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JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | **Administrative Services Manager** |
| **Reports to** | **Operations Manager, Genetics** |
| **Band** | **6** |
| **Department/Directorate** | **Genetics / Clinical Specialist Services** |

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| **JOB PURPOSE** |
| The Administrative Services Manager is accountable for the operational management and on-going development of administrative services to support and meet the on-going needs of the Genetics cluster.  They will further support the Genetics cluster through the development and implementation of specific projects with reference to service and strategic needs of the cluster, Division and Trust. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Ensure genetics cluster administrative services function effectively on a day to day basis, supporting the needs of service lines and their patients. * Ensure all staff members are managed appropriately and maintain required compliances with mandatory training. * Identify and support learning and development opportunities for the admin team. * Engender a learning and supportive environment for the admin team, sharing best practice across the organisation for adoption as standard operating practice when appropriate. * Ensure that appropriate HR processes are followed by the Team Leaders and passed appropriately to the Admin Service Manager when stage 2 is reached. * Ensure that various reports e.g. PTL, Waiting List, Referral Tracking, Exception, No Pathway, Referral Workflow No Orders, etc. are regularly reviewed and actioned, escalating any challenges or concerns to cluster manager and/or clinical lead. * Regularly liaise with the clinical team regarding patient pathways and patient flow. * Provide day-to-day support to cluster manager and for specific projects/agreed pieces of work. |
| **KEY WORKING RELATIONSHIPS** |
| Areas  of  Responsibility:   * The post holder is responsible for the overall administrative services function within a defined area of the Trust, and also forms part of a wider Care Group administration team. * The Genetics and Genomics cluster incorporates the Peninsula Clinical Genetics service (which operates across the south west peninsula and Somerset) and the Exeter Genomics Laboratory (partners with Bristol Genetics Laboratory to form the South West Genomic Laboratory Hub), and links with the South West Genomic Medicine Service Alliance.   No. of Staff reporting to this role: three direct reports (16 indirect)   * 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.   Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Senior Operations Managers, Operations Managers * Consultants and other members of the medical team, specifically Clinical Lead, IO/MIO * Principal Genetic Counsellors and team * Consultants in other speciality areas * Care Group Management team * Governance / Safety and Quality Manager * Senior Nursing staff and other ward/clinic staff * Other members of the multi-professional clinical team * Health Records & IM&T Departments * Administration and secretarial teams across the Trust * Central Support team * Management accountants * Human Resources team * Digital support team * Estates | * Patients and their relatives * Primary care teams * Consultants in other speciality areas (external to Trust) * Health Records & IM&T Departments * Administration and secretarial teams across the SW Peninsula and Somerset * Education and training providers * Outpatient Managers | |
| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| * Personal accountability for the overall operational management of administrative services within the Genetics cluster. * Works on own initiative. Post holder decides how results are best achieved by administrative team including design, implementation, monitoring and review of systems for own work and the work of the admin team. * Post holder interprets some policy (e.g. Access policy, national service specification), establishes Standard Operating Procedures (SOPs) for the administrative team and contributes to design, implementation, monitoring and review of SOPs and projects for the whole service. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * Make and receive telephone calls both external and internal according to Trust standards. * Communicate effectively with a range of people on a range of matters, including discussion and written communication. * Proactively manage email communication in line with the Royal Devon’s Email Best Practice guidance. * Provide excellent customer care in a calm and professional manner – some situations may be challenging. * Organise and/or support regular team and department meetings, ensuring effective, timely communications. * Provide an effective link between administrative staff and the senior cluster team (senior operations/operations managers, clinical lead, lead and principal genetic counsellors, head of department) on relevant issues. This may include delivering sensitive and/or contentious information to/from team leaders and/or whole admin team. * Regularly attend ALM/ASM and Access meetings. * Regularly conduct Admin operational meetings, Team Leader Review Meetings and Pending List Review meetings. * Effective liaison and co-operation with ASMs in other areas to ensure administrative services across the Trust are consistently aligned. * Membership of the relevant departmental and divisional governance bodies as required. * Participate in team, department and directorate meetings as required. * Ensure cluster information on Trust/departmental websites and intranet are kept up to date. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Support the day to day management of agreed policies and protocols in relation to patient access within genetics services, requiring frequent judgement on facts that require analysis and some infrequent comparison of a range of options. * Ensure adherence to the Trust Access Policy and Health Records Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies. * Creation, implementation, ongoing development and control of performance reports relating to administrative services. * Ensure that performance related information is accurate, relevant and validated as appropriate. * Support the Care Group to meet all relevant performance indicators. * Attend monthly speciality governance meetings for cluster and consider impact of issues raised on admin services within sphere of responsibility. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * Plan, execute and evaluate service development projects with complex issues and multiple interdependencies. * Lead on administrative change across diverse systems and multiple specialties. Reviewing processes and procedures to meet the service requirements. * Support effective workforce planning to ensure the Trust has an administrative workforce aligned to its strategic objectives. * Accountable for the development and delivery of specific projects as required by the Cluster, Division and Trust. * Effective engagement with stakeholders throughout all stages of specific projects. * Creation, development and control of performance reports relating to administrative services. * Ensure that performance related information is accurate, relevant and validated as appropriate. * Support the Care Group to meet all relevant performance indicators * Support the day to day management of agreed policies and protocols in relation to patient access. * Ensure that day to day access issues can be resolved in an effective and timely manner. |
| **PATIENT/CLIENT CARE** |
| * Incidental contact with patients, including making and receiving telephone calls according to Trust standards. * Provide excellent customer care in a calm and professional manner – some situations may be challenging. * Support the Cluster senior teams in ensuring that complaints are dealt with promptly and effectively and where appropriate, escalate if unable to resolve. * Coordination of complaint responses related to administrative services, including meeting patients and relatives as and when required. * Development and execution of action plans in response to complaints, including communication of outcomes to patients and/or relatives when required. |
| **POLICY/SERVICE DEVELOPMENT** |
| * On-going review and development of the administrative service to best meet the needs of patients with reference to the Trust’s strategic direction. * Contribute to and occasionally lead on NHS service development/modernisation agenda for service redesign. * Lead on developing admin processes within the department to meet the demands of a growing service. * Anticipate potential issues arising from service development and take appropriate actions to mitigate them. * Devise new ways of working, develop Standard Operating Procedures and ensure presentation to speciality governance meeting for ratification, as required. * Development and execution of action plans in response to patient complaints, including making and/or implementing suggestions for service improvements. * Coordination of investigations into clinical incidents related to administrative issues and the development and execution of action plans arising from those investigations. * Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal. * Adhere to the Trust Access Policy, Health Records Policy and Key Performance Indicators, government targets and standard operational policies and procedures. * Undertake training as required to maintain competency/comply with Trust policies. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * Responsibility for the effective management of administrative budgets. * Responsibility for ensuring effective financial control of administrative budgets in line with the Trust’s objectives. * Continuous delivery of value for money and contribution to Cost Improvement Program as required by the Trust. * Ensure robust mechanisms for the timely and cost effective procurement of equipment and consumables for administrative services. * Monitor use of supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the service. * Review and authorise EROS orders as a first level approver. * Review and authorise estates quotes in line with the Trust Standing Financial Instructions and Genetic cluster financial position. * Submit ESAR for overtime on a monthly basis. * Contribute to departmental/cluster budget surgeries/meetings as required. |

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| **HUMAN RESOURCES** |
| * Personal accountability for the overall operational management of administrative services. * Leadership of administrative staff to foster a positive, supportive culture conducive to the effective delivery of administrative services. * Development and maintenance of robust and effective line management arrangements for the administrative workforce. * To coach and mentor ALM/Team Leaders in all aspects of performance management including sickness, conduct and capability management. * To ensure that complex or contentious issues including performance management of staff through to final disciplinary/capability hearings and the performance management of staff with protected characteristics is carried out in accordance with Trust policy.. * To drive down percentage of sickness absence, performance and capability costs and cases within administrative and clerical teams. * Responsibility for robust and effective recruitment and retention of administrative staff to meet the needs of the department and Care Group. * Support recruitment processes for other staff groups within the service. * To provide an effective link between administrative staff and senior cluster/Trust management, cascading information as appropriate and briefing senior management on relevant issues. * Direct line management of administrative staff. * Effective liaison and co-operation with ASMs in other areas to ensure administrative services across the Trust are consistently aligned. * Ensure that administrative services and their management are aligned to all relevant Trust policies including HR, health and safety and all relevant employment legislation. * Ensure that all PDRs (appraisals), return to work (sickness) interviews, mandatory (essential) training are completed by all administrative and clerical staff within the Trust’s defined timelines, and that this information is accurately recorded on the Trust’s systems (ESR/My Learning) in a timely manner. * Ensure that staff competency/compliance related information is accurate, relevant and validated as appropriate. * Support the Care Group to meet all relevant HR performance indicators. * Maintain an up to date knowledge of HR policies and their impact on staff. * Facilitate and support new starters to carry out their role. * Provide cover in periods of absence as directed by department manager, this may involve staff moving to other areas. |
| **INFORMATION RESOURCES** |
