Transferable Role Template

Career Framework Level 5
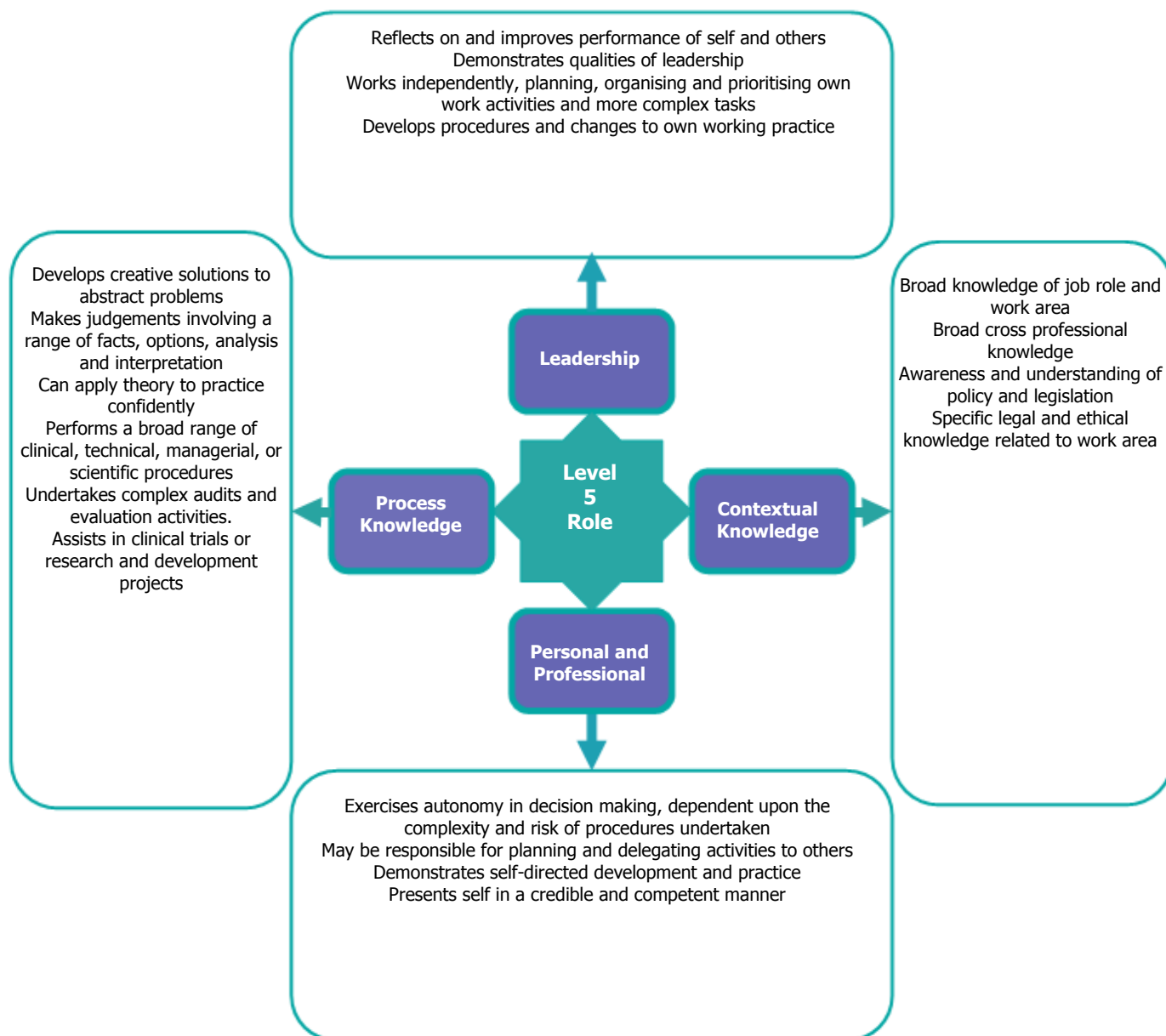
Office Manager Professional Head of Admin Services

