

***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS**  |
| **Job Title**  | Customer Service/ Business Administration Apprenticeship |
| **Reports to**  | Administration Line Manager  |
| **Band**  | AfC Pay scale 2 |
| **National Job Profile used** | Ward Clerk Band 2  |
| **Department/Directorate**  | Trust wide  |

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| **JOB PURPOSE**  |
| Our Customer Service/Business Administrator will provide a proactive and professional welcome to the Hospital on a ward or reception area, acting as the public face for the Trust.* Providing a professional, efficient and effective reception and appointment booking service to patients and visitors in accordance with Trust policies and standards.
* Deliver an efficient administrative and clerical service to the Ward Team
* Undertake general clerical duties
* Maintain effective communication to both patients, relatives and staff in order to ensure the smooth running of a clinical area, including wards or outpatient clinic areas; enhancing patient care.
* Ensure all information is secure and confidentiality of information is maintained at all times
* Provide excellent customer care which may include communication with distressed and anxious patients and relatives, treating them with tact and empathy
* Ensure the professional image of the Trust is maintained at all times
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| **KEY WORKING RELATIONSHIPS**  |  |
| The post holder will be required to work closely with:* Administrative Services Manager/Administrative Line Manager
* Consultants and other members of the medical team
* Patients and their relatives
* GPs
* Divisional Management team
* Senior Nursing staff and other ward staff
* Other members of the multi-professional clinical team
* Health Records & IM&T Departments
* Administration and secretarial teams across the Trust
* Central Support Team
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| **ORGANISATIONAL CHART**  |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES**  |
|  Administrative functions * Acknowledge and help all visitors/patients to the reception or ward area promptly and professionally
* Ensure patient information is complete and accurate on Epic
* Ensure the reception area is kept clean, tidy and professional looking at all times
* Respond to complaints where appropriate, escalating to Line Manager if unable to resolve
* Produce labels/wrist bands for patients/documentation
* Ensure discharge summaries are sent within 24 hours
* Arrange follow up appointments or add patients to a follow-up pending list, as required, in accordance with clinician’s instructions and Trust policy
* Open and deal with post, ensuring any urgent and/or important communications are actioned efficiently
* Arrange patient transport where necessary in line with Trust procedure
* Use multiple computer systems as required within the department such as Epic, NHS E-referrals, CRIS
* Respond to complaints where appropriate, escalating to Line Manager if unable to resolve
* Record ‘patient attendance’ on Epic on arrival at the clinic or ‘patient admittance’ on Epic on arrival at a ward.
* Ensure patients are recepted at outpatients or at a ward in line with Trust Standards
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| **Communication*** Make and receive telephone calls both external and internal according to Trust standards
* Take messages, ensuring they are actioned and/or received by the correct recipient
* Communicate effectively including discussion and written communication
* Proactively manage email communication in line with the Email Best Practice guidance
* Provide excellent customer care, in a calm and professional manner – some situations may be challenging
* Organise and/or support meetings through effective communication
* Ensure key non-clinical information is provided to relatives
* Communicate regularly with the ward team, to ensure information is shared appropriately
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * To assist other members of the admin team in the delivery of a high quality service
* To be responsive to administrative requests from service users and escalate any issues to the Admin Line Manager and Cluster Manager if appropriate
* Monitor waiting lists and action any issues ensuring all patients are booked according to National Guidelines
* Respond to complaints where appropriate, escalating to Line Manager if unable to resolve
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| **PLANNING/ORGANISATIONAL SKILLS** |
| **Service delivery/improvement*** Participate in team and Division meetings as required
* Contribute to audits regarding departmental procedures
* Have a flexible approach to working hours to meet the demands of the service
* Adhere to the Trust Access Policy and Health Records Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies
* Provide cover in periods of absence as directed by department manager, this may involve moving to other areas within the Trust
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| **PHYSICAL SKILLS**  |
| * Use multiple computer systems as required within the department such as EPIC
* Ensure accurate and up-to-date patient details are maintained on patient information systems in line with Trust Information Governance policy with high degree of accuracy
* Maintain health records and patient files in line with Trust Health Records Policy
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| **PATIENT/CLIENT CARE**  |
| * Conduct calls to patients, rearranging appointments where necessary in order to prevent non-attendances.
* Sending correspondence to patients, GPs, or others involved in the care of a patient, in a timely manner.
* Process patients through inpatient and outpatient pathways in line with the Trust’s Elective Access Policy.
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| **POLICY/SERVICE DEVELOPMENT**  |
| **Governance*** Undertake training as required to maintain competency/comply with trust policies
* Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal
* Adhere to the Trust Access Policy, Key Performance Indicators, government targets and standard operational policies and procedures
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| **Resource Management*** Monitor use of supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the service
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| **HUMAN RESOURCES**  |
| * Actively contribute to the smooth running of the service by ensuring harmonious working relationships with all colleagues
* Assist with on the job training of new staff when appropriate
* Assist volunteers in the department.
* Assist with the induction and orientation of new staff in the department, showing colleagues how to complete tasks associated with the role.
* Undertake training as required to maintain competency/comply with trust policies
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| **INFORMATION RESOURCES**  |
| * Input and access information on hospital information systems as required.
* Record and capture patient information appropriately and in line with Standard Operating Procedures.
* Ensure patient demographics are correct by checking with the patient at every encounter, highlighting any duplicate records and escalating appropriately.
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| **RESEARCH AND DEVELOPMENT**  |
| * Contribute to audits regarding departmental procedures
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| **FREEDOM TO ACT**  |
| * To use own initiative to prioritise daily workload of self and team to meet the changing demands of the service
* Escalate more complex queries, providing reassurance, an expected response time, and further contact details as appropriate. Follow through to ensure responses are provided, learning from the outcome to develop own knowledge, skills and abilities as a result.
* Resolve queries, using judgement to determine when to pass the caller on to a member of the clinical team.
* Have a flexible approach to working hours to meet the demands of the service
* The post holder will understand the limitations of the role and how to access support
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| **OTHER RESPONSIBILITIES**  |
| The post holder will be expected to carry out any other duties as required, commensurate with their pay band **Trustwide Responsibilities*** To take part in regular performance appraisal
* To undertake any training required in order to maintain competency including mandatory training, e.g. 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
* Ensure patient confidentiality is maintained at all times

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. |
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| **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:Compassion, Integrity, Inclusion and Empowerment 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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| **POST**  | Customer Service/ Business Administration Apprenticeship |
| **BAND**  | 2 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATIONS / TRAINING:**Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and EnglishNVQ Level 3 in Business Admin or equivalent level of experienceECDL, CLAIT or equivalent | **D****D****D** | **E****E****E** |
| **KNOWLEDGE / SKILLS:**Excellent planning & organisational skillsAbility to prioritise workload to respond to changing demandAbility to liaise and communicate with staff at all levelsExcellent interpersonal & communication skills ; demonstrating empathy & sensitivity to patients and relativesAbility to promote good working liaisons (staff, patients, relatives)Extracting information / Listening Skills Ability to handle complex enquiries - distressed & anxious patients Ability to deal with challenging behaviour Ability to provide excellent customer care Knowledge of IT databases and computer systems PC skills - databases, word-processing, email, Excel Understanding of hospital IT systems Knowledge of Epic or equivalent patient information systemAnalytical skills & ability to problem solve Proven strong administration skills Accurate data entry Excellent telephone manner Knowledge of Trust procedures | **D****D****E****E****E****E****E****E****E****E****D****D****D****D****D****E****E****E****D** | **E****E****E****E****E****E****E****E****E****E****E****E****E****E****E****E****E****E****E** |
| **EXPERIENCE:**Previous clerical experienceWorking in an NHS/clinical environment e.g. hospital, GP surgery, CCGPrevious reception experience or dealing with the general public  | **D****D****D** | **E****E****E** |
| **PERSONAL ATTRIBUTES:**Enthusiastic highly motivated & committed to delivering a service Understand team work and work within a teamAble to plan and organise workloadAble to prioritise own work load and meet deadlinesAbility to work un-supervisedCan remain calm and professional in a busy environmentEmpathetic, but able to understand professional boundariesSmart appearance, adhering to the Uniform PolicyWelcoming friendly and approachable mannerAn adaptable approach to workFlexible approach to working hoursCommitment to continual development to inc. relevant new systems, policies and proceduresAdheres to relevant Trust policies & proceduresAdheres to confidentiality & data protection requirements | **E****E****E****E****E****E****E****E****E****E****D****E****E****E** | **E****E****E****E****E****E****E****E****E****E****E****E****E****E** |