

# JOB DESCRIPTION

JOB DETAILS	
Job Title	Patient Experience & Volunteering Administrator
Reports to	Voluntary Services Manager
Band	Band 3
Department/Directorate	Patient Experience, Corporate Nursing Directorate

JOB PURPOSE
<p>The post holder will fulfil all administration tasks associated with the smooth running of Patient Experience team, including volunteering, liaising with other departments as necessary. This will include dealing with patient experience feedback, interpretation and translation, volunteering administration and recruitment, supporting carers and other Patient Experience associated workstreams.</p> <p>All work undertaken by volunteers is underpinned by the Core Values of the Organisation and it is the responsibility of the Post Holder to ensure volunteers are up-to-date with mandatory training and to keep the Voluntary Services Manager informed of any issues which may arise.</p> <p>The post holder will fulfil all administration tasks assigned and work as part of a team, they may be delegated responsibility for supervision of staff in lower bands and be involved in recruitment and selection of admin 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.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> <li>• Be first point of contact for enquiries about volunteering via email, telephone or face to face and respond in timely manner.</li> <li>• Required to deal with all administration relating to volunteer processes including recruitment, induction, placements.</li> <li>• To support the Voluntary Services Manager in booking and arranging volunteer inductions &amp; advertising of volunteer positions.</li> <li>• Maintain accurate records on the volunteer database and provide reports as necessary for the Voluntary Services Manager.</li> <li>• Input volunteer details on the volunteer database system.</li> <li>• Monitor training requirements for all volunteers and ensure their mandatory training is kept up to date.</li> <li>• Provide and receive relevant information regarding volunteer placements with managers and educational establishments either verbally, in written format or face to face.</li> <li>• Facilitate advertising on behalf of the Trust for the volunteer roles by creating adverts and supporting the Voluntary Services Manager with linking with other voluntary service agencies, GP surgeries, colleges and universities etc to help build the volunteer workforce which reflects the trust Strategy.</li> <li>• Support with organising delivery of presentations to small groups in schools and colleges as well as managing stands at training/apprenticeship events when necessary.</li> <li>• Undertake occasional surveys relating to area of work, for example – experience of volunteers.</li> <li>• To provide administration support for patient experience feedback, encouraging the patient voice through a variety of methods. Including administration required for the NHS England</li> </ul>

JM0921a – Based off JM0921 Patient Experience Administrator. Formally matched 22/01/2025, consistency checked 10/02/2025

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Friends and Family Test (FFT), aspects of Care Opinion and the patient experience email in box.

- Supervise the Patient Experience volunteers, students and project search interns to support them to complete identified administration tasks.
- To use our internal reporting system (Datix) for administration tasks e.g. compliment reporting.
- Supporting the Patient Experience Manager and the Patient Experience team with the delivery and reporting of patient experience data e.g. interpretation and translation services.
- Working to raise awareness of unpaid carers within the Trust and associated admin tasks.
- Record and analyse data accurately in an electronic database and present in a variety of formats

## KEY WORKING RELATIONSHIPS

Areas of responsibility:

