstrates commitment to own continued professional development