

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Administrator Higher Level |
| **Reports to**  | The Configuration Manager |
| **Band**  | Band 4 |
| **Department/Directorate**  | Clinical Digital |

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| **JOB PURPOSE**  |
| To provide business support, administrative leadership and general office management to deliver a high quality, comprehensive administrative service. The post holder will be responsible for their own workload, including having responsibility for financial and personnel administration, overseeing maintenance of building(s) and dealing with clients/visitors and multi-disciplinary teams. The role will be to organise the day to day running of the EPR User & Security team (1.0wte Band 8a Configuration Manager + 5.0wte Band 6 & 7 Configuration Analysts) . The post holder will support the configuration analysts with workload supervision and will directly report to the configuration manager.The individual will be required to help organise the workload for the team using Microsoft Office tools such as Outlook, Excel & Teams. They will have access to, & become proficient in, the use of the access elements of the EPR system, the IT service desk portal, and the Learn Plus Training system to ensure the User & Security team is able to provide timely & appropriate access for end-users such that operational flow is not compromised. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| The Administrator will be based in the Electronic Patient Record (EPR) configuration team which is situated int eh Annexe at County Hall, Topsham Road, Exeter EX2 4QDand will provide business support to the (User & Security Application Team.The post holder will fulfil all administration tasks and work as part of a team and has responsibility for the day to day supervision of configuration analysts*.* 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.* User & Security email triage and allocation to analysts
* IT Service desk ticket triage, initial investigation & allocation to analysts
* Support with Microsoft Teams chats with the training department / IT Helpdesk to respond to urgent access queries.
* Maintaining ESR position mapping spreadsheet which indicates the training and access required for an individual at ESR position level
* Maintaining Non-RDUH access spreadsheet e.g. external agency / locums
* Maintaining Agency pack spreadsheet (short notice access requests) and updating EPR system users when names are known.
* Supporting with Doctor Rotation / Medical Student / Student Nurse onboarding spreadsheets.
* Reducing duplicate users / providers on Epic
* Preparatory work for induction list to ensure duplication of users / providers does not occur.
* Taking minutes & actions from meetings with key stakeholders.
* Running daily reports: Training completion report / Users with no login for >54 weeks / Users with missing information
* Supporting with audits for Information Governance compliance.
* Updating Role-Based Access Control (RBAC) document when changes to roles are made
* Providing on-site support for go-lives at Torbay & Plymouth
* Support with Healthroster (sickness & annual leave planning)
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| **KEY WORKING RELATIONSHIPS**  |
| Areas of Responsibility: 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:

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| **Internal to the Trust**  | **External to the Trust**  |
| * HR Workforce Team (recruitment / ESR)
 | * Same as internal teams but for UHP and TSD
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| * IT Service Desk Team
 | * Other organisation that require user access to the EPR system
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| * Workforce Systems Team (Learn+)
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| * EPR Training Team
* Wider EPR configuration team
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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. |
| **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.  |
| **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. |
| **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**  |
| 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 is responsible for monitoring 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**  |
| The post holder is responsible for the day to day supervision or coordination of the configuration analyst staff within the department.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. |
| **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. |
| **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. 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

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| **Job Title** | Administrator Higher Level |

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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 | N |  |  |  |  |
| Contact with patients | Y |  |  |  | X |
| 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 |  |  |  |  |
| 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 |  |  |  |