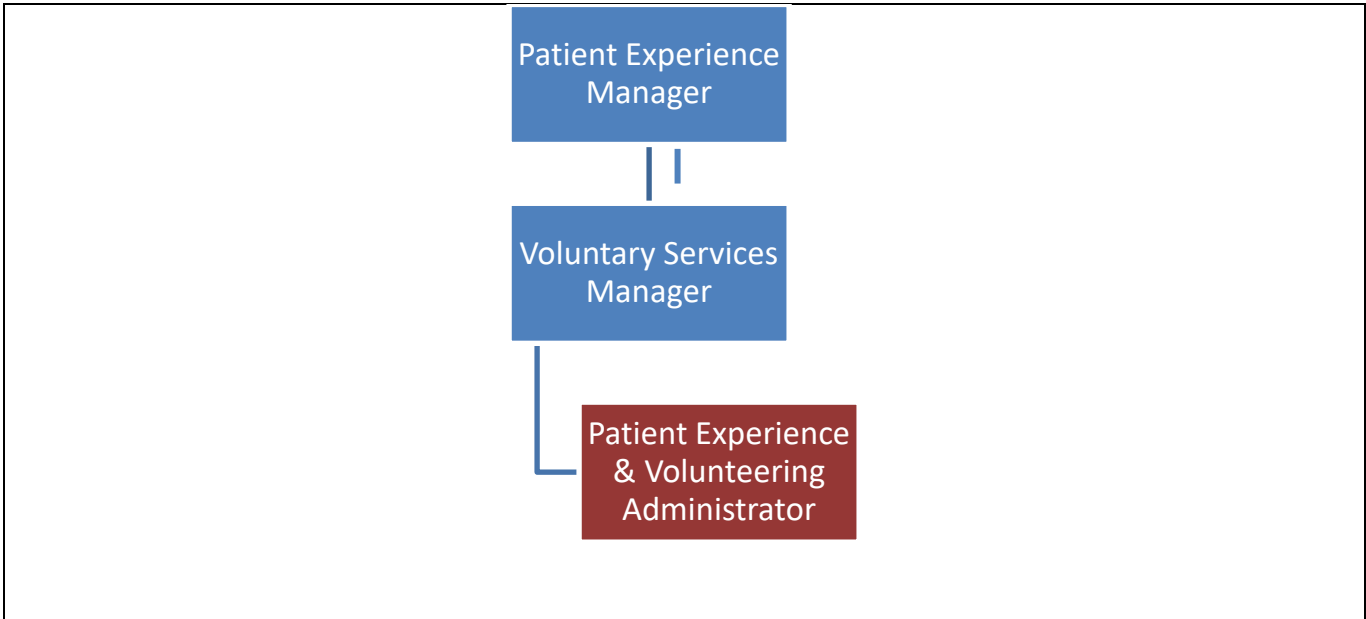
The post holder is required to deal effectively with staff of all levels throughout the Trust, the wide healthcare community, external organisations and the public. This will include verbal, written and electronic media.

The post holder will be expected to work closely with the Voluntary Services Manager and may be a contact for both Northern and Eastern Services as required.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> <li>• Deputy Director of Nursing (Patient Experience)</li> <li>• Patient Experience Manager</li> <li>•</li> <li>• Voluntary Services Manager</li> <li>• Patient Experience Feedback Lead</li> <li>• Patient Experience Team Members</li> <li>• Other Trusts Volunteer Admin</li> <li>• Volunteer Leads</li> <li>• Clinical Matrons</li> <li>• Clinical Nurse Managers / Ward and Department Managers</li> <li>• Wider Trustwide staff</li> </ul>	<ul style="list-style-type: none"> <li>• Hospital Charity and other external charities</li> <li>• Various Agencies and Charities</li> <li>• Educational Organisations</li> <li>• Care Opinion</li> <li>• Devon Carers</li> <li>• Healthwatch</li> <li>• Members of the public</li> <li>• Independent contractors/suppliers</li> <li>• Wider healthcare community</li> </ul>

## ORGANISATIONAL CHART



**FREEDOM TO ACT**

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.

Work using own initiative and manage time effectively to meet deadlines.

**COMMUNICATION/RELATIONSHIP SKILLS**

The post holder will be required to adhere to the organisations standards of customer care when communicating with patients, relatives, carers, staff and stakeholders, taking messages and dealing with enquiries in a confidential and sensitive manner. This could be face to face or over the phone. The post holder may on occasion, be required to diffuse potential aggressions from members of the public.

Acting as first point of contact with volunteers to communicate vacancies and deal with enquiries via e-mail, telephone and face to face.

Be able to communicate with a wide range of staff, external organisations and agencies with regard to routine and at times sensitive information around volunteers and volunteer vacancies. Able to overcome barriers to communication if required using tact or persuasion skills.

Liaise regularly with matrons and managers and some external agencies and educational establishments either verbally, in written format or face to face.

The post holder will be expected to behave in accordance with the Trust's values of being compassionate, acting with integrity, valuing and promoting inclusion and encouraging empowerment.

Communicate general issues and those of concern to a senior member of staff and use initiative to escalate or resolve straight forward issues in the absence of the manager.

**ANALYTICAL/JUDGEMENTAL SKILLS**

Exercise judgement when dealing with enquiries from volunteers or staff regarding vacancy information or potential new volunteers.

Assess suitability of new volunteers following standard checks and inform the Voluntary Services Manager.

