

## **JOB DESCRIPTION**

### **1. JOB DETAILS**

<b>Job Title:</b>	Administrative Assistant/Laboratory Support
<b>Band:</b>	3
<b>Responsible To:</b>	Admin Line Manager
<b>Accountable To:</b>	Head of Department
<b>Department/ Division:</b>	Genomics Laboratory/ Specialist Services

### **2. JOB PURPOSE**

This post holder will be expected to undertake administrative and specimen reception duties required to support the genomics Laboratory in the provision of an effective and high-quality Genetics service to patients in accordance with National and Professional standards. They will provide both effective and high-quality administrative support to ensure a professional, efficient, accurate and timely service in addition to being responsible for all aspects of sample receipt, including unpacking, accurately checking and logging samples into the laboratory computer system (StarLIMS). They will ensure that patient confidentiality and the professional image of the Trust are maintained at all times, under the supervision of the Lead Administrator

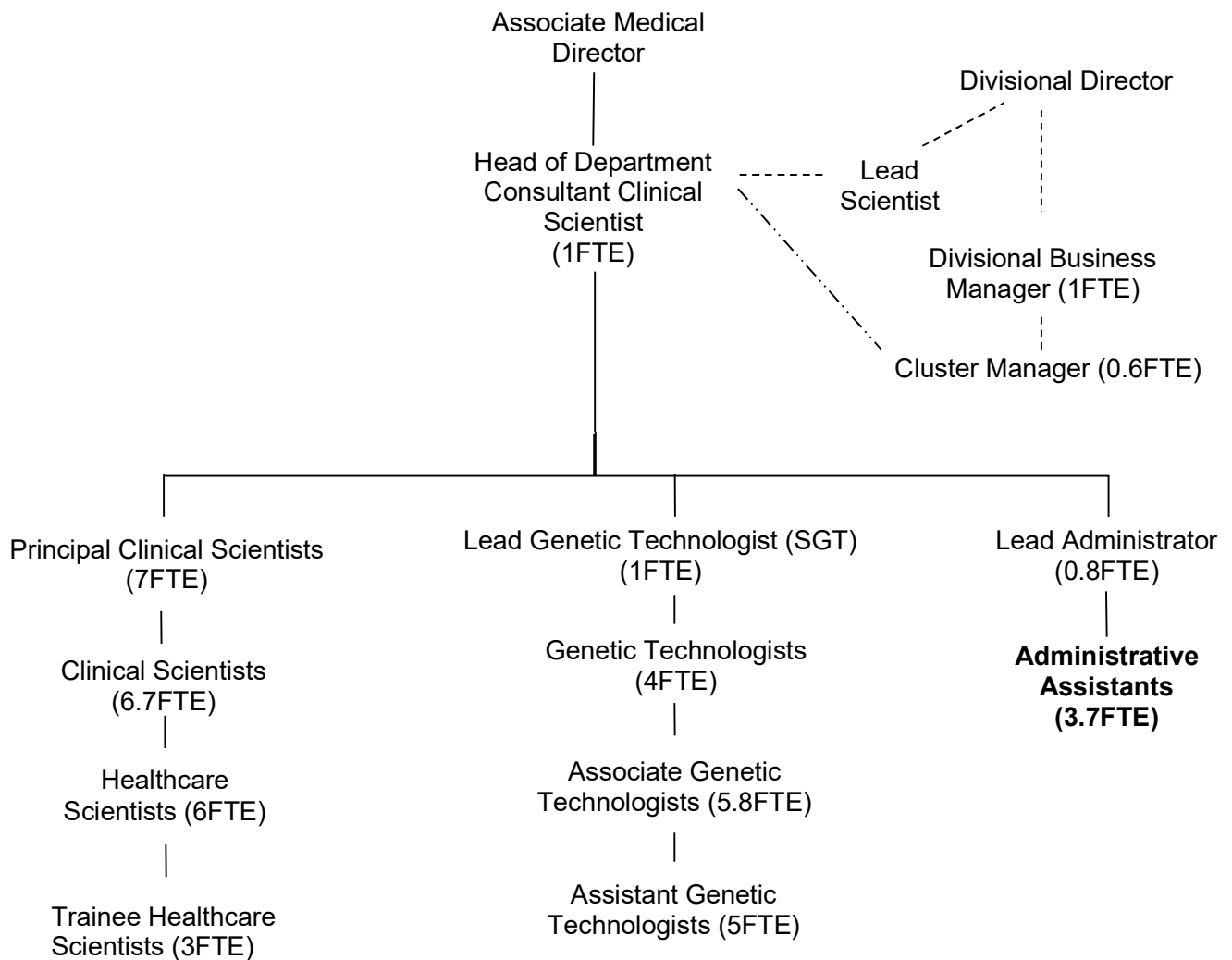
### **3. KEY WORKING RELATIONSHIPS**

- Clinical Scientists, Healthcare Scientists
- Bioinformaticians
- Trainee Scientists
- Genetic Technologists
- Associate Genetic Technologists
- Assistant Genetic Technologists
- Medical Consultants
- Genetic Counsellors
- Secretarial, Administrative and Clerical Staff
- Other Healthcare professionals
- Patients, relatives and the general public
- Clinical research team members, Fellows and nurses
- Postdoctoral research fellows, PhD Students and other trainees or students
- Academic staff

### **4. DIMENSIONS**

The Exeter Genomics Laboratory employs ~50 members of staff and receives >10,000 samples per annum. The laboratory is part of the South West Genomic Laboratory Hub, which is a partnership between the RD&E and North Bristol NHS Trust. The Exeter Laboratory is the national provider of the Rapid Exome sequencing service and one of three NHS England designated specialist providers for endocrine tests. We work closely with an internationally acclaimed research team with expertise in the genetics of diabetes and hyperinsulinism, providing a range of specialist tests to users throughout the world.

## 5. ORGANISATIONAL CHART



Professional (Clinical) Accountability \_\_\_\_\_

Managerial Accountability - - - - -

Liaison Relationship - . . . . .

## **6. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES**

### **ADMINISTRATIVE AND CLERICAL**

- Manage departmental nhs.net email account, ensuring all correspondence is dealt with and requests for Genomic testing are actioned, escalating any work or decision making as appropriate.
