

Business Team Administrator

Summary

We are looking for an enthusiastic, self-motivated Administrator who wants to work in an exciting specialist service within a creative environment. Accelerate manages patients within their Centre of Excellence from across London and you would be part of the business operations team, working under the direct supervision of the Business Operations Lead: HR & Health & Safety and form a critical part of the business team. You will undertake a broad range of duties delegated by the Business Operations Lead, or requested by senior management, and be expected to work collaboratively and proactively with the business and clinical teams to support them in meeting the needs of internal and external clients / patients.

Title:	Administrator, Business Team
Reporting to:	Lorraine King, Business Operations Lead: HR & H&S
Salary:	£24,150 - £29,400 (pro-rata for part-time hours)
Hours:	Part-time 22.5 hours per week: Core Hours between 9am – 3pm / 5 days a week (with flexibility where required)
Term:	1 Year Fixed Term Contract

Purpose

To proactively support the Business Operations Lead: HR & H&S and the business team. This encompasses not only the general day to day administrative tasks but the ability to deliver an efficient and effective approach to all administrative tasks and support the needs of the wider clinical team. The post demands strong interpersonal skills and an ability to think laterally to ensure priorities are met.

Outcomes

- Provide effective administrative support to ensure the smooth execution of business processes, including but not limited to:-
 - HR support:
 - Monitoring annual leave requests made through online system (Breathe HR), and processing as required
 - Assist with new staff induction programmes
 - Room bookings – Accelerate’s meeting room(s), Education Centre, Garden Room;
 - Manage and monitor incoming emails for hello@acceleratecic.com, forwarding as appropriate to enable timely responses by clinical staff to enquiries.
 - Hotel reservations using Premier Inn account.
 - Maintain and monitor car parking permits, Ring-Go and Oyster Card accounts for community team.
 - Stationery and Amazon orders.
 - Coffee machine supplies (kitchen and patients’ waiting room), and ensuring timely servicing.



- Maintain stock of uniform for staff, placing orders as required.
 - Customer support for Accelerate's Dressing Supply Service – this includes answering call and emails, and resolving queries as required.
 - Occasional cross-team working involving ad hoc tasks as requested, e.g. reception duties, copying and scanning documents.
-
- Pro-actively respond to facilities requests, liaising with St. Joseph's facilities team to ensure issues are dealt with; understanding when to escalate issues to the Senior Manager in the CEI.
 - Assist in maintaining Accelerate's Policies & Procedures Index and library, amending and updating as required using First Practice Management documents.
 - Assist in organising social events, team lunches, refreshments for meetings; order flowers, gifts etc. as requested.
 - Demonstrate an ability to work unsupervised, using initiative to recognise when there is a time-sensitive need to undertake and complete a piece of work or task.
 - Maintain an awareness of the requirements of data protection and the privacy of patient identifiable data and ensure this is reflected in all working practices.
 - Maintain a positive attitude to your work, remaining flexible in your work requirement and presenting a friendly and welcoming approach for patients and visitors to the Centre of Excellence & Innovation.

Key personal competencies and skills required:

Essential Skills:

- Organisation and planning skills
- Good communication skills
- Work management and prioritising skills
- Verbal and written communication skills
- Attention to detail, accuracy
- Teamwork, problem solving skills and the initiative to find solutions
- Proficient IT skills - MS Office, MS Teams, Outlook calendar and email
- Internet skills including use of emails, group messaging and data collection

Desirable Skills:

- Familiar with databases

- Good numeracy and literacy; ability to support audits and develop simple reports, able to use Excel
- Ability to identify risks that require escalation to Senior Managers

Standard expectations

Uphold the Vision and Values of the Company

As an employee of Accelerate CIC you will be expected to understand and espouse the philosophy and values of the organisation and at all times represent the organisation in a positive and professional way.

Communication and Relationships

Effective communication holds the key to good results and the building of trust across the business. Collaborative working is essential. As such you will need to:

- Give due consideration to how you communicate with others ensuring that clear understanding is your goal at all times whatever medium of communication you may be using.
- Build and maintain strong working relationships that partner key stakeholders to achieve mutually agreed goal.
- Maintain confidentiality in regard to team members and clients regarding their privacy and dignity; thus you will need to be sensitive to the individual needs of clients and at all times promote principles of diversity, equity, and personal rights. This includes acting in a non-judgemental way and respecting the choices, culture, values and beliefs of individuals.

Standards to be demonstrated will include:

- Maintaining patient confidentiality at all times
- Displaying professional behaviour at all times
- Respect for others
- Being a team player through collaboration
- Excellent verbal and written communication skills including robust and accurate documentation

Data Collection, Research and Audit

Data collection and audit is an important component of Accelerates work. All members have collection of data and audits within their workplans. This is based on the belief that an understanding of the patient population will be a key asset to all business and clinical areas. As part of this there is an expectation that you will promote the governance of all aspects within audit and data collection.



Governance and Responsibility For Resources

Each member of staff of Accelerate CIC has a personal accountability and responsibility to ensure patient safety at all times, to ensure that care is given in line with plans and direction, to report incidents, accidents and any adverse events involving clients and to deal with any emergencies appropriately.

Good governance results in satisfied clients and a safe working environment. In line with good governance, you will be expected to record patient information accurately on AIMS and ensure that company guidelines are followed at all times. This includes maintaining the security of patient identifiable data.

You will need to

- Be familiar with and follow Accelerates policies and procedures
- Report any incident using the correct process
- Maintain awareness of health and safety at all times

Personal Responsibility Within Development, Health and Safety

You are expected to take ownership for your personal developmental learning needs and for your performance. In line with revalidation this includes keeping a record of your personal development plans and activities and playing a proactive role in your objective setting and appraisal process incorporating reflection.

You should be familiar both with legal issues pertinent to your role and with the changing structures of health care provision that may impact on the position of the company. It is also your responsibility and duty to observe standards of health safety and security which includes adopting appropriate infection control procedures, ensuring work areas are clean safe and free from hazards and reporting any potential risks.

Information Governance

Accelerate CIC adheres to the principles of information governance and data protection. All employees must abide by the UK General Data Protection Regulation (UK GDPR) tailored by the Data Protection Act of 2018. Incorporated within this is confidentiality, records management, information security as well as the Freedom of Information Act 2000. Compliance with these standards is embedded within Accelerate CIC's day to day responsibility and it is expected that all employees will observe and comply with these legal requirements.

Duty of Candour

Accelerate fully endorses the principles of being open and embraces the Duty of Candour. We are committed to an open and fair culture and the overall approach expected within the organisation is one of help and support rather than blame and recrimination. All staff are expected to follow this approach.



Equality, Diversity and Inclusion

Accelerate is committed to creating and sustaining a positive working environment for our team and for our patients. Our aim is to ensure that all our members are equally valued and that our membership is representative of our society. We believe we all stand to benefit from this diversity of thought, experience, and identity; the actions taken to be an inclusive employer will ensure that our community is well served and that Accelerate is a safe place in which to work and grow. We are clear that we do not tolerate any unacceptable behaviour,

discrimination or bullying within the membership or from users of the service. Each of us has our personal responsibility for implementing equality so that all are treated with dignity and respect.

Adult and Child Protection

Accelerate CIC promotes a safeguarding child and adult culture. It will be the responsibility of each staff member to ensure that the risk status of all patients will be assessed for safeguarding issues. Any individual whose welfare is deemed at risk will be referred to the appropriate safeguarding team. All staff will receive the appropriate safeguarding training and required updates to ensure that they are able to identify risk and follow specified guidance.

This job description will be subject to periodic review