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Developers

SKILLS FOR HEALTH CAREER FRAMEWORK PROJECT

Level Descriptors

Key characteristics of a Level 5 Role

Reflects on and improves performance of self and others
Demonstrates qualities of leadership
Works independently, planning, organising and prioritising own work activities and more complex tasks
Develops procedures and changes to own working practice

Develops creative solutions to abstract problems
Makes judgements involving a range of facts, options, analysis and interpretation
Can apply theory to practice confidently
Performs a broad range of clinical, technical, managerial, or scientific procedures
Undertakes complex audits and evaluation activities.
Assists in clinical trials or research and development projects

Leadership

Level 5 Role

Process Knowledge

Contextual Knowledge

Personal and Professional

Broad knowledge of job role and work area
Broad cross professional knowledge
Awareness and understanding of policy and legislation
Specific legal and ethical knowledge related to work area

Exercises autonomy in decision making, dependent upon the complexity and risk of procedures undertaken
May be responsible for planning and delegating activities to others
Demonstrates self-directed development and practice
Presents self in a credible and competent manner

Definition of the Level 5 Role

People at level 5 will have a comprehensive, specialised, factual and theoretical knowledge within a field of work and an awareness of the boundaries of that knowledge.

They are able to use knowledge to solve problems creatively, make judgements which require analysis and interpretation, and actively contribute to service and self-development. They may have responsibility for supervision of staff or training.

Example of Role at Level 5

Practitioner:

Practitioners have a broad knowledge base in a particular field of practice which enables them to work with a considerable degree of autonomy. They may have line management responsibilities but will not be responsible for service delivery. They actively use research findings to enhance and underpin their practice. A practitioner is competent in their area of practice and will seek opportunities to improve the service they offer.

These characteristics have been developed by Skills for Health working with employers and other stakeholders.

Basic Information:

Named Role	**Office Manager Professional Head Of Admin Services**
Area of work	Community NHS Or Local Authority Or Independent, Hospital NHS Or Independent, Primary Care
Role Family	Admin & Clerical, Management Strategic And Operational
Experience required	N/A
Career Framework Level	5

Summary of Role

To manage the Chairman and Chief Executives Office and their immediate team, ensuring quality admin support to the Trust Board, its sub committees, and the Corporate Management Team.

Scope of the Role

To manage the Chairman and Chief Executives office and their immediate team, ensuring quality admin support to the Trust Board, its sub committees, and the corporate management team.

To be professional head of admin services for Trust Headquarters, providing managers and admin staff with a source of professional advice and support.

To ensure the Chief Executives office runs efficiently, and that the schedules of the Chairman, Chief Executive and Assistant Director of Statutory and Legal Affairs are managed effectively.

Be responsible for assisting line managers to complete individual performance review and personal development plans for administrative staff.

To participate in the recruitment and selection of admin staff.

To give professional advice and support to all admin staff and their managers.

To participate in employment relation procedures such as; re-grading, disciplinary, grievance of admin staff.

Ensure good lines of communication and information exchange processes are in place across all admin staff.

Collate agendas and supporting papers for Trust Board and sub board, committees and corporate management team.

Produce high quality minutes/ notes.

Ensure action points from meetings are followed up.

Produce high quality reports and letters as required by the Chairman, Chief Executive and team, on occasions taking the initiative to draft standard responses personally.

To facilitate access to the Chairman and Chief Executive and to be the first point of contact for most callers and visitors to the office, ensuring a positive image is presented.

To liaise with all Directors and Non Executive Directors, and their Personal Assistants as part of assisting the Chairman and Chief Executive to discharge their respective responsibilities.

To provide administrative support and general office management, by agreement to other members of the Chief Executives Team.

To maintain the Trusts tender file, observing statutory procedures for receipt and opening of tenders

To assist in the management of complaints, by agreement with the Complaints Manager.

To agree divisions of responsibility with the Executive Assistant and Clerical Assistant.

