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| **JOB DESCRIPTION** |  |
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| **Job Title:** | **Administrator Higher Level** |
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| **Band:** | **4** |
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| **Responsible To:** | **Therapy Administration Manager** |
| **Accountable To:** | **Therapy Service Manager** |
| **Section/Department/Directorate:** | **Therapy Administration/Clinical Support and Specialist Services** |
| **Job Purpose:** | | |
| To provide business support, administrative leadership and general office management to deliver a high quality, comprehensive administrative service.  The post holder will be responsible for their own workload, including having responsibility for financial and personnel administration, overseeing maintenance of building(s) and dealing with clients/visitors and multi disciplinary teams. The post holder will be responsible for day to day management of administration team.  The post holder will fulfil all tasks associated with the smooth running of the administration department, liaising with other departments as necessary. As well as dealing with requests to access health records, diary management, typing letters and reports, note taking, operating a bring forward system and preparation of agendas and associated papers, the post holder may be required which may be required to conduct some financial and personnel tasks i.e. processing of invoices, payroll, petty cash/banking administration. | | |
| **Context:** | |
| The Administrator will be based in the Therapy Department and will provide business support to the Therapy Department.  The post holder will fulfil all administration tasks and work as part of a team and has responsibility for the day to day supervision of staff*.* To meet the needs of the service, the post holder may be required to work in other administrative areas as appropriate as directed by the line manager and may, on occasion, be required to deputise for the line manager.  Speciality Specific Information:   * Line management of Administration Team * Deputise for Administration Manager * Attend relevant meetings * To use high level of communication skills when arranging appointments by telephone or post and advising patients. * To ensure compliance with waiting list management systems – 18 week wait. * To effectively use IT programs to include Microsoft Word, Excel, Power Point and access database required for patient data collation. * To be conversant with the use of e-mails and other means of electronic communication. * General administrative duties to include filing, photocopying and faxing. * To monitor and ensure adequate supplies of all relevant stationery, dictation equipment. * To answer and redirect telephone calls taking and delivering accurate messages. * To undertake typing of general correspondence and other documentation. * To prioritise own workload and be responsible for own time management. * Maintain good office systems. * To deal with confidential waste. * To be flexible in all duties and to adapt to the needs of the service. * To do any other appropriate/relevant duties as the Service may require. * To provide holiday cover as required for other administrative posts. * To take accurate minutes of meetings and distribution of agendas and minutes * Provide accurate audio transcription and copy typing of clinical letters, documentation, reports, discharge letters, and general correspondence, in the timescale agreed within the Directorate, and other non-clinical typing as and when required. It will be necessary to work to deadlines and to be adaptable to last minute changes. * Prioritising and responding to incoming and outgoing mail, including e-mail, internal and external correspondence with the timely distribution of mail to the relevant place. * Requesting of case notes for out patients clinics and when required. E.g. Filing reports. * Collation, distribution and tracking of case notes on the hospital iFIT system. * Ensuring clinical investigations/correspondence is accurately filed in a timely way in patient case notes. * Preparation of information for clinics including printing labels ensuring the correct questionnaires are printed and labelled for reception staff to give to patients to complete before their appointment. * To arrange and amend follow up appointments as necessary. * To be adaptable in supporting the clinician during clinics to facilitate the smooth running of that particular clinic e.g. Collecting resources, ensuring clinic room is available and suitably set up. * Ensuring scans and investigations results are delivered to relevant departments/Gps in a timely manner | |
| **Key Working Relationships:** | |
| The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media. | |

