

JOB DESCRIPTION

JOB DETAILS	
Job Title	Pathology support – data and information
Reports to	Cellular Pathology Manager
Band	Band 5
Department/Directorate	Pathology/Diagnostics

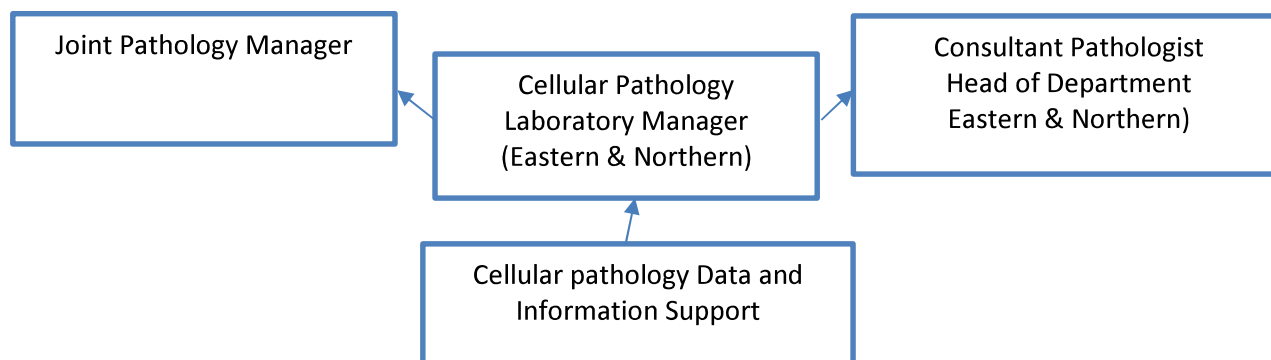
JOB PURPOSE
<p>To provide a comprehensive business, data and information support function to ensure the efficient and effective operation of cellular pathology service, this will include extraction and analysis of data from information systems across both Eastern and Northern Cellular pathology services and submitting this to internal and external agencies by the required deadline.</p> <p>The post holder will project manage a number of initiatives on behalf of the line manager.</p> <p>The post holder will support the Cellular Pathology manager and the Joint Pathology manager to ensure high quality data is submitted to SWQAS, NHSi, Cancer Alliance, PQAD, Peninsula South Network and maintain cellular pathology dashboards for performance and improvement groups including cancer services taskforce.</p> <p>There will also be a requirement to support work to improve data quality at point of entry including working with various staff groups where issues are identified. This will include review and development of SOPs to support ongoing data quality.</p> <p>The post holder will support collation, validation and presentation of diagnostic cancer related data to ensure accurate internal and external reporting of performance and quality indicators.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>The post holder will be based in cellular pathology and provide business support to the Eastern and Northern Cellular Pathology Teams and work closely with My Care Beaker Teams and Business Intelligence as required.</p> <p>The post holder will have day to day supervisory responsibility for all administration staff in lower bands. The post holder will fulfil administration and technical support tasks in all areas of the cellular pathology service but will prioritise data analysis as required in order to meet deadlines for data submissions.</p>

KEY WORKING RELATIONSHIPS	
The post holder will be responsible for overseeing all administration tasks and work as part of a team and will have day to day supervisory responsibility for staff in lower bands.	
In addition, the post holder will deal with the wider healthcare community and external organisations This will include verbal, written and electronic media.	
Of particular importance are working relationships with:	
Internal to the Trust	

<ul style="list-style-type: none"> • Cellular Pathology leadership and management teams • Business Intelligence teams • MYCARE Beaker team • MDT coordinators • Service management teams • Administration teams • Nursing teams • Clinical staffing including consultants 	<ul style="list-style-type: none"> • Cancer Alliance staff • SW Peninsular Network • Other NHS organisations as required
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ORGANISATIONAL CHART



FREEDOM TO ACT

A high level of independence and autonomy is required to deliver specific area of work. The post holder will operate within Trust policies and procedures, using own initiative but seeking advice and clarification from Managers 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 fulfil a wide range of administration functions required to run an effective cellular pathology service.

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.

The post holder will also be required to make rapid and accurate assessments of urgent situations that can be addressed by appropriate colleagues within the Trust in order to meet deadlines.

PLANNING/ORGANISATIONAL SKILLS

The post holder will be expected to plan and organise a number of programmes of work and will be required to organise and plan the workload to the best support the cellular pathology service. This includes the analysis of data and information ensuring that the flow of work is prioritised in order to deliver targets and objectives. The post holder must be able to manage rapidly changing priorities and multi task as appropriate.

PATIENT/CLIENT CARE

The post holder is required to put the patient, as the top priority and 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 procedure/policy for own work area.

FINANCIAL/PHYSICAL RESOURCES

The postholder will support the monitoring of supplies and ensure this is done efficiently and cost effectively in line with the needs of the service.

The post holder will use and maintain laboratory equipment and record downtime and corrective measures taken.

Assist in acceptance testing and verification of new technology as directed by senior BMS.

HUMAN RESOURCES

Support new employee integration into the team.

The post holder will have day to day supervisory responsibility for all administration staff in lower bands.

The post holder will provide specialist training in data and information analysis to other members of the team as required to ensure service performance and quality is maintained.

The post holder will take an active part in the development review of own work suggesting areas for learning and development in the coming year.

INFORMATION RESOURCES

Responsible for sourcing and gathering information to produce reports dashboards and briefings, ensuring that all actions are followed.

Ensure that a high quality and timely word processing service is provided (utilising all Microsoft Office packages) when producing correspondence, reports, emails, presentations, project plans and spreadsheets.

Maintain effective office systems including operating an effective bring forward system and ensuring that files and records are stored and retrieved appropriately in accordance with Trust procedures.

RESEARCH AND DEVELOPMENT

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

To support the department research and development initiatives by providing data and information and conducting quality audits as required by quality managers.

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

Laboratory based post with a frequent requirement to sit or stand in a restricted position at display screen equipment. Lifting office and laboratory consumables occasionally.

MENTAL EFFORT

There is a frequent requirement for concentration and attention to detail for activities such as typing complex documents. Unpredictable work pattern with frequent interruptions.

EMOTIONAL EFFORT

Based in the laboratory environment, the post holder may have occasional exposure to distressing or emotional circumstances

WORKING CONDITIONS

Uses display screen equipment for substantial proportion of the 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.

LINE MANAGEMENT

Leading the team effectively and supporting their wellbeing by:

- 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.

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

Job Title	Administration Manager
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Significant specialist knowledge and experience of Administrative / Secretarial procedures and processes - acquired through training to degree or equivalent level	E	
Advanced keyboard skills, RSA 3 or equivalent	E	
Medical/Cancer Terminology	E	
KNOWLEDGE/SKILLS		
Excellent communication skills both written and verbal, with a wide range of people	E	
Knowledge of Histopathology processes and procedures in order to analyse and check data	E	
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	E	
Work with a high degree of accuracy and be able to demonstrate attention to detail	E	
Tactful, diplomatic, empathic		
EXPERIENCE		
Project Management experience	E	
Knowledge of the pathology IT systems and experience in downloading data.	E	
Significant experience of MS office applications (including Outlook, Word, Excel and Powerpoint)	E	
Experience of managing a team of people	E	
PERSONAL ATTRIBUTES		
Approachable, responsive, resourceful, enthusiastic and flexible approach	E	
Self-motivated and proactive	E	

OTHER REQUIREMENTS		
Willingness to undertake a wide variety of duties	E	
Ability to travel to other sites for training, meetings etc	E	
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust	E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
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				
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				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y	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	N				
Challenging behaviour	Y		X		