To supervise and manage the performance of the Executive Assistant, Clerical Assistant and other staff by agreement.

Order and maintain stock items for the Chief Executive Office, authorised signatory up to 1,000 pounds.

Ensure compliance with Health and Safety Procedures, including fire procedure for Trust headquarters.

Promote equal opportunities and the strength of diversity in all areas.

Various Communications are required from this post holder and information that the post holder will deal with will sometimes be highly confidential, sensitive and complex.

The post holder is the line manager for admin staff in the Chairman and Chief Executives office, approximately 4 staff. The post holder has a professional responsibility to all administrative staff throughout Trust Headquarters.

The post holder will from time-to-time make recommendations to administration policies and procedures and will ensure these are implemented. The post holder will also make proposals for the development of the admin structure and career development of admin staff.

Level 5 Core Competences / National Occupational Standards:

Underpinning Principle	Reference Function		Competence
1. COMMUNICATION	1.2	Communicate effectively	GEN97 Communicate effectively in a healthcare environment http://tools.skillsforhealth.org.uk/competence/show/html/id/3001
2. PERSONAL & PEOPLE DEVELOPMENT	2.1.1	Develop your own practice	GEN13 Synthesise new knowledge into the development of your own practice http://tools.skillsforhealth.org.uk/competence/show/html/id/376
			CFAM&LAA3 Develop and maintain your professional networks http://tools.skillsforhealth.org.uk/competence/show/html/id/3770
	2.1.2	Reflect on your own practice	GEN23 Monitor your own work practices http://tools.skillsforhealth.org.uk/competence/show/html/id/2051
			SCDHSC0033 Develop your practice through reflection and learning http://tools.skillsforhealth.org.uk/competence/show/html/id/3415
	2.2.1	Support the development of the knowledge and practice of individuals	SCDHSC0043 Take responsibility for the continuing professional development of yourself and others http://tools.skillsforhealth.org.uk/competence/show/html/id/3481
3. HEALTH SAFETY & SECURITY	3.5.1	Ensure your own actions reduce risks to health and safety	IPC2.2012 Perform hand hygiene to prevent the spread of infection http://tools.skillsforhealth.org.uk/competence/show/html/id/3309
			PROHSS1 Make sure your own actions reduce risks to health and safety http://tools.skillsforhealth.org.uk/competence/show/html/id/3327
			PMWRV1 Make sure your actions contribute to a positive and safe working culture http://tools.skillsforhealth.org.uk/competence/show/html/id/4027
	3.5.2	Protect individuals from abuse	SCDHSC0024 Support the safeguarding of individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3518
4. SERVICE IMPROVEMENT	4.6	Promote service improvement	CFAM&LCA1 Identify and evaluate opportunities for innovation and improvement http://tools.skillsforhealth.org.uk/competence/show/html/id/3783
5. QUALITY	5.1.1	Act within the limits of your competence and authority	GEN63 Act within the limits of your competence and authority http://tools.skillsforhealth.org.uk/competence/show/html/id/85
	5.1.2	Manage and organise your own time and activities	HT4 Manage and organise your own time and activities http://tools.skillsforhealth.org.uk/competence/show/html/id/2501

6. EQUALITY & DIVERSITY	6.1	Ensure your own actions support equality of opportunity and diversity	SCDHSC0234 Uphold the rights of individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3506
	6.2	Promote equality of opportunity and diversity	SCDHSC3111 Promote the rights and diversity of individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3540
B. HEALTH INTERVENTION	B2.1	Obtain information from individuals about their health status and needs	CHS169 Comply with legal requirements for maintaining confidentiality in healthcare http://tools.skillsforhealth.org.uk/competence/show/html/id/2820
D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY	D2.4	Maintain information / record systems	CFA_BAD332 Store and retrieve information using a filing system http://tools.skillsforhealth.org.uk/competence/show/html/id/4104
H. MANAGEMENT & ADMINISTRATION	H1.3.1	Contribute to the effectiveness of teams	SCDHSC0241 Contribute to the effectiveness of teams http://tools.skillsforhealth.org.uk/competence/show/html/id/3509
	H1.3.2	Develop relationships with individuals	CFAM&LDD1 Develop and sustain productive working relationships with colleagues http://tools.skillsforhealth.org.uk/competence/show/html/id/3787
	H2.6	Receive and pass on messages and information	ESKITU020 Use digital communications http://tools.skillsforhealth.org.uk/competence/show/html/id/4150

