

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Administrator |
| **Reports to** | Adele Atherton |
| **Band** | 3 |
| **Department/Directorate** | Respiratory/Medicine |

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| **JOB PURPOSE** |
| The post holder will fulfil all tasks associated with the smooth running of the administration department. The Administrator will be based in the Respiratory Specialist Nurse Office and provide administrative support to the team duties may include completing forms requesting home oxygen and emailing to the Oxygen Nurses, answering the telephone and take accurate, detailed messages, booking clinic appointments and adding outcomes. Checking and issuing letters, ordering and maintaining stock, maintaining a spreadsheet/waiting list, liaising with the Respiratory/oxygen Nurses, patients and GP practices. Carry out duties as necessary to assist the smooth running of the Department. The Department could not run a safe service to patients without the support of their Administrator. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Taking phone calls and messages from patients (see if you can scope out her experience with Excel) * Sending out consumables (in time, with support) * Uploading information to media manager * Sending out AVS/Letters * Maintaining databases * Taking minutes for meetings * Cleaning of machines and liaising with EBME etc. to swap equipment * Maintaining stock levels: ordering * Liaising with elm room to book patients appointments. |
| **KEY WORKING RELATIONSHIPS** |
| 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** | | * Line Manager | * Patients | | * Respiratory/Oxygen Nurses * Respiratory Administrator and Medical Secretaries | * GP Practices * Relatives of patients | | * Consultants |  | |  |  | |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| Day to day decisions regarding the service are made by the Respiratory Team. The post holder would be expected to work on their own initiative in day to day tasks. The post holder will have the Respiratory Nurses and Secretaries close by and the Nurse Administrator should support be required. The Post holder would be expected to manage their own workloads and work to a high standard ensuring good customer service and patient experience. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| The postholder would be expected to communicