

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Administrative Line Manager |
| **Reports to** | Administrative Services Manager |
| **Band** | 5 |
| **Department/Directorate** | Cancer and Elective Care Division |

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| **JOB PURPOSE** |
| * The Administrative Line Manager - Cancer Services MDT is responsible for the line management of administrative staff and the day to day running of administrative functions. Specifically, the post holder will ensure that all staff are managed appropriately and within the parameters set by the Administrative Services Manager – Cancer Services MDT and Cancer Performance and Development Manager * Ensure that the administrative service is appropriately resourced and the work is closely aligned with the needs of the Trust’s strategic agenda and direction * Ensure that administrative services provided function effectively on a day to day basis, supporting the needs of the Cancer MDTs and their patients * Support and motivate the administrative workforce to focus on the needs of patients * Promote a culture of continuous improvement and share this knowledge across the Trust to improve efficiencies, increase patient care and drive down costs. * Ensure implementation and continual compliance with relevant Standard Operating Procedures (SOPs) * Promote a culture of information security within Cancer Services and across the wider Trust and ensure all patient and staff information is secure and confidentiality upheld at all times * Ensure the professional image of the Trust is maintained at all times |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * The Administration Line Manager will be based in the Cancer MDT Departmentand will provide business support to the Cancer Services team. * The post holder will fulfil all administration tasks and work as part of a team and will have day to day line management of a discreet group of administrative staff. * Day to day scheduling of staff and workload to meet the needs of the service. * Organise and/or support team meetings through effective communication * Contribute to the development and implementation of improvements in the efficiency and accuracy of MDT administrative processes * Effective liaison and co-operation with all administrative Line Managers to share learning and ensure consistency of practice. * Provide an effective link between administrative staff and senior Trust management, cascading information as appropriate and briefing the Administrative Services Manager and senior management on relevant issues |
| **KEY WORKING RELATIONSHIPS** |
| Areas of Responsibility: (type of work undertaken)  No. of Staff reporting to this role: 12  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. This will include verbal, written and electronic media.    Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Cancer Programme Director * Cancer Senior Leadership Team * Cancer Performance Manager * Cancer Information Manager * Cancer Improvement Managers * Administrative Services Manager-Cancer Services MDT | * Peninsula-wide Trusts | | * Administrative Line Manager – Cancer Waiting Times * Governance Manager |  | |  |  | | * Cancer Services Team * Business Intelligence Team * Cancer Navigators Trustwide * Administrative and Secretarial teams Trustwide * Consultants and Clinical Nurse Specialists * All members of Cancer Site Specific MDTs * Diagnostic Teams * Suspected Cancer Booking Team * Mycare and Epic Support Teams * Digital Services Teams |  | |
| **ORGANISATIONAL CHART** |
| Cancer Performance Manager  Cancer Programme &  Performance General Manager  Administrative Services Manager  Cancer Services MDT  Administrative Line Manager - Cancer Services MDT    \_\_ denotes line management accountability  --- denotes reporting relationship |
| **FREEDOM TO ACT** |
| High level of independence and autonomy required to deliver specific area of work. The post holder will operate within Trust Policies and procedures, using own initiative and seeking advice from Manager as required. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| The post holder will be required to maintain and build upon internal/external relationships, to communicate effectively with key stakeholders. This includes taking responsibility for handling complex, sensitive queries and information, in a tactful, diplomatic and empathic manner and adhering to the organisations standards of customer care.  The post holder will co-ordinate and manage the administration function of conferences and complex meetings which could involve securing local and national key speakers, negotiating with venues in order to provide a cost-effective event.    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** |
| The post holder will manage and prioritise all incoming and outgoing communications, initiating responses where appropriate, demonstrating at all times a high level of discretion and confidentiality while ensuring responses to deadlines and targets are met.  In the absence of the line manager, the post holder will also be required to make rapid and accurate assessments of urgent/delicate situations that can be addressed by appropriate colleagues within the Trust in order to meet deadlines, provide solutions and minimise disruptions and escalate as necessary. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| Excellent organisational skills, ability to work collaboratively, methodically and flexibly to ensure exacting deadlines are achieved in a busy environment, whilst high standards are maintained  The post holder must be able to manage rapidly changing priorities and multi task, delegating work where appropriate.  Contribute to the development and implementation of improvements in the efficiency and accuracy of MDT administrative processes |
