

JOB DESCRIPTION

JOB DETAILS	
Job Title	Microbiology Administrator
Reports to	Operational Administrator
Band	Band 3
Department/Directorate	Microbiology/Specialist Services Division

JOB PURPOSE

- To provide a comprehensive secretarial and administrative service to consultants, Managers and scientific team in order to support the work of the clinical area.
- Specifically, this post will work with colleagues and team leaders to ensure that they provide a professional, efficient, accurate and timely service.
- To maintain proficiency in Beaker/Epic computer system in order to deal with telephone and email enquiries in a professional and timely manner.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- To oversee and manage the Microbiology Consultants' email account
- Provide telephone service for the laboratory
- Organise and distribute post for the department
- Create and maintain Excel databases
- Be proficient in ESR operation as deputy to the Operational Administrator
- To manage and maintain personnel files, rotas and absence records
- To monitor stationery supplies, re-ordering supplies where necessary, ensuring that this is done efficiently and cost-effectively in line with the needs of the service.

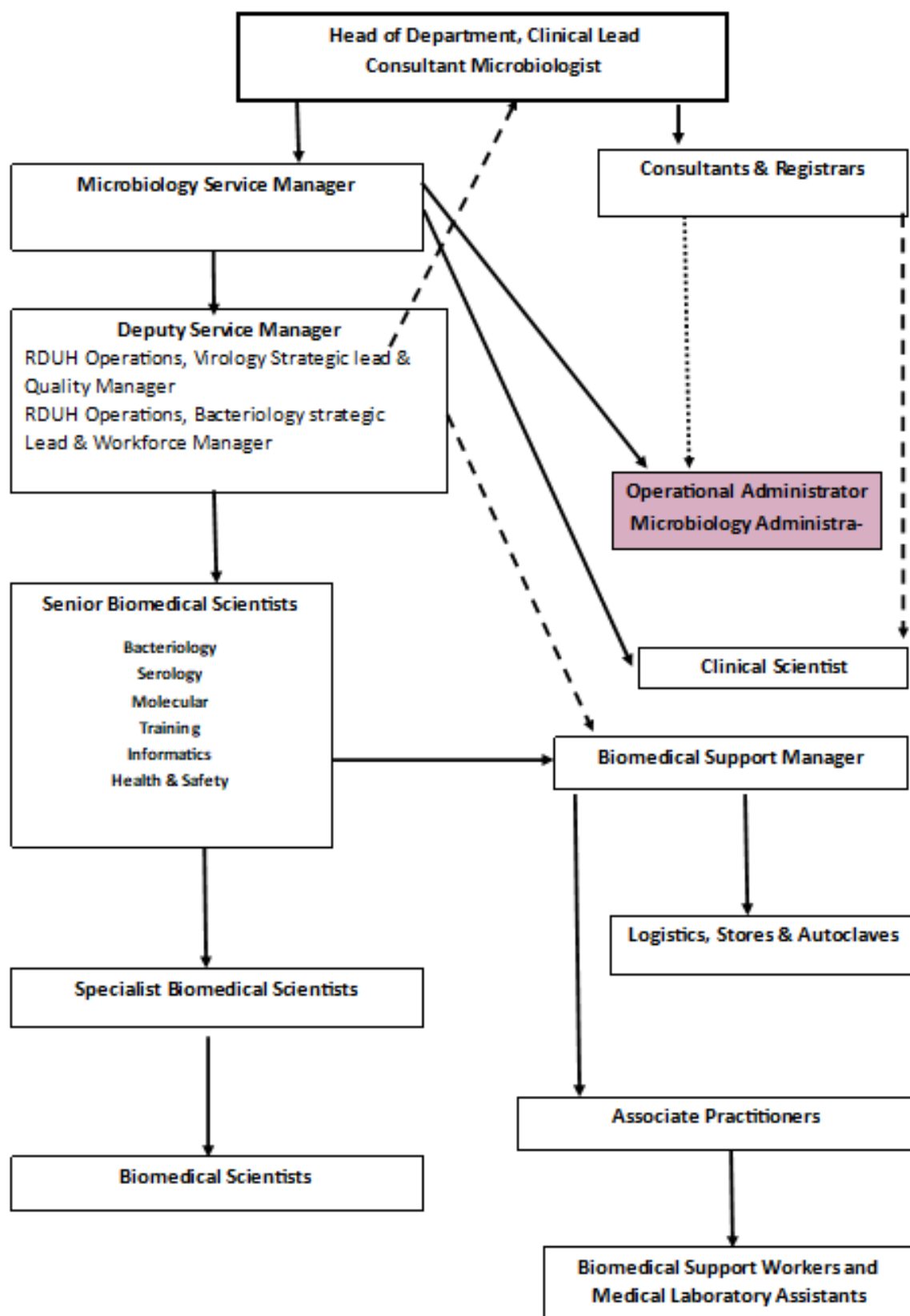
KEY WORKING RELATIONSHIPS

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. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
- Divisional Management team - Biomedical Scientists and other laboratory staff - Other clinical staff - Clerical and secretarial staff - Lead Clinicians/Consultants, Trust Doctors and Doctors in training - Nursing staff and other ward staff - Specialist Nurses - Other members of multi-professional clinical teams - Health Records, Digital Services Department and Estates	- Patients - GPs - UK Health Security Agency (UKHSA) staff - Other Healthcare Professionals - Suppliers

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.

Has access to advice and support from the Operational Administrator, senior staff or managers when required

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.

This includes:

- Provide and receive routine, sometimes sensitive information requiring tact or persuasive skills, barriers to understanding
- Exchange information with staff on a variety of departmental matters and procedures
- Communicates complicated administrative information to staff from other departments and external contacts
- Provide a telephone service for the laboratory in line with Trust standards
- 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.

This includes:

- Undertakes sickness and absence monitoring in line with Trust procedures
- Prioritises incoming enquiries to ensure appropriate action or escalation
- Amending patient clinic appointment times

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.

This includes:

- The post holder will coordinate waiting lists and clinics
- Assists in the planning of staff rotas and cover; schedules clinics; arranges meetings and venues; manages diaries
- Assessing urgency of letters/emails/calls received from GPs/Consultants, following up on results and acting on them in a timely manner

- Assist with departmental meeting arrangements, organising, preparing and transcribing meeting minutes and agendas
- Support onboarding arrangements for new starters, including system access and uniform
- Assisting with travel and accommodation arrangements for the department
- Assist office and laboratory colleagues in delivering an efficient administrative service

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 clients by phone or face to face and will provide non-medical information and advice to patients' and carers.

This includes:

- Assisting patients and relatives during incidental contact, providing non-clinical advice and information such as appointment details, service processes and signposting to appropriate services where required
- Providing non-clinical advice and responding to routine queries from service users in line with departmental policies and scope of role, escalating more complex queries or concerns to senior staff as appropriate
- Demonstrating a consistent commitment to high standards of customer care, professionalism and confidentiality in all interactions with patients, relatives and service users

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.

This includes:

- Financial and personnel tasks i.e. processing of invoices, payroll, petty cash/banking administration, raising requisitions for travel, training and resources using Trust systems
- Assists with checking electronic roster entries in line with established procedures

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.

This includes:

- Handling staff sickness notifications sensitively and confidentially, accurately recording absence episodes on HealthRoster and promptly informing relevant managers or team
- Monitoring and maintaining sickness absence records in line with Trust policy, preparing documentation to support return-to-work discussions and absence review meetings led by managers

- Maintaining accurate and up-to-date personnel records, ensuring confidentiality and compliance with data protection requirements

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.

This includes:

- Organising, setting up and maintaining clinics on EPIC, including booking, amending and cancelling appointments in line with agreed procedures
- Updates, maintains and stores personnel records (such as absence, holidays, shifts etc) in ESR, personnel files, Rota Systems and HR forms
- Compile routine data for meetings and monitoring purposes
- Submit Occupational Health and DSE documentation as required

RESEARCH & DEVELOPMENT

Comply with Trust requirements and undertake surveys as necessary to own work. May participate in departmental audits.

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.

The post holder may be required to exert light physical effort (loads of not more than 5kg.) on an occasional basis for several short periods during the shift.

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 support 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 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.

- Works in an environment where occasionally exposed to diagnostic specimens
- Requirement to spend time in a laboratory environment

OTHER RESPONSIBILITIES

Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and take part in regular performance appraisal.

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.

Ensure all information is secure and confidentiality is maintained at all times.

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

The post holder may be required to provide administrative support for other Microbiology operational activities and projects from time to time, in order to meet the needs of the service.

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

Job Title	Microbiology Administrator (Band 3)
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Good Standard of Education	E	
NVQ 3 Team Leadership or Business Administration or Customer care or equivalent experience	E	
KNOWLEDGE/SKILLS		
Effective interpersonal, organisational and communication skills	E	
Advanced IT/Keyboard skills including: Excel databases, word-processing, Email including all Microsoft packages	E	
Ability to manage own workload and to supervise the workload of others	E	
Ability to delegate tasks	E	
Accurate typing and accuracy in spelling and grammar	E	
Excellent telephone manner	E	
Medical terminology or willingness to learn		D
EXPERIENCE		
Previous Administration/Secretarial experience	E	
Working effectively as part of a team	E	
Excellent, proven verbal and written skills	E	
Experience of supervising lower banded staff		D
Previous NHS/Social Services experience, particularly in a Pathology environment		D
PERSONAL ATTRIBUTES		
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	
Excellent interpersonal skills	E	
Self-motivated and proactive	E	
Remain calm and professional in a busy environment	E	
Able to prioritise own work load and meet deadlines	E	
Excellent communication skills	E	
OTHER REQUIREMENTS		
Willingness to undertake a wide variety of duties	E	
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	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y		O		
Contact with patients	Y	R			
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	Y	R			
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				F
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		O		
Mental Effort	Y		O		
Emotional Effort	Y		O		
Working in isolation	Y		O		
Challenging behaviour	Y		O		