

JOB DESCRIPTION

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

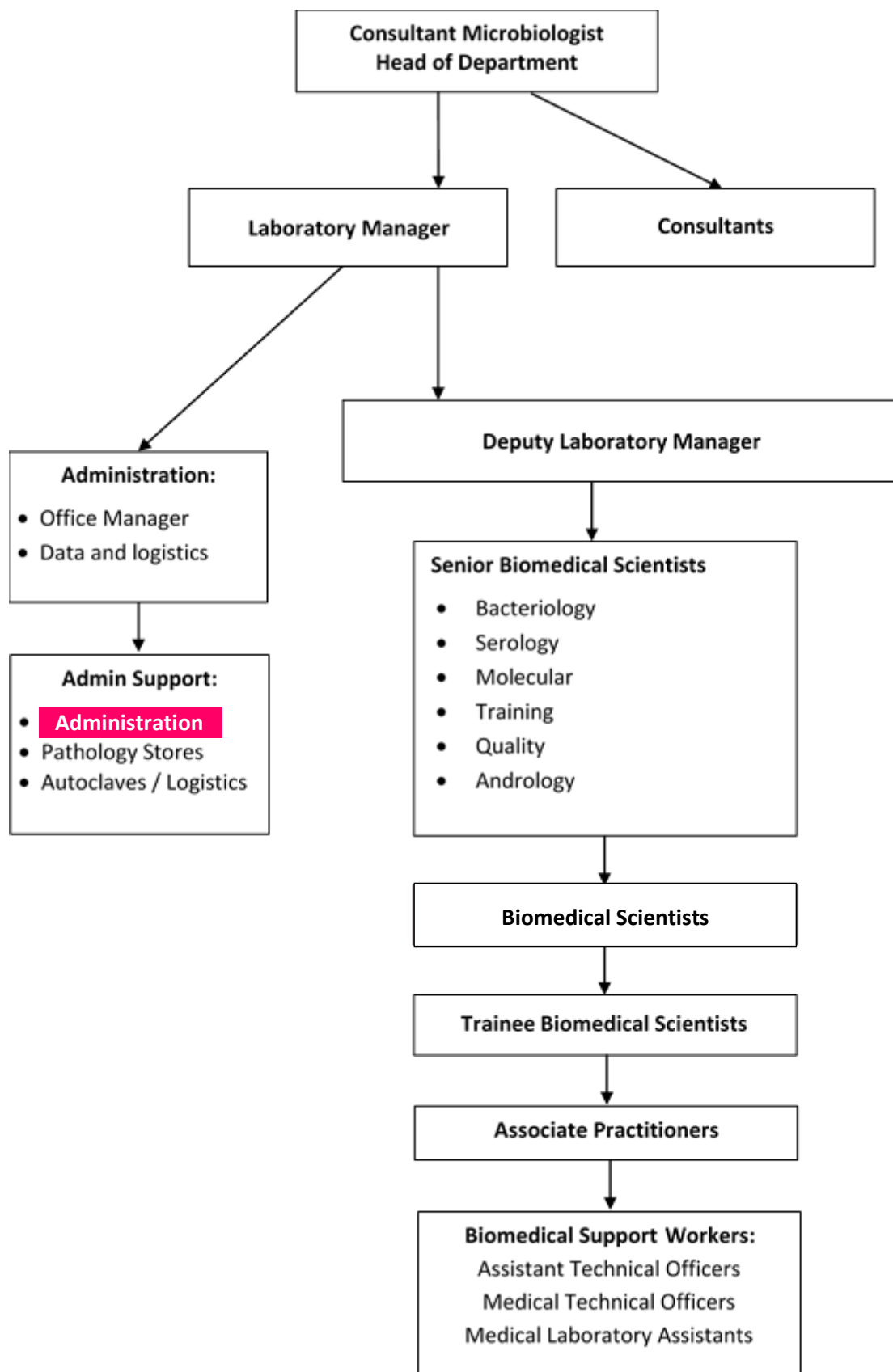
JOB PURPOSE
<ul style="list-style-type: none"> To provide a comprehensive secretarial and administrative service to consultants, Managers and scientific team in order to support the work of the clinical area. Specifically, this post will work with colleagues and team leaders to ensure that they provide 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
<ul style="list-style-type: none"> 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 admin team leader 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
<p>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</p> <p>In addition, the post holder will deal with the wider healthcare community, external organisations and the public</p> <p>This will include verbal, written and electronic media</p>

Of particular importance are working relationships with:	
Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> Lead Clinicians/Consultants, Trust Doctors and Doctors in training Biomedical Scientists and other laboratory staff Other clinical staff Divisional Management team Clerical and other secretarial staff Specialist nurses Nursing staff and other ward staff Other members of the multi-professional clinical team Health Records, Digital Services Department and Estates 	<ul style="list-style-type: none"> GPs UK Health Security Agency (UKHSA) staff Other Healthcare Professionals Supplier Professionals

