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| **JOB DESCRIPTION** |  |
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| **Job Title:** | Service Administrator |
| **Band:** | **3** |
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| **Responsible To:** | **Team Leader**  |
| **Accountable To:** | **Administrative Line Manager**  |
| **Section/Department/Directorate:** | **Renal Service, Medical Directorate**  |

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| **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.The Renal Service at the Royal Devon and Exeter University Hospital seeks a new team member to join its administrative team. This is an excellent opportunity for an experienced administrative professional or someone considering a career change. The role of the medical secretary has evolved due to new technologies, which have changed the required skills for the position. If you possess good communication and organizational skills, along with knowledge of typing and managing emails and Word documents, we encourage you to apply for the administrative assistant position. While tasks such as typing, minute-taking, and understanding medical terms may seem daunting to some, we can assure you that these skills can be learned if you have the right attributes and motivation.If you have not worked in the National Health Service (NHS) but have experience in customer-facing roles within an administrative setting, we encourage you to apply for this position. We are also interested in hearing from experienced administrative staff who are already working in the NHS.The purpose of this position is to provide support to the renal service by managing phone calls, proofreading letters completed by voice recognition, booking clinics, and assisting with patient queries. The office is located at Wonford in Exeter, and the role involves assisting the consultant or nursing teams with administrative tasks. Training on hospital systems will be provided to enable completion of clinical administrative tasks. Typing qualifications such as RSA typing are not always necessary due to advancements in technology, but a good standard of typing and proficiency in using Word and accessing emails is desirableIf you would like to have an informal chat or visit our renal service to better understand the role, please get in touch. We would be happy to show you around the service and discuss the role in more detail. |
| **Context:** |
| The Administrator will be based in the Renal department and will provide administrative support to the (consultant and nursing teams.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.Renal is the term used to describe anything to do with the kidneys. Nephrology is a branch of medicine that deals with the function and diseases of the kidney.Our specialist unit looks after people with kidney disease and kidney failure, as well as patients who need dialysis or kidney transplant surgery. Our doctors and nurses work with other healthcare staff, including dieticians and psychologists to provide the best possible all-around care for our patients.We are one of the largest units in the South West, taking referrals from across Devon and some of Somerset. Our main site is in Exeter, but we also have five satellite units, some of which we run in collaboration with a specialist private company.These sites are currently based at:* Heavitree Hospital
* Honiton
* Torquay
* Barnstaple
* Taunton

We also look after people in the community. Some of our community patients have had a kidney transplant, others are undergoing treatment for kidney disease, such as dialysis. |
| **Key Working Relationships:** |
| * Administrative Line Manager
* Administration and secretarial teams across the Trust
* Consultants and other members of the medical team
* Patients and their relatives
* GPs
* Divisional Management team
* Senior Nursing staff and other ward staff
* Other members of the multi-professional clinical team
* Health Records & IM&T Departments
* Central Support Team

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. |
| 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 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 and 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. * Assist in monitoring the in-patient and day case waiting list and escalate any potential issues
* Ensure that waiting times meet NHS standards and targets, and are managed in line with the Trust Access Policy.
* Use multiple computer systems as required within the department such as EPIC, NHS E-referrals,
* Ensure accurate and up-to-date patient details are maintained on patient information systems such as EPIC in line with Trust Information Governance policy
* Maintain medical records and patient files in line with Trust Health Records Policy
* Respond to complaints where appropriate, escalating to Line Manager if unable to resolve

**Service delivery/improvement*** To coordinate and organise the attendance of patients to outpatient, inpatient &day case appointments in line with local team and Trust arrangements as instructed
* To work with the team to ensure adequate cover is in place during periods of leave
* To assist with the management of consultants’ and team diaries (this may include informing all appropriate people/departments of annual or other leave of members of the clinical team)
* To assist other secretaries and members of the admin team in the delivery of a high quality service
* Contribute to the NHS service improvement/modernisation agenda e.g. service redesign
* Work as part of the team in developing processes within the department to meet the demands of a growing service
* Participate in team and directorate meetings as required
* Contribute to audits regarding departmental procedures
* To have a flexible approach to working hours to meet the demands of the service
1. Adhere to the Trust Access Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies

**Communication*** Deal with all day to day correspondence within the department – initiating appropriate responses in order to provide patients, staff and other parties with required information
* Liaise within the multidisciplinary team to ensure essential patient information is available
* Inform patients of any short notice changes of appointment or admission dates, wherever possible providing them with alternative dates
* Make and receive telephone calls both external and internal according to Trust standards
* Take messages and ensuring they are actioned and/or received by the correct recipient
* Communicate effectively including discussion and written communication
* Proactively manage email communication in line with the RD&E’s Email Best Practice guidance
* Provide excellent customer care, in a calm and professional manner – some situations may be challenging
* Organise and/or support meetings through effective communication
* The post holder will coordinate waiting lists and clinics.

**Physical skills**Use advanced keyboard skills to operate Trust computer systems.**Responsibility for 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.**Responsibility for Policy and 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. **Responsibility for 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.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.**Responsibility 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.**Responsibility for 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. **Responsibility for Research and Development**Comply with Trust 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.**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.  |

**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**

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**POST :**  **Service 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 EducationNVQ 3 Team Leadership or Business Administration or Customer care or equivalent experienceRelevant keyboard qualification i.e. RSA III | EEE | Application FormApplication FormApplication Form |  |  |
| KNOWLEDGE/SKILLS:Effective interpersonal, organisational and communication skillsAdvanced IT/Keyboard skillsAbility to manage own workload and to supervise the workload of othersAbility to delegate tasks | EEEE | InterviewSkills TestInterviewInterview |  |  |
| EXPERIENCE:Proven clerical/administrative experience within customer care environmentExperience of supervising lower banded staff Previous NHS/Social Services experienceCash management | EDDD | Application Form/InterviewApplication FormApplication FormApplication 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 within a team and delegate tasks to and supervise lower bands.Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality. | EEEE | InterviewInterviewInterviewInterview |  |  |
| 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 | InterviewInterview |  |  |

\* Essential/Desirable

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| **HAZARDS :** |
| Laboratory SpecimensProteinacious Dusts |  | Clinical contact with patients |  | Performing ExposureProne 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 |  |  |  |