

# JOB DESCRIPTION

JOB DETAILS	
Job Title	Administrator
Reports to	Administration Manager
Band	Band 3
Department/Directorate	Therapy Administration/Clinical Specialist Services

**JOB PURPOSE**

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 agenda's 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.

**KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES**

The Administrator will be based in the (Therapies) department and will provide administrative support to the Women's Health Physio service.

The post holder will fulfil all administration tasks and work as part of a team and 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.

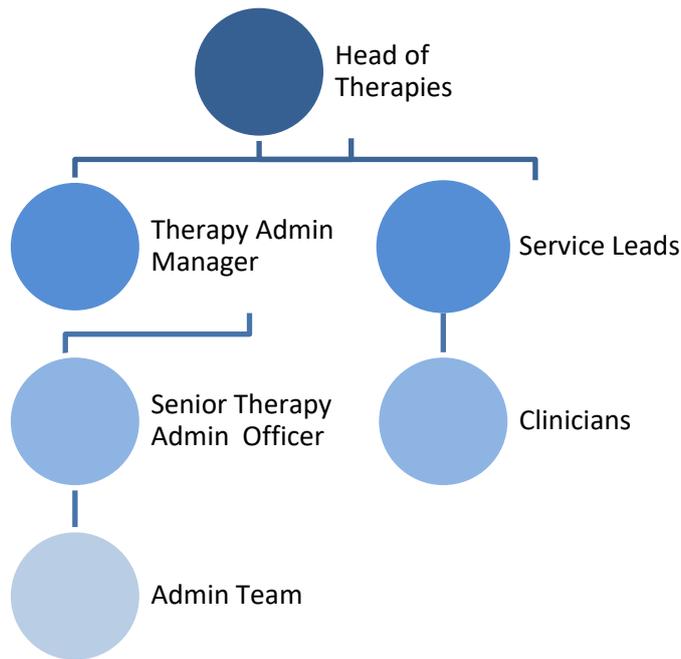
**KEY WORKING RELATIONSHIPS**

The 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:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> <li>Administration Manager</li> <li>Clinicians</li> <li>Administrative and clerical staff</li> <li>Other specialist services</li> </ul>	<ul style="list-style-type: none"> <li>Patients, relatives, carers</li> <li>GP's and other practice staff</li> <li>External referrers</li> <li>Social services</li> <li>Voluntary services</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.

## COMMUNICATION/RELATIONSHIP SKILLS

The post holder will be required to adhere to the organisations standards of customer care when welcoming visitors and communicating with a range of clients on a range of matters. For example receiving enquiries, via telephone or face to face, taking messages and ensuring that these are passed on to the appropriate person.

To deal with staff, clients and partner agency staff in a confidential and sensitive manner, this could be face to face or over the phone. The post holder may also be required to diffuse potential aggression from members of the public.

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/JUDGEMENTAL SKILLS

Make judgements on facts or situations, some of which require analysis, such as resolving conflicting diary appointments, scheduling of clinics. 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.

## PLANNING/ORGANISATIONAL SKILLS

The ability to work using own initiative and manage time effectively to meet deadlines. Organise own day to day activities and tasks and that of staff in lower banded jobs.

Plan and arrange staff cover as and when required.

Regularly arrange meetings.

The post holder will coordinate waiting lists and clinics.

- Act as the first point of contact for patients, families and other healthcare providers.
- Handle telephone and email enquiries professionally, efficiently and in a friendly manner.
- Be responsible for registering new referrals, organising waiting lists and booking patient appointments.
- Manage therapy appointment schedules, including booking, rescheduling, and cancellations.
- Maintain electronic patient records in line with data protection and confidentiality standards.
- Prepare clinical documents, letters, reports, and patient information packs where necessary.
- Data Inputting.
- Assist with the clinical team with administrative support.
- Deal with access to records requests in a timely manner.
- Assist the Therapy Admin Manager, Service Leads and wider Therapy team with admin support, as appropriate.
- Be adept at using a wide range of computer programmed and be able to type accurately.
- Assist with room bookings and securing suitable clinic space.

#### **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 regular contact with patients/clients 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 to clients by attending and participating 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. processing of invoices, payroll, petty cash/banking administration or handle patient's property.

#### **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 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 department to process and store information and type up minutes of meetings. Responsible for maintaining staff and/or patient data.

## **RESEARCH AND DEVELOPMENT**

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

## **PHYSICAL SKILLS**

Use advanced keyboard skills to operate Trust computer systems

## **PHYSICAL EFFORT**

Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.

## **MENTAL EFFORT**

The work pattern will be predictable and 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.

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

## **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 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 (DES) if appropriate to role.

## 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>	Administrator
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<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>
<b>QUALIFICATION/ SPECIAL TRAINING</b>		
Good Standard of Education	E	
NVQ 3 Team Leadership or Business Administration or Customer care or equivalent experience	E	
Relevant keyboard qualification i.e. RSA III	E	
<b>KNOWLEDGE/SKILLS</b>		
Effective interpersonal, organisational and communication skills	E	
Advanced IT/Keyboard skills	E	
Ability to manage own workload and to supervise the workload of others	E	
Ability to delegate tasks	E	
<b>EXPERIENCE</b>		
Proven clerical/administrative experience within customer care environment	E	
Experience of supervising lower banded staff		D
Previous NHS/Social Services experience		D
Cash management		D
<b>PERSONAL ATTRIBUTES</b>		
Reliability and Flexibility, able to contribute to changing demands of the service.	E	
Willing to undertake training relevant to the post.	E	
Ability to work within a team and delegate tasks to and supervise lower bands.	E	
Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	E	
<b>OTHER REQUIREMENTS</b>		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
Ability to travel to other locations as required	E	

		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				
Laboratory specimens	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/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	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	N				