| * Use multiple computer systems as required within the department such as PAS/EPIC, NHS e-referrals, TrakGene, PhenoTips, ESR. * Ensure accurate and up-to-date patient details are maintained on patient information systems such as PAS/EPIC/TrakGene, in line with Trust Information Governance policy. * Maintain health records and patient files in line with Trust Health Records Policy. * Support the cluster senior teams in ensuring that complaints are dealt with promptly and effectively and where appropriate, escalate if unable to resolve. * Execution of action plans in response to patient complaints or clinical incidents related to their administrative services. * Ensure that various reports e.g. PTL, Waiting List, Referral Tracking, Exception, No Pathway, Referral Workflow No Orders etc. are regularly reviewed and actioned, escalating any concerns to cluster manager and/or clinical lead. |
| **RESEARCH AND DEVELOPMENT** |
| * Contribute to audits regarding departmental procedures. |
| **PHYSICAL SKILLS** |
| * Regular use of computer, keyboard skills. Accuracy of typing important, particularly when typing correspondence to patients (infrequent). Advanced use of IT packages and systems. |
| **PHYSICAL EFFORT** |
| * Light physical effort. Predominantly office based role, requiring frequent prolonged sitting at desk to use computer. |
| **MENTAL EFFORT** |
| * Frequent requirement for periods of concentration on patient pathways, performance data, HR issues. Frequent interruptions to respond to service issues. |
| **EMOTIONAL EFFORT** |
| * Occasional requirement for emotionally demanding work relating to management of staff and/or HR issues. |
| **WORKING CONDITIONS** |
| * Infrequent exposure to challenging behaviour by staff or patients/family members. Office conditions |
| **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 yourself 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 (DSE) if appropriate to role. |
| **APPLICABLE TO MANAGERS ONLY** |
| Leading the team effectively and supporting their wellbeing by:   * Championing health and wellbeing. * Encouraging and supporting 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 you always check how they are. |
| **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

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| **Job Title** | **Administrative Services Manager** |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Educated to ‘A’ level standard or equivalent  Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and English  NVQ 3 in Business Admin or equivalent  Postgrad. Management qualification or equivalent professional experience  Project management qualification  ECDL, CLAIT or equivalent  AMSPAR Medical Terminology or equivalent | E  E  E  E | D  D  D |
| **KNOWLEDGE/SKILLS**  Excellent planning & organisational skills  Ability to prioritise workload to respond to changing demand  Ability to liaise and communicate with staff at all levels  Motivation and negotiation skills  Excellent interpersonal & communication skills including demonstrating empathy & sensitivity to patients and relatives  Ability 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  Comprehensive PC skills - databases, word-processing, email, Excel  Understanding of hospital IT systems  Knowledge of PAS or equivalent information system  Analytical skills & ability to problem solve  Proven strong administration skills  Accurate data entry  Excellent telephone manner  Knowledge of Trust procedures  Able to work independently, with minimum supervision  Proven ability to motivate staff and encourage team work  Ability to coach and mentor others  Ability to effectively supervise staff on a day to day basis  Ability to effectively performance manage staff  Ability to engage and influence staff within their area of responsibility  Knowledge of PDR process  Practical knowledge of change management  Ability to deal with members of a multi-disciplinary team  Ability to co-ordinate complex diary management  Good decision making skills  Thorough understanding of NHS performance targets  Basic understanding of compliance framework for NHS Foundation Trusts  Understanding of the basics of finance and health and safety  Understanding of the principles of audit  Knowledge of patient flow  Knowledge of Trust procedures | 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  E  E | D  D  D  D  D  D  D  D |

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| **EXPERIENCE**  Previous clerical experience  Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG  Supervision and the development of staff  Operational management of a service on a day to day basis  Managing Administrative functions within a large complex organisation  Formal performance management of staff  Managing sickness absence and conduction of performance or capability investigations  Implementing change in a discrete area  Managing a change process  Planning and delivering projects / service improvements  Holding budgetary responsibility | E  E  E  E  E  E  E  E  E | D  D |
| **PERSONAL ATTRIBUTES**  Enthusiastic highly motivated & committed to delivering a service  Understands team work and has a commitment to work within a harmonious team  Able to plan and organise workload  Able to prioritise own work load and meet deadlines  Ability to work un-supervised  Can remain calm and professional in a busy environment  Empathetic, but able to understand professional boundaries  Smart appearance, adhering to the Uniform Policy  Welcoming friendly and approachable manner  An adaptable approach to work  Flexible approach to working hours  Commitment to continual development to include relevant new systems, policies and procedures  Adheres to relevant Trust policies & procedures  Adheres to confidentiality & data protection requirements  Takes responsibility for own development and encourages within team | E  E  E  E  E  E  E  E  E  E  E  E  E  E  E |  |
| **OTHER REQUIREMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Willingness to travel between sites (occasional to attend meetings) | E  E |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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 |  |  |  |  |
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| **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 |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | X |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | Y | X |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | N |  |  |  |  |
| Mental Effort | Y |  |  | X |  |
| Emotional Effort | Y |  | X |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y | X |  |  |  |