

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | **Administrator Higher Level** Departmental Secretary & Administrative Team Leader |
| **Reports to**  | Laboratory Manager  |
| **Band**  | Band 4 |
| **Department/Directorate**  | Blood Sciences. Diagnostics Division |

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| **JOB PURPOSE**  |
| To provide business support, administrative leadership and general office management to deliver a high quality, comprehensive administrative service. To manage a full time quality secretarial and administrative service to the Laboratory managers within the Blood Sciences Departments.To manage a full administrative and clerical service to the Blood Sciences Departments. This post will ensure that the secretarial team will provide a professional, efficient, accurate and timely service.This post will be responsible for the team leadership of the administration team. The coordinate the direct to patient service. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| The Administrator will be based in the Blood Sciences Department and will provide support to the team.The post holder will fulfil all administration tasks and work as part of a team and has responsibility for the day to day line management for a group 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.Principal Duties* Primary role to provide a full quality and, as appropriate, confidential secretarial and administrative service to Senior staff in the Blood Sciences Laboratories.
* Required to have a high degree of autonomy to monitor, prioritise and organise own workload accordingly.
* To manage senior staff members diaries (this will include informing all appropriate people/departments of annual or other leave).
* To manage any miscellaneous clerical items for staff of the Blood Science

 Laboratories.* Supervising the handling of reference laboratory invoices and liaise with relevant Finance Departments regarding outstanding results or financial disputes.
* Supervise the use of pivot table database to produce monthly and quarterly billing for the Department with regards to work performed on Supraregional Assay Service and Research basis and ensure an accurate record is maintained.
* Supervising the liaison with Senior BMS staff and Laboratory Manager to investigate invoicing anomalies or discrepancies as and when necessary.
* Supervise the raising of credit notes when required.
* Update staff records.
* Use system to record all sickness absences for all Departmental Senior BMS', MTO'S, MLA and Phlebotomy staff and update excel spreadsheet for dashboard production purposes. Produce reports for Senior members of staff for the purpose of the informal/formal sickness review.
* Record Departmental Professional Development Review data for staff.
* Manage the maintenance of departmental mandatory training records and ensure staff remain up to date with mandatory Trust training.
* Provide monthly report of mandatory training and PDR’s for Blood Sciences.
* Use knowledge and experience to organise and develop the office procedures to produce an efficient, coherent system and suggest and help implement changes in how the administrative office interacts in the whole department and directorate at large.
* To provide supervision to Support Secretaries and Administrative Assistants on a day to day basis.
* Engendering a learning organisation; sharing expertise across the trust and ensuring team members complete required and essential (mandatory) learning as required.
* Ensuring that all documentation is produced to an excellent standard.
* To ensure records and filing systems are maintained in line with Trust policies.
* To ensure secretaries are able to provide a full and comprehensive quality service.
* To ensure effective bring forward systems, ensuring necessary range of papers are available to management team.
* To ensure stationery levels are maintained at all times.
* To carry out routine analysis of information as directed by manager, carrying out research to support analysis of information.
* To contribute to the NHS service improvement by participating fully in new projects and developments such as service redesign.
* To communicate with staff, external organisations and colleagues in a courteous, professional and timely manner at all times.
* To manage all day to day correspondence within the department – initiating appropriate responses in order to provide, staff and other parties with required information in a friendly and professional manner.
* Receiving telephone calls and accepting messages on behalf of members of the management team and taking appropriate action where necessary.
* To manage email communication in a timely way and in line with the RD&E’s Email Best Practice guidance.
* To organise meetings as required, including agreeing with other attendees and renegotiating any changes.
* Participate in team and directorate meetings as required.
* To act as liaison and support for Blood Transfusion committees.
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| **KEY WORKING RELATIONSHIPS**  |
| No. of Staff reporting to this role: 3The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis.In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.Of particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Head of Departments
* Laboratory Managers
* Deputy Laboratory Managers
* Senior Technical and Scientific Staff
* Medical / Nursing Staff
* Medical Records staff
* Clerical and MLA staff
* Personnel
* Phlebotomy
* Estates Department
* Catering Department
 | * Patients
* Commercial customers
* Access to Work
* Suppliers
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| **ORGANISATIONAL CHART**  |
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| **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.The post holder is required to manage their own workload and that of the administration team. |
| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| The post holder will be required to adhere to the organisation’s 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. The post holder must effectively communicate with patients, users of the service and other professional bodies including Consultants, GP's, Nursing staff and Senior members of laboratory staff on a regular basis.Regular contact with third party suppliers of consumables and services is required, expediting deliveries and reconciling order delays/problems.The role involves receiving telephone calls and accepting messages on behalf of members of the management team and taking appropriate action where necessary. The post holder has oversight of the generic Blood Sciences and Commercial emails and must ensure all communications are dealt with in a timely way and in line with the Tryst Email Best Practice guidance.  |
| **ANALYTICAL/JUDGEMENTAL 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/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.The post holder plans staff rotas and cover; arranges meetings; manages diaries, and organises events. |
| **PATIENT/CLIENT CARE**  |
| The post holder will deal directly with commercial customers to provide advice, information and guidance.There is no direct patient care but the activities of the laboratory have a direct effect on patient outcomes. |
| **POLICY/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. |
| **FINANCIAL/PHYSICAL RESOURCES**  |
| The post holder will have a delegated budgetary responsibility for ordering 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. |
| **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. |
| **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.  |
| **RESEARCH AND DEVELOPMENT**  |
| Comply with Trust requirements and undertake surveys as necessary to own work.The role supports a broad range of R&D activities that are undertaken by technical and clinical staff.  |
| **PHYSICAL SKILLS** |
| The post holder will have advanced keyboard skills to operate a range of computer software. |
| **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. |
| OTHER RESPONSIBILITIES  |
| Take part in regular performance appraisal.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute 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 infectionAs 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 (DES) if appropriate to role.
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| **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.  |

PERSON SPECIFICATION

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| **Job Title** | Administrator Higher Level - Departmental Secretary & Administrative Team Leader |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING** Good Standard of EducationNVQ 3 Business Administration or Team Leadership or Customer Care or equivalent qualification / experienceRSA III or equivalent level of skill gained through experience or alternative qualificationAdditional relevant administration knowledge acquired through further experience | EEEE |  |
| **KNOWLEDGE/SKILLS**Effective interpersonal, organisational and communication skillsAbility to manage own workload and to supervise the workload of others, ability to delegate tasksAdvanced IT/Keyboard skills, IT literateMedical Terminology | EEE | D |
| **EXPERIENCE** Significant clerical/administrative experience within customer care environment or similarExperience of supervising staff Previous NHS/Social Services experienceCash management (if applicable to post) | EEE | D |
| **PERSONAL ATTRIBUTES** 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. | EEEE |  |
| **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 | EE |  |

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|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |
| Laboratory specimens | Y |  | X |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y |  | X |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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 |  |  |  |  |
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| **Risks requiring Other Health Surveillance** |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| 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  | N |  |  |  |  |
| Mental Effort  | Y |  |  | X |  |
| Emotional Effort  | Y | X |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | N |  |  |  |  |