



JOB DESCRIPTION

Job Title	: Team Support Officer
Reporting to	: CRT Together Partnership Officer
Supervision/Management of people	: N/a
Based at	: Aneurin Bevan House but covering the Aneurin Bevan University Health Board area.
Delivery Areas	: Trust programmes
Salary	: £31,471
Benefits	: Contributory Pension, Generous Holiday Allocation, Wellbeing Offer

Purpose of the Post

To provide comprehensive administration support to the Improving the Cancer Journey programme, initially in Cwm Taf Morganwg University Health Board area.

To provide a welcoming point of contact for the Improving the Cancer Journey programme of activity; handling enquiries whilst ensuring service standards are met.

To undertake all necessary administrative tasks to support management, staff and programme activity including: maintaining accurate records to meet audit requirements; researching and collating information; and assisting in the planning of any events and development of promotional literature (as required).

To contribute towards the delivery of the Trust's Strategy, Operational plan and overall objectives. This may include assisting in the delivery of the Improving Cancer Journey programme and events by undertaking the processing and handling of data to support reporting processes.

To support quality, which is embedded in the management system to national and international standards and regulations, by complying to established processes. Review programme documents annually with the Development Manager and suggest changes in accordance with document control.

To manage and coordinate the "Joy App" and also support the team in the completion of electronic Holistic Needs Assessments, working with and supporting people living with cancer.

To undertake data collection from the reporting systems to enable accurate and concise information.

To manage the "Breaking Barrier Fund" when the programme is at full potential.

Main Requirements of the Post

Creativity & Innovation – Occasional use of creative skills to resolve routine issues encountered within the role. Typically applying/interpreting predefined responses detailed in processes to the situation.

Contacts & Relationships – Routinely exchange straightforward information and provide clear explanations/advice on general matters; tailoring the communication accordingly without lessening comprehension and being diplomatic in sensitive situations. Reason for the contact may involve duties of an advisory nature on non-complex issues.

Decisions - Make decisions from established alternatives within clearly defined controls / procedures for the area of work which will have a limited effect on staff and can be readily amended if necessary. Prioritise work and resolve the majority of problems encountered within the role, only referring problems which are very difficult, unusual or require specialist input.

Resources – Accountable for the use and safekeeping of data systems, maintaining adequate data protection measures and ensuring confidentiality is observed at all times.

Work Demands - Able to occasionally switch from one task to another in a different area of work and on rare occasions resolve conflicting priorities/resource needs.

Knowledge & Skills – Good standard of practical knowledge and skills to undertake a range of tasks, predominately administrative in nature, involving the application of readily understood controls, procedures and processes working with Microsoft Office and other computerised systems.

Authorities of the Post

CRT's Senior Management Team has assigned authorities for all roles. These authorities are detailed in a separate authorities log and applicable policies and procedures.