

# Business Development Administrator

<b>Location:</b>	
<b>Service Type:</b>	New Services
<b>Responsible to:</b>	Head of Strategic Partnership
<b>Accountable to:</b>	Head of Strategic Partnership
<b>Appraisal Role Level:</b>	Level 2

## Main Purpose

To work as part of Hilton Development and Mobilisation Team to provide short term pathways to patients being discharged from hospital.

To provide Administrative Support to CEO and Head of Strategic Partnership.

To operationally assist in developing new services by ensuring a smooth and effective pilot or period of mobilisation to Hilton standards for all new contracts is implemented and embedded.

Taking an active role in gathering accurate records, information and data to support the evaluation and learning review for all new services in a variety of areas across the country.

## Hilton Nursing Partners Values

The post holder is required to uphold and model Hilton's values in everything they do.

- **Communication** How we communicate effectively with our partners.
- **Respect** How we show respect for our partners.
- **Teamwork** How we work within our teams, including internal and external partners.
- **Quality** How we ensure that we are working to a high standard.
- **Partnership** How we represent HNP and work with others to maintain high quality care.

Hilton Nursing Partners ensure they embed the “6c’s” into daily practice, which is a set of values that underpin **Compassion in Practice**:

- **Communication** Communicating effectively to deliver high quality care.
- **Care** Caring for the wellbeing of your patients.
- **Compassion** Trying to understand how your patient may be feeling.
- **Commitment** Dedicated to do your best for your patients.
- **Competence** Making sure that you have the right skills and knowledge to care for your patients.
- **Courage** Making sure your patients are safe and trying new things to meet your patient’s needs.

### Main Responsibilities

- To take operational responsibility for any pilot or set period of mobilisation.
- To provide full administrative support to CEO and Head of Strategic Partnership
- To stay away from home on occasions at the place of new contract to ensure oversight and operational delivery of all new pilot or mobilisation periods.
- To work alongside other staff and external professionals to ensure any new service is set up, delivered and handed over as business as usual in an effective and timely manner.
- Collect and format data required for internal and external reporting.
- Prepare narrative and data for evaluation reports.
- Liaise proactively with mobilisation leads, office coordination staff, line management, patients and other bodies to support new service delivery.
- Completing electronic documentation accurately and clearly with attention to detail adhering to data protection requirements.
- Maintain regular and effective communication with Mobilisation Leads and other staff.
- Communicate effectively and share information appropriately with internal and external partners.
- To follow Hilton Nursing Partners business and system processes, reporting accurately and in a timely manner e.g. incidences, raising concerns.
- Attend and engage in any external or internal meetings in order to support the development of Hilton’s services.
- Participate in reflective evaluations of pilots or mobilisations including assisting in the writing of patient case studies, evaluation reports, and learning reviews.
- Maintain mandatory training requirements within specified timescales.
- Undertake additional appropriate learning and development activities as required for the job role.
- Supporting the organisation as a whole; providing flexible cover for colleagues in the event of annual leave or sickness.
- Support as directed in periods when mobilisation or pilots are not happening or being evaluated.
- Comply with all Hilton Nursing Partners guidelines, policies and procedures and adhere to and actively promote the organisation’s Equal Opportunities policy.

**Communication and Partnership Working**

<b>Stakeholders</b>	
<b>Internal</b>	Personal Nursing Assistants Occupational Therapist Assessors Team Leaders Regional Managers Senior Management Board Members Discharge Co-ordinators Registered Nurses Training and Development Members IT Mobilisation Leads Learning and Development Team
<b>External</b>	NHS Third Party Caring organisations GP's Family Members District Nurses Community Occupational Therapists Pharmacists Mental Health Practitioners Social Services Hospice Hot Meal Service

**Personal Specification**

	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	<p>Administrative experience at decision making level and coordinating other staff</p> <p>Experience of data collection, reviewing data and report writing.</p>	<p>Knowledge of social and or health care</p> <p>Experience of project roll outs</p>
<b>Knowledge</b>	<p>General Data Protection Regulations and confidentiality</p>	<p>Understanding of different roles and responsibilities within the Health &amp; Social Care sector and how they work in partnership</p>
<b>Skills</b>	<p>Excellent IT skills with previous experience of a variety of databases</p> <p>Excellent communication skills including verbal and written skills using various platforms.</p> <p>Written communication demonstrates good spelling and grammar with attention to detail</p> <p>Ability to build and maintain strong and trusting relationships with patients, representatives, colleagues and other professionals</p> <p>Time management with the ability to prioritise and meet deadlines</p> <p>Self-motivated, able to work autonomously and manages caseloads efficiently</p> <p>Uses initiative and works in a proactive way</p> <p>Understands role expectations to support organisational goals</p> <p>Able to take responsibility for own actions; using knowledge, experience and support of others to inform decision making.</p> <p>To have resilience in daily working</p>	<p>Experience of delivering new contracts.</p>

	<p>life and able to support others</p> <p>Demonstrates compassion in interactions with others</p>	
<b>Qualifications</b>	<p>A relevant level 2 qualification -</p> <p>GCSE in English (or equivalent)</p> <p>Maintains own professional development (with evidence) and seeks new learning opportunities</p> <p>Undertake a level 3 qualification within the first year of employment</p>	<p>GCSE in Maths (or equivalent)</p> <p>Health and Social Care qualification</p> <p>Certified Care Certificate</p>
<b>Hilton Values &amp; Other</b>	<p>Being able to demonstrate Hilton's Values</p> <p>Own transport</p> <p>Being able to work across the country for periods of time when delivering pilots or new services.</p>	