- Responsible for opening and sorting mail ensuring that any urgent and/or important communications are actioned or brought to the attention of an appropriate person efficiently.
- Use own initiative to prioritise daily workload to meet the changing demands of the service.
- Update departmental and external websites with accurate information as required.
- Use StarLIMS database to perform administrative review (data entry) for a subset of tests, as part of the specimen receipt process, and for performing other administrative tasks as necessary.
- To ensure accurate and timely dispatch of reports to clinicians and laboratories throughout the world using secure electronic means wherever possible (nhs.net and encrypted e-mail).
- Scan and attach reports received from other laboratories by e-mail or post, ensuring they are attached to the correct patient record and are legible.
- Storing all scanned paper documentation (reports and request forms) within the department to ensure a seamless audit trail to comply with accreditation requirements of the United Kingdom Accreditation Service (UKAS).
- Undertake general clerical duties including filing, photocopying and scanning.
- Check stock levels within working areas and notify the appropriate person when items need reordering to ensure continuous supply.
- Use Mycare for accurate checks of patient and sample data.
- Follow data entry standard operating procedures (SOPs) for data entry into StarLIMS, and other specialist laboratory databases, to assist and support the laboratory testing process.
- Update standard operating procedures and distribute.
- Organise simple meeting requests and coordinate as directed, including sourcing of suitable venue, time, catering and equipment.
- Contribute to management of specified electronic diaries, ensuring all absences/meetings are accurately recorded.
- To acknowledge and help all visitors and staff attending the department.
- To use and ensure office equipment is maintained.
- Ensure adequate and appropriate stationery supplies are available.
- Take minutes at departmental meetings.
- To undertake and take part in training audits.
- Undertake weekly StarLIMS maintenance tasks.
- Generate negative genotype targeted next generation sequencing (NGS) test reports.
- Generate negative Exome reports.
- Undertake Exome/Genome test review.
- Pre-log patient data to await sample receipt.
- Generate work batches for GAD/IA2 antibody testing using automated process.
- Enter test results for non-invasive prenatal testing for Rhesus D (RhD) onto EPIC (this is witnessed by another person).
- Makeup CFF packs/Saliva Kits/Capillary Blood Collection Kits/Buccal swab kits.
- Maintain a clean working environment.