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| Organisational Chart: |
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| **Key Result Areas/Principal Duties and Responsibilities:** | |
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| **Communication and Relationship Skills**  The post holder will be required to adhere to the organisations standards of customer care. The post holder is required to courteously and efficiently receive enquiries, communicate effectively with staff at all levels across internal and external to the organisation, either by telephone, email or receiving visitors in person, in a tactful and sensitive manner, respecting confidentiality at all times.  The post holder will exchange confidential or contentious information with staff and clients within partner agency organisations where agreement and co operation is required or where there is a need to diffuse potential aggression from upset/angry clients. The post holder may also be expected to participate in consultation with staff relevant regarding changes to area of work.  The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.  **Analytical and Judgement Skills**  Judgements on complex facts requiring interpretation and comparing options which may involve exercising judgement when dealing with clients or other departments/partner agencies. This will include resolving minor problems with regard to personnel, payroll and maintenance, and highlighting any problems and conducting risk assessments as appropriate.  **Planning and Organisational Skills**  The post holder will organise their own day to day activities and tasks and allocate work to staff as appropriate, arranging staff cover as and when necessary.  **Physical Skills**  The post holder will have advanced keyboard skills to operate a range of computer software.  **Responsibility for Patient and Client Care**  The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will have regular contact with patients/clients by phone or face to face and will provide non-medical information and advice to patients and carers.  **Responsibility for Policy and Service Development**  The post holder will follow Trust policies and participate in policy and service development. The post holder will propose changes and implement administration policies and working practices for own area.  **Responsibility for Financial and Physical**  The postholder will have a delegated budgetary responsibility for authorising financial and physical resources.  To monitor stock levels of stationery, receive deliveries and report maintenance faults.  To ensure the efficient and effective use of all resources used within the course of one’s own duties, maintaining an awareness of the financial impact of inappropriate use.  **Responsibility for Human Resources**  Responsible for day to day management of a group of staff including responsibility for recruitment and selection of new employees, conducting development reviews and in the first instance disciplinary matters.  Maintain and update own training relevant to post. Taking an active part in the development review of own work suggesting areas for learning and development in the coming year.  Demonstrates duties to new starters, and allocate and check work of other administrative staff. Provide on the job training for new staff and work experience students, taking an active part in the development review of own work, suggesting areas for learning and development in the coming year.  **Responsibility for Information Resources**  Daily use of IT programmes relevant to the work area to produce documents and reports; be responsible for the effective inputting, storing and maintenance of information.  **Responsibility for Research and Development**  Comply with Trust’s requirements and undertake surveys as necessary to own work.  **Decision Making**  To work within Trust policies and procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager. Work is managed rather than supervised and the post holder will organise own workload on a day to day basis.  **Physical Effort**  Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.  The post holder may be required to exert light physical effort (loads of not more than 5kg.) on a frequent OR occasional basis for several short periods OR several long periods during the shift.  **Mental Effort**  The work pattern is unpredictable, with frequent interruption. There will be an occasional requirement for concentration for data entry.  The post holder will be expected to provide cover for other administration and clerical staff during busy periods, including cover due to sickness absence and annual leave. This may require the post holder to involve travelling and working in other areas within the Trust.  **Emotional Effort**  Occasionally manage difficult situations, which may arise with abusive clients and telephone callers, of which may need to be referred to a senior member of staff. Rare exposure to distressing circumstances.  **Working Conditions**  Use display screen equipment for substantial proportion of working day. | |

**GENERAL**

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.

The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

**SAFEGUARDING**

To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

**STAFF HEALTH AND WELLBEING**

You must take responsibility for your workplace health and wellbeing:

* Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible)
* When required, gain support from Occupational Health, Human Resources or other sources.
* Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
* Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you.

If you are a line manager, in addition to the above, it is expected you will:

* Champion health and wellbeing.
* Encourage and support staff engagement in delivery of the service.
* Encourage staff to comment on development and delivery of the service.
* Ensure during 1:1’s / supervision with employees you always check how they are.

**HEALTH AND SAFETY AT WORK**

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

**INFECTION CONTROL - ROLE OF ALL STAFF**

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

* Attending mandatory and role specific infection prevention education and training.
* Challenging poor infection prevention and control practices.
* Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

**CONFIDENTIALITY**

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

**JOB DESCRIPTION AGREEMENT**

Job holder’s Signature: .....................................................................................

Date: .....................................................................................

Manager’s Signature: .....................................................................................

Date: .....................................................................................

**PERSON SPECIFICATION**

**POST :**  **Administrator**

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| REQUIREMENTS | E/D\* | HOW TESTED?  Application Form/Interview/  Reference/Test | INTERVIEW COMMENTS | SCORE  (1 Low – 10 High) |
| QUALIFICATIONS /  SPECIAL TRAINING :  Good Standard of Education  NVQ 3 Business Administration or Team Leadership or Customer Care or equivalent qualification / experience  RSA III or equivalent level of skill gained through experience or alternative qualification  Additional relevant administration knowledge acquired through further experience | E  E  E  E | Application Form  Application Form/Skills Test  Application Form |  |  |
| KNOWLEDGE/SKILLS:  Effective interpersonal, organisational and communication skills  Ability to manage own workload and to supervise the workload of others, ability to delegate tasks  Advanced IT/Keyboard skills, IT literate  Medical Terminology | E  E  E  D | Interview  Application Form/Skills Test  Interview  Interview  Application Form |  |  |
| EXPERIENCE:  Significant clerical/administrative experience within customer care environment or similar  Experience of supervising staff  Previous NHS/Social Services experience  Cash management (if applicable to post) | E  E  D  E | Application Form  Application Form  Application Form  Application Form |  |  |
| PERSONAL REQUIREMENTS:  Reliability and flexibility, able to contribute to changing demands of the service.  Willing to undertake training relevant to the post.  Ability to work independently, within a team  Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality. | E  E  E  E | Interview  Interview  Interview  Interview |  |  |
| OTHER REQUIREMENTS:  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required | E  E | Interview  Interview |  |  |

\* Essential/Desirable

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| **HAZARDS :** | | | | | |
| Laboratory Specimens  Proteinacious Dusts |  | Clinical contact with patients |  | Performing Exposure  Prone Invasive Procedures |  |
| Blood/Body Fluids |  | Dusty Environment |  | VDU Use | X |
| Radiation |  | Challenging Behaviour | X | Manual Handling | X |
| Solvents |  | Driving |  | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation |  |
| Cytotoxic drugs |  | Night working |  |  |  |