Transferable Role Template

Career Framework Level 3

Service Administrator
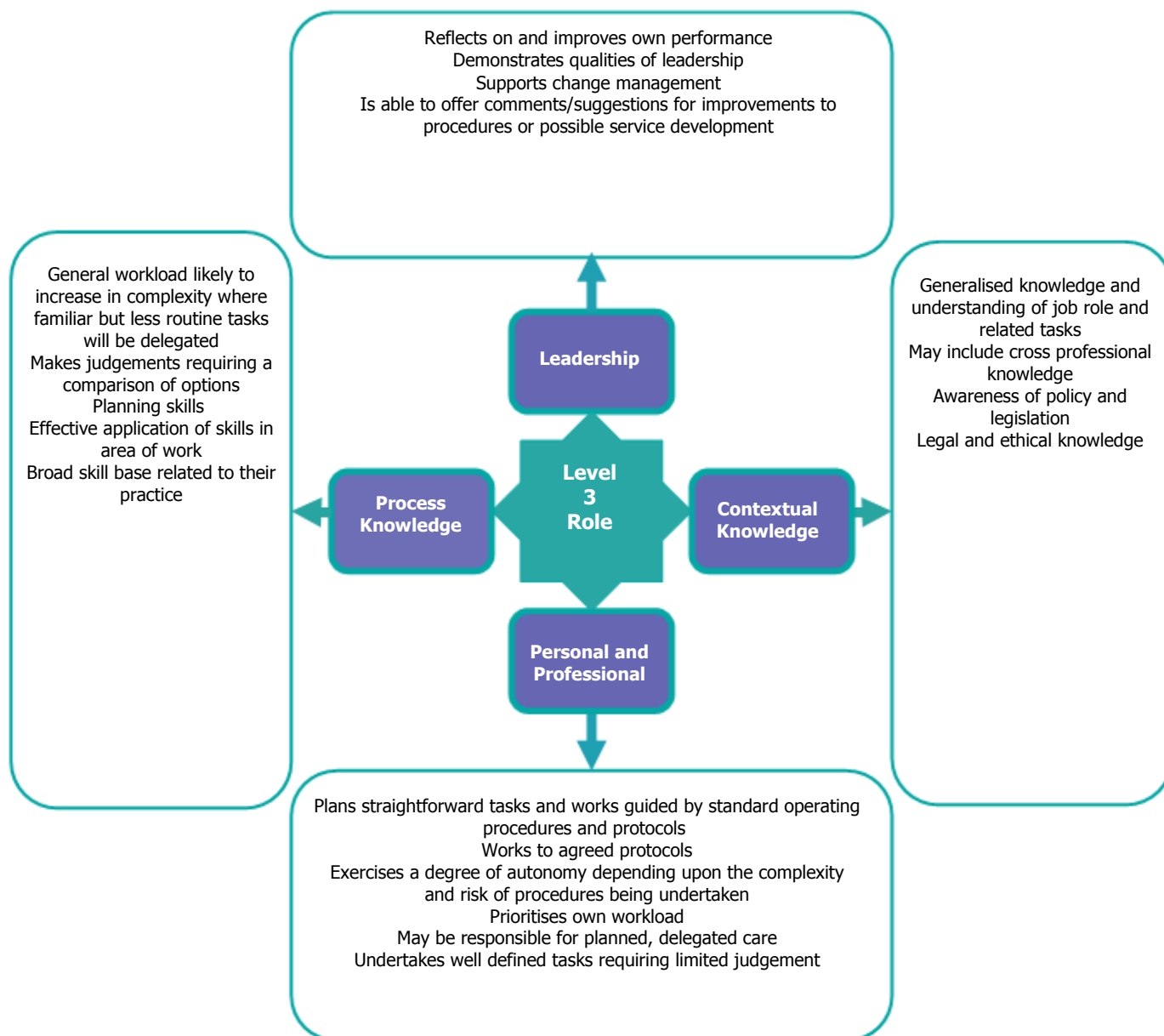
Level Descriptors
Key characteristics of a Level 3 Role

Reflects on and improves own performance
Demonstrates qualities of leadership
Supports change management
Is able to offer comments/suggestions for improvements to
procedures or possible service development

General workload likely to
increase in complexity where
familiar but less routine tasks
will be delegated
Makes judgements requiring a
comparison of options
Planning skills
Effective application of skills in
area of work
Broad skill base related to their
practice

Generalised knowledge and
understanding of job role and
related tasks
May include cross professional
knowledge
Awareness of policy and
legislation
Legal and ethical knowledge

Leadership

**Level
3
Role**

**Process
Knowledge**

**Contextual
Knowledge**

**Personal and
Professional**

Plans straightforward tasks and works guided by standard operating
procedures and protocols
Works to agreed protocols
Exercises a degree of autonomy depending upon the complexity
and risk of procedures being undertaken
Prioritises own workload
May be responsible for planned, delegated care
Undertakes well defined tasks requiring limited judgement

Definition of the Level 3 Role

People at level 3 require knowledge of facts, principles, processes and general concepts in a field of work. They may carry out a wider range of duties than the person working at level 2 and will have more responsibility with guidance and supervision available when needed. They will contribute to service development and are responsible for self-development.