| **PATIENT/CLIENT CARE** |
| The post holder is required to put the patient, as the first priority, at the centre of all activities. |
| **POLICY/SERVICE DEVELOPMENT** |
| Identify process improvements and develop projects and assignments to respond to organisational and/or policy changes and initiatives more effectively. Implement policy for own work area. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| Responsible for ensuring that all staff have the necessary equipment and resources required to undertake their duties. Responsible for non-pay budget ordering and maintaining equipment such as laptops, printers for the directorate and effectively reporting any problems that may arise. The post holder will be an authorised signatory for timesheets, meeting expenses. |
| **HUMAN RESOURCES** |
| Support new employee integration into the team. The post holder has responsibility for the day to day management of the admin team including allocation of work and service continuity. The post holder will undertake staff appraisals and provide specialist training to the team as required to ensure workforce development and succession planning opportunities are maximised. Day to day management of annual leave and sickness absence, formal performance management of staff such as objective setting, monitoring KPIs and documenting the relevant discussions and robust and effective recruitment of administrative staff to meet service needs.  Ensure that administrative staff work within the boundaries of all relevant Trust policies including HR, health and safety and relevant employment legislation  Remain up to date and compliant with all HR policies and employment legislation  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling |
| **INFORMATION RESOURCES** |
| The post holder will work with the Admin Services Manager and Cancer Waiting Times Manager  In data quality assessment and improvement in cancer waiting times data.  The identification and dissemination of cancer performance information  Manage Cancer Waiting Times work queues within Epic in validating pathways which breach cancer waiting times targets and assigning appropriate breach reasons.  Managing staff information in ESR, Learn Plus.  To achieve these tasks the post holder will be required to use numerous information resources in various ways.  These include:  Data inputting  Data extraction  Data analysis and validation  Reporting/presenting information  Modifying information systems to enable the capture of additional data items |
| **RESEARCH AND DEVELOPMENT** |
| Comply with Trust requirements and undertake surveys as necessary to own work. |
| **PHYSICAL SKILLS** |
| Utilisation of advanced keyboard skills for operation of a wide range of computer software and manipulation of data for reporting purposes. |
| **PHYSICAL EFFORT** |
| Light, physical effort consistent with an office environment, this may involve ‘hot desking’ or working from home on occasion. |
| **MENTAL EFFORT** |
| Unpredictable work pattern with frequent interruptions. |
| **EMOTIONAL EFFORT** |
| Limited exposure to distressing or emotional circumstances. The post holder will respond to concerns and questions from a wide range of people, who may be anxious or distressed. |
| **WORKING CONDITIONS** |
| Uses display screen equipment for substantial proportion of the day. |
| **OTHER RESPONSIBILITIES** |
| 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. * Championing health and wellbeing. * Encouraging and support staff engagement in delivery of the service. * Encouraging staff to comment on development and delivery of the service. * Ensuring during 1:1’s / supervision with employees you always check how they are. |
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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** | Administrative Line Manager – Cancer Services MDT |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Significant specialist knowledge and experience of administrative procedures and processes acquired through training to degree or equivalent level/experience  NVQ 3 in Business Admin or equivalent experience  Advanced keyboard skills, RSA 3 or equivalent experience  Epic Administrative Pathways | E  E  E  E  D |  |
| **KNOWLEDGE/SKILLS**  Excellent communication skills both written and verbal, with a wide range of people  Excellent organisational skills  Knowledge of IT databases and computer systems  Ability to work collaboratively, methodically and flexibly to ensure exacting deadlines are achieved in a busy environment, whilst high standards are maintained  Understanding of NHS Cancer Waiting Times performance targets  Work with a high degree of accuracy and be able to demonstrate attention to detail | E  E  E  E  E | D |
| **EXPERIENCE**  Previous clerical experience  Minute taking experience  Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG  Supervision and the development of staff | E  E  E | D |
| **PERSONAL ATTRIBUTES**  Enthusiastic, highly motivated & committed to delivering an excellent service  Skilled communicator  Able to prioritise own work load and meet deadlines  Ability to work unsupervised  Tactful, diplomatic, empathetic | E  E  E  E  E |  |
| **OTHER REQUIREMENTS**  Flexible to changes within the department.  Committed to on-going professional development  Approachable, responsive and resourceful  Self-motivated and proactive | E  E  E  E |  |

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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 | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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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 | X |  |  |  |
| 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 | Y |  |  |  |  |
| Challenging behaviour | Y |  | X |  |  |