Assess and prioritise verbal, electronic and written information.

Make judgements on facts or situations, some of which require analysis, such as resolving feedback queries, scheduling of workload and patient experience issues.

### **PLANNING/ORGANISATIONAL SKILLS**

Required to deal with a large amount of administration relating to all volunteers for the recruitment process including induction and placements, escalating any issues to the Voluntary Services Manager.

Manage own work to ensure that issues are being dealt with in a timely manner.

Assist with planning recruitment campaigns for volunteers and ensuring placements have been identified.

Organise own day to day activities and tasks and that of volunteers, students and staff in lower banded jobs.

Regularly arrange meetings, one to ones, volunteer schedules and other patient experience activity.

Organise and support the delivery of presentations to small groups in schools and colleges as well as helping to manage stands at training/apprenticeship events when necessary.

To be responsible for the day-to-day coordination of the volunteer email inbox, processing applications received

### **PATIENT/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 occasional contact with patients and the public by phone or face to face and will provide non-medical information and advice to patients' and carers.

### **POLICY/SERVICE DEVELOPMENT**

To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service provided by the Trust and attend and participate in meetings as necessary.

### **FINANCIAL/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.

The post holder may be required to conduct some financial and personnel tasks i.e. petty cash.

### **HUMAN RESOURCES**

Maintain and update own training relevant to post.

Participate in recruitment processes including being involved in interviews. Participate in appraisals and support the development of staff in lower bands.

Provide on the job training for new staff, project search 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.

Monitor training requirements for all volunteers and ensure their mandatory training is kept up to date.

## **INFORMATION RESOURCES**

Daily use of IT programmes relevant to the department to process and store information. May on occasion type up minutes of meetings. Responsible for maintaining staff and/or patient data.

Responsible for inputting volunteers contact/training data, maintenance/updating and storage of volunteer records on the volunteer database.

Responsible for providing reports to the Voluntary Services Manager on usage and up-take of volunteers when required.

Assisting the Voluntary Services Manager by providing and analysing routine data/reports as requested from the volunteer database.

Maintain accurate records on the volunteer database and provide reports as necessary for the Head of Experience of Care.

## **RESEARCH AND DEVELOPMENT**

Comply with Trust requirements and undertake surveys as necessary to own work.

## **PHYSICAL SKILLS**

Use keyboard skills to operate Trust computer systems.

## **PHYSICAL EFFORT**

Frequent requirement to use 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 an occasional basis for short periods.

## **MENTAL EFFORT**

The work pattern will be unpredictable with regular interruptions from Trust staff and volunteers with queries and/or needing support. There will be a regular requirement for concentration for data entry.

The post holder will be expected to provide administration cover for other team members 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**

There will be occasional indirect exposure to distressing or emotional circumstances, for example, feedback of a distressing nature.

## **WORKING CONDITIONS**

Use visual display screen equipment for substantial proportion of working day.

Occasional use of road transportation as there is a requirement to work at different Trust sites.

Occasionally manage difficult situations, which may arise with abusive clients and telephone callers. These may need to be referred to a senior member of staff.

## **OTHER RESPONSIBILITIES**

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

## Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- 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.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

## GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

# PERSON SPECIFICATION

<b>Job Title</b>	Patient Experience & Volunteering Administrator
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b>  NVQ 3 Team Leadership or Business Administration or Customer care or equivalent experience	E	
<b>KNOWLEDGE/SKILLS</b> Effective interpersonal, organisational and communication skills  Advanced IT/Keyboard skills  Ability to manage own workload and to supervise the workload of others  Ability to delegate tasks	E E E E	
<b>EXPERIENCE</b> Proven clerical/administrative experience within customer care environment  Experience of supervising lower banded staff  Previous NHS/Social Services experience	E	D D
<b>PERSONAL ATTRIBUTES</b> Reliability and flexibility, able to contribute to changing demands of the service.  Willing to undertake training relevant to the post.  Ability to work within a team and delegate tasks to and supervise lower bands.  Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	E E E E	
<b>OTHER REQUIREMENTS</b> 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	

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		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m <sup>3</sup> )	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s <sup>2</sup> )	N				
<b>Other General Hazards/ Risks</b>					
VDU use ( > 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		X		
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	N				
Challenging behaviour	Y		X		

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