Example of Role at Level 3

Senior Healthcare Assistant:

Senior healthcare assistants or technicians support the work of practitioners at all levels and may work as part of a team. They demonstrate an ability to carry out tasks, solving straightforward problems and making some judgements, with guidance and supervision available. They have skills in specific focussed aspects of service delivery.

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

Basic Information:

Named Role	**Service Administrator**
Area of work	Public Health
Role Family	Admin & Clerical, Public Health
Experience required	N/A
Career Framework Level	3

Summary of Role

Create, implement and maintain corporate documentation using products from the Microsoft Office Suite

Scope of the Role

This role is based within the teenage pregnancy team and covers a range of tasks. It supports the team by:

- Creating, implementing and maintaining corporate documentation using products from the Microsoft Office Suite.

- Providing basic IT support, training and information to the team on all of the above as well as hardware issues.

- Providing an effective general enquiries/frontline service for a wide range of health professionals and members of the public accessing the teenage pregnancy team.

- Assessing need and directing to appropriate provider.

- Co-ordinating and monitoring meetings and diary appointments for the team.

- Attending & minuting the team meetings and other meetings as required.

- Working in collaboration with the specialist health promotion service to provide a comprehensive resources function.This entails booking resources using computerised library system, equipment handling, processing leaflet orders and assisting visitors in the use of the library

Level 3 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	SCDHSC0023 Develop your own knowledge and practice http://tools.skillsforhealth.org.uk/competence/show/html/id/3517
	2.1.2	Reflect on your own practice	GEN23 Monitor your own work practices http://tools.skillsforhealth.org.uk/competence/show/html/id/2051
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
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
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
	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
1. COMMUNICATION	1.5	Provide information, advice and guidance	LSIILARF4v2 Educate customers to find and use information http://tools.skillsforhealth.org.uk/competence/show/html/id/3047
2. PERSONAL & PEOPLE DEVELOPMENT	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	GEN96 Maintain health, safety and security practices within a health setting http://tools.skillsforhealth.org.uk/competence/show/html/id/2859
C. HEALTH PROMOTION & PROTECTION	C2.2	Provide information to individuals, groups and communities about promoting health	LSILARIMS07 Help users to access information http://tools.skillsforhealth.org.uk/competence/show/html/id/3337
D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY	D2.2	Input data/information for processing	IUF:FS IT user fundamentals http://tools.skillsforhealth.org.uk/competence/show/html/id/2885
	D2.4	Maintain information / record systems	CFABAD332 Store and retrieve information http://tools.skillsforhealth.org.uk/competence/show/html/id/3703
H. MANAGEMENT & ADMINISTRATION	H2.2	Organise and co-ordinate events	CFABAA411 Support the organisation of meetings http://tools.skillsforhealth.org.uk/competence/show/html/id/3706
	H2.4	Handle mail	CFABAA612 Handle mail http://tools.skillsforhealth.org.uk/competence/show/html/id/3690
	H2.5	Produce documents to an agreed specification	DB Database software http://tools.skillsforhealth.org.uk/competence/show/html/id/2880
			DIS Design and imaging software http://tools.skillsforhealth.org.uk/competence/show/html/id/2881

			PS Presentation software http://tools.skillsforhealth.org.uk/competence/show/html/id/2887
			SS Spreadsheet software http://tools.skillsforhealth.org.uk/competence/show/html/id/2888
			WP Word processing software http://tools.skillsforhealth.org.uk/competence/show/html/id/2890
			CFABAA212 Design and produce documents in a business environment http://tools.skillsforhealth.org.uk/competence/show/html/id/3724
	H2.7	Use office equipment	CFABAA231 Use office equipment http://tools.skillsforhealth.org.uk/competence/show/html/id/3708

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

THIS JOB WAS IMPORTED FROM THE SKILLS FOR HEALTH CAREER FRAMEWORK TOOL AND AS SUCH DOES NOT HAVE SPECIFIC LEARNING AND DEVELOPMENT INFORMATION.

Transferable role	Service Administrator
Formal endorsed learning	Not specified
Informal learning	Not specified
Summary of learning and development including aims and objectives	N/A
Duration	N/A
National Occupational Standards used	N/A
Credits (including framework used)	N/A
Accreditation	N/A
APEL and progression	N/A
Programme structure	N/A
Continuous Professional Development	Not specified
Resources required, e.g. placement learning, preceptors, accredited assessors etc	N/A
Quality Assurance	N/A
Policies included in learning programme documentation	N/A
Funding	N/A

Leading to registration or membership with:	N/A

References & Further Information:

N/A