Role Specific Competences / National Occupational Standards:

Underpinning Principle	Reference Function		Competence
2. PERSONAL & PEOPLE DEVELOPMENT	2.1.1	Develop your own practice	SCDHSC0023 Develop your own knowledge and practice http://tools.skillsforhealth.org.uk/competence/show/html/id/3517
3. HEALTH SAFETY & SECURITY	3.1	Ensure an organisational approach to health and safety	CFAM&LEB1 Provide healthy, safe, secure and productive working environments and practices http://tools.skillsforhealth.org.uk/competence/show/html/id/3798
	3.5.1	Ensure your own actions reduce risks to health and safety	GEN96 Maintain health, safety and security practices within a health setting http://tools.skillsforhealth.org.uk/competence/show/html/id/2859
			SCDHSC0022 Support the health and safety of yourself and individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3516
E. FACILITIES & ESTATES	E2.1.3	Support and control visitors to services and facilities	SCDHSC0245 Receive visitors in health and social care settings http://tools.skillsforhealth.org.uk/competence/show/html/id/3513

H. MANAGEMENT & ADMINISTRATION	H1.3.1	Contribute to the effectiveness of teams	CFAM&LDB2 Allocate work to team members http://tools.skillsforhealth.org.uk/competence/show/html/id/3791
	H1.3.5	Recruit, select and retain colleagues	CFAM&LDA2 Recruit, select and retain people http://tools.skillsforhealth.org.uk/competence/show/html/id/3789
	H1.5.4	Monitor and address customer service problems	CFACSC3 Resolve customer service problems http://tools.skillsforhealth.org.uk/competence/show/html/id/3604
	H2.1	Administer diary appointment systems	CFABAA431 Use a diary system http://tools.skillsforhealth.org.uk/competence/show/html/id/3700
	H2.2	Organise and co-ordinate events	CFABAA411 Support the organisation of meetings http://tools.skillsforhealth.org.uk/competence/show/html/id/3706
	H2.3	Manage an office environment	CFABAA121 Supervise an office facility http://tools.skillsforhealth.org.uk/competence/show/html/id/3720
	H2.5	Produce documents to an agreed specification	CFABAA213 Prepare text from notes http://tools.skillsforhealth.org.uk/competence/show/html/id/3709
			CFABAD312 Prepare text from recorded audio instruction http://tools.skillsforhealth.org.uk/competence/show/html/id/3711
			CFABAA211 Produce documents in a business environment http://tools.skillsforhealth.org.uk/competence/show/html/id/3712
	H3.1.2	Procure goods and services	CFAM&LED2 Procure products and/or services http://tools.skillsforhealth.org.uk/competence/show/html/id/3759

Facets of Role (National Occupational Standards):

Underpinning Principle	Reference Function	Competence
	None Assigned	

Locality Specific Competences / National Occupational Standards:

Underpinning Principle	Reference Function	Competence
	None Assigned	

Indicative Learning and Development

Transferable role	**Office Manager Professional Head of Admin Services**
Formal endorsed learning	
Informal learning	
Summary of learning and development including aims and objectives	
Duration	
National Occupational Standards used	
Credits (including framework used)	
Accreditation	
APEL and progression	
Programme structure	
Continuous Professional Development	Not specified
Resources required, e.g. placement learning, preceptors, accredited assessors etc	
Quality Assurance	
Policies included in learning programme documentation	
Funding	
Leading to registration or membership with:	

References & Further Information:

N/A