### **SCIENTIFIC AND TECHNICAL**

- Unpack pathological specimens and check that the patient details on the referral form correctly match those provided on the sample container received.

- Book in patient samples under the supervisor of the specimen reception team.

### **TRAINING, EDUCATION, CPD, DEVELOPMENT, HUMAN RESOURCES**

- Assist in training and helping new members of staff acclimatise to their new role.
- To contribute to the NHS service improvement agenda by participating fully in new projects and developments such as service redesign and implementation of the electronic patient record.
- Light physical effort, frequent requirement for sitting in a restricted position for a substantial proportion of the working day using keyboard.
- To be able to undertake repetitive daily tasks that have no completion/end date.
- To undertake training to maintain competency and comply with Trust policies, including mandatory training (i.e. Fire, Manual Handling) as required.
- Undertake competency assessments by participation in examination audits as required.
- To work within Trust policies – including those for confidentiality, data protection, health and safety, fire protection, and performance review/appraisal.
- Contribute to and work within a safe working environment.

### **QUALITY SYSTEMS, ORGANISATIONS, MANAGEMENT, OBJECTIVES, PLANNING**

- Ensure that all clinical patient reports are distributed in a timely manner to meet specified reporting times.
- Ensure all data, whether paper-based or electronic, is stored, retrieved and archived according to Trust standards and maintaining data protection requirements.
- Monitor own workload to ensure that tasks are prioritised to maximise efficiency.
- Run regular monthly queries of the StarLIMS database using Crystal reports to obtain information relating to key performance indicators (KPI).
- Maintain a standard of conduct and dress to sustain client confidence in accordance with the professional Code of Conduct and Trust policies.
- Comply with requirements to read, acknowledge and act on controlled documents within the department using the QPulse software package to meet the needs of UKAS.
- Accountable for own actions and aware of limitations.
- To take part in regular performance appraisal.
- The post holder is 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.

### **COMMUNICATION**

- To be the first point of contact (by e-mail, letter and telephone) providing information on clinical specimen requirements, availability of samples and test results, taking responsibility for the information given.
- Communication with patients, staff and other parties service users, both on the telephone and in person, to request and receive information necessary for accurate and timely reporting of results in a confidential, friendly and professional manner,
- Making and receiving telephone calls and messages from clinical staff and external laboratories, taking appropriate action and responsibility for information received and given.
- Maintain the highest level of patient confidentiality and comply with section 60 of the Health and Social Care Act.
- Ensure adequate handover to colleagues prior to any planned periods of leave.
- To recognise the importance of harmonious relationships and maintain an atmosphere conducive to this.

### **ADDITIONAL RESPONSIBILITIES**

- The post holder will be required to carry out any other duties as required, commensurate with grade and experience.

#### **7(a) THE TRUST – PURPOSE AND VALUES**

We are committed to serving our community by being a high quality specialist Hospital with consultant-led services. We aim to co-ordinate our services with primary and community care, and to develop a limited number as Sub-Regional Referral Centres with appropriate levels of research, development and educational involvement. Where appropriate, and consistent with our services, we may provide services aimed at preventing disease and debilitation.

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.

#### **7(b) 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 job holder. 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, the Trust reserves the right to insist on changes to your job description after consultation with you.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks.

#### **8. JOB DESCRIPTION AGREEMENT:**

**Jobholder's Signature:**

**Date:**

**Manager's Signature:**

**Date:**



HAZARDS:					
Laboratory Specimens	✓	Clinical contact with patients		Performing Exposure Prone Invasive Procedures	
Proteinacious Dusts					
Blood / Body Fluids	✓	Dusty environment		VDU Use	✓
Radiation		Challenging Behaviour		Manual Handling	✓
Solvents		Driving		Noise	
Respiratory Sensitisers		Food Handling		Working in isolation	
Handling Cytotoxic Drugs					