**JOB DESCRIPTION**

1. **JOB DETAILS**

**Job Title:**  Plastic Surgery Rota Co-ordinator / Team Leader

**Band:**  4

**Reports to:** Admin Line Manager / Cluster Manager

**Department / Directorate:**

1. **JOB PURPOSE**

This post is responsible for the day to day management of the Plastic Surgery Surgeons rota. Ensuring staff levels are maintained at all times. This will require excellent planning and organisational skills, to ensure future rota/people plans are implemented and communicated. The ability to respond effectively to unplanned urgent changes to the rota is also required. The post holder will need to have a flexible approach to work in order to ensure that the rota is adequately covered each day. The ability to quickly build excellent working relations with all levels of doctor and other staff are pre-requisites of this post.

The post holder will also be required to work closely with the Plastic Surgery Lead Clinician, Plastics Medical Secretarial team and Operational Management colleagues from outlying hospitals in which the Surgeons have clinical commitments. This requires excellent communication and negotiation skills, to ensure external contractual commitments and local core clinical commitments are adequately covered.

The post holder will be required to have an in depth understanding of all external contract commitments for the Specialty, and to maintain detailed records of all sessions delivered both at the Royal Devon & Exeter, and the outlying hospitals.

1. **DIMENSIONS/ KEY WORKING RELATIONS** 
   * Cluster Manager
   * Lead Clinician
   * Consultants
   * Associate Specialists
   * Junior Doctors
   * Medical Secretaries
   * External Organisation Management Teams
   * HR staff
   * Management accountant
   * Governance co-ordinators

1. **ORGANISATIONAL CHART:**

Directorate Manager

Cluster Manager/ALM

Rota Co-ordinator

1. **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:**

* + Proactively plan the surgical rotations, in liaison with the Lead Clinician. Advise and manage operational changes and as and when they occur**.**
  + Maintain current and historical versions of the rota in the appropriate format.
  + Ensure timely communication of any all rota changes to staff members.
  + Work with the Lead Clinician to ensure all essential activity is covered in the rota, raising any concerns to the Cluster Manager.
  + Enter and monitor Clinical staff’s sickness levels on Electronic Staff Record system (ESR). Highlight those individuals who hit the trigger to the Cluster Manager and Lead Clinician
  + Manage leave requests, checking forms / systems are appropriately completed and authorised, ensuring service commitments are adjusted accordingly and that service provision is maintained. Balancing both annual, professional and study leave commitments and raising concerns to Cluster Manager in a timely manner.
  + Ensure both planned and unplanned absences are managed and communicated appropriately, and that adequate cover is maintained
  + Maintain good working relationships with external organisations, where Surgeons fulfil contracted commitments, keeping them informed of surgeons planned and unplanned leave in a timely manner
  + Monitor sessions delivered by surgeons in each hospital, and reconcile this to contractual commitments. Raise concerns with regards to under / over provision of the service Cluster Manager
  + Monitor all Waiting List Initiative (WLI) Claims, reconciling claims to rota commitments, and is addition to contracted job plans
  + Ensure all requests for Surgeons to carry out WKO in outlying hospitals has been appropriately authorised by the local management team, before the commitment is carried out
  + Ensure all WLI for outlying hospitals has been correctly charged to the receiving organisation
  + Monitor Surgeons applications for expenses and mileage, cross referencing with study and professional leave applications and commitments in outlying hospitals
  + Ensure all contact details are maintained, correct and communicated to relevant people; including mobile and bleep numbers
  + Work on specific projects as required

**Other Responsibilities:**

To take part in regular performance appraisal

To undertake any training required in order to maintain competency including mandatory training, i.e.

Manual Handling

To contribute to and work within a safe working environment

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

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.

**THE TRUST – Vision and Values**

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity

Fairness,

Inclusion & Collaboration

Respect & Dignity

We recruit competent staff that 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.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

**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.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call 01392 207462.

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**PERSON SPECIFICATION**

**POST:**

**BAND:**

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| **REQUIREMENTS** | **At**  **Recruitment** | **At 2nd KSF Gateway** |
| **QUALIFICATIONS / TRAINING**  Minimum GCSE (or equivalent) grade A-C in English and Mathematics  Education to ‘A’ Level standard or equivalent  RSA Stage III Typing or equivalent  ECDL, CLAIT or equivalent  NVQ Level 3 in Business Administration or equivalent ILM Level 3 or equivalent | **E**    **E**  **E**  **E**  **E D** | **E**    **E**  **E**  **E**  **E**  **E** |
| **KNOWLEDGE / SKILLS/ABILITIES**  Ability to liaise and communicate with staff at all levels  Excellent interpersonal and communication skills  Excellent verbal and written communication skills  Excellent planning and organisational skills  Excellent telephone manner  Ability to promote good working liaisons between staff, MDT, and colleagues in external organisations  Proven ability to motivate staff and encourage team work  Ability to prioritise workload to respond to changing demand  Understanding of hospital network systems  Comprehensive PC skills including databases, word-processing and e-mail, including Microsoft Excel and report writing skills  Able to work independently and with minimum supervision  Ability to problem solve  Excellent interpersonal skills to enable effective communication with Consultants, Junior medical staff and external management teams on a wide range of employment and contracting issues Ability to develop database/systems to meet service needs | **E**  **E**  **E**  **E**  **E**  **E**    **E**  **E**  **E**  **E**    **E**    **E**      **E** | **E**  **E**  **E**  **E**  **E**  **E**    **E**  **E**  **E**  **E**    **E**    **E**      **E** |
| **EXPERIENCE**  Extensive proven experience in a secretarial/administrative post  Previous experience in a hospital/healthcare setting  Experience of managing working patterns for employees | **E**  **E D** | **E**  **E**  **E** |
| **PERSONAL REQUIREMENTS**  Enthusiastic highly motivated and committed to developing a service  A flexible approach to work  Remain calm and professional in a busy environment  Able to prioritise workload and meet deadlines  Adheres to data protection and confidentiality requirements  Ability to influence, motivate and develop others  Ability to use own initiative  Tact and diplomacy  Ability to adapt to changing priorities, and able to quickly assess options in an emergency and effect the most appropriate solution | **E**    **E E**  **E E**  **E**  **E**  **E**  **E** | **E**    **E E**  **E E**  **E**  **E**  **E**  **E** |
| **OTHER REQUIREMENTS**  Willing and able to attend occasional evening meetings | **D** | **D** |

\* **E**ssential/**D**esirable

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|  | **HAZARDS IDENTIFIED (*tick as appropriate)*:** | | | | |
| Laboratory specimens |  | Clinical contact with |  | Performing Exposure |  |
| Proteinacious Dusts |  | patients |  | Prone Invasive Procedures |  |
| Blood / Body Fluids |  | Dusty environment |  | VDU use | ✓ |
| Radiation |  | Challenging Behaviour | ✓ | Manual handling | ✓ |
| Solvents |  | Driving | ✓ | Noise |  |
| Respiratory Sensitisers |  | Food handling |  | Working in isolation |  |