ORGANISATIONAL CHART



FREEDOM TO ACT
Required to act independently within appropriate professional guidelines and refer to their manager or senior member of staff when necessary.
COMMUNICATION/RELATIONSHIP SKILLS
<ul style="list-style-type: none"> To make and receive telephone calls (both external and internal) according to Trust standards. To manage the generic email account for results and clinical advice. To monitor the Microbiology Consultants' email account and manage email communication in a timely way and in line with the RDUH Email Best Practice guidance. To oversee the department's telephone service ensuring that the phone line is answered in a timely manner. To communicate with patients, staff, external organisations and colleagues in a courteous, professional and timely manner at all times. To deal with all day to day correspondence within the department – initiating appropriate responses in order to provide patients, staff and other parties with required information in a friendly and professional manner. To participate in team and directorate meetings as required. To assist in the local induction of new starters. Ensuring that current rotas are up to date and available (including clinical rotas) To assist in the management of consultant's and teams' diaries, this will include informing all appropriate people/departments of annual or other leave of members of the team. To recognise the importance of harmonious relationships and maintain an atmosphere conducive to this. To maintain the highest level of patient and staff confidentiality. To provide excellent customer care, in a calm and professional manner – some situations may be challenging.
ANALYTICAL/JUDGEMENTAL SKILLS
<p>Making judgments on facts which require some analysis, such as:</p> <ul style="list-style-type: none"> sickness monitoring and assessment of Trust indicator points absence monitoring trigger levels and assessment of incoming clinical enquiries for appropriate action and prioritisation.
PLANNING/ORGANISATIONAL SKILLS
<ul style="list-style-type: none"> Assessing urgency of letters/emails/calls received from GPs/Consultants, following up on results and acting on them in a timely manner Preparing minutes of meetings Quality assurance through updating SOPs on Q pulse Arranging and booking meetings and venues To provide a full and efficient secretarial service to consultants and Biomedical teams. To maintain personnel files in line with Trust policies. Organising Beaker/Epic training, ID badges, scrubs and laboratory coats for new starters. To assist other office staff and members of the Laboratory team in the achievement of a quality service, such as coordinating, booking and securing funding for training and development.
PATIENT/CLIENT CARE
N/A
POLICY/SERVICE DEVELOPMENT
<ul style="list-style-type: none"> To contribute to the NHS service improvement by participating fully in new projects and developments such as service redesign work, proposing changes to working practices and procedures.
FINANCIAL/PHYSICAL RESOURCES
<ul style="list-style-type: none"> Placing requisitions/orders for: stationary, train tickets, hotel rooms, conferences, training courses etc. using the Trust procurement and ordering system. Logging Estates requests for minor works, repairs and quotations for capital projects.

- Checking and approving electronic rosters, including Bank staff shifts, on-call, TOIL and overtime.

INFORMATION RESOURCES

- Inputting and maintaining personnel data (such as absence, holidays, shifts etc) in ESR, personnel files, Rota Systems and HR forms
- Preparing paperwork and maintaining records for return to work, interviews, absence management monitoring and other HR paperwork such as Change of Circumstances.
- Filing and providing information, such as Personnel Files, Q-Pulse, meeting minutes, Committee documents, Training documents, huddle notes and newsletters, Sharepoint and Teams files.
- Compiling data for staff meetings etc.
- Collating and analysing personnel/staffing statistics (e.g. absence rates and turnover)
- Submitting Management Referral forms to Occupational Health and collating/filing results of DSE, workplace assessments.

PHYSICAL SKILLS

N/A

PHYSICAL EFFORT

N/A

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

To have a flexible approach to working hours, to meet the demands of the service.

Contribute to and work within a safe working environment.

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 (DSE) if appropriate to role.

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.

Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E's track record of excellence in research, teaching and links to the university with NDHT's innovation and adaptability.

PERSON SPECIFICATION

Job Title	Microbiology Administrator
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING Minimum GCSE or equivalent in English and Mathematics (grades A to C) Educated to NVQ Level 3 or above or equivalent experience	✓ ✓	
KNOWLEDGE/SKILLS Accurate typing and accuracy in spelling and grammar Hospital / healthcare knowledge EPIC computer system Medical terminology or willingness to learn Comprehensive PC skills including: Excel databases, word-processing, Email including all Microsoft packages Excellent telephone manner	✓ ✓ ✓	✓ ✓ ✓
EXPERIENCE NHS experience Previous Administration experience Working effectively as part of a team Previous secretarial experience Contribution to service development	✓ ✓ ✓	✓ ✓
PERSONAL ATTRIBUTES Proven experience of adaptability in the workplace Excellent interpersonal/Communication skills Good understanding of working within a team A flexible approach to work Ability to work as part of a team Able to plan and organise workload Remain calm and professional in a busy environment Adhere to data protection and confidentiality requirements	✓ ✓ ✓ ✓ ✓ ✓ ✓	✓
OTHER REQUIREMENTS Well Organised Able to prioritise own work load and meet deadlines	✓ ✓	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y/N		Y		
Contact with patients	Y/N				
Exposure Prone Procedures	Y/N				
Blood/body fluids	Y/N				
Laboratory specimens	Y/N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y/N				
Respiratory sensitisers (e.g isocyanates)	Y/N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y/N				
Animals	Y/N				
Cytotoxic drugs	Y/N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	Y/N				
Laser (Class 3R, 3B, 4)	Y/N				
Dusty environment (>4mg/m3)	Y/N				
Noise (over 80dBA)	Y/N				
Hand held vibration tools (=>2.5 m/s2)	Y/N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y/N				Y
Heavy manual handling (>10kg)	Y/N				
Driving	Y/N				
Food handling	Y/N				
Night working	Y/N				
Electrical work	Y/N				
Physical Effort	Y/N				
Mental Effort	Y/N				
Emotional Effort	Y/N				
Working in isolation	Y/N				
Challenging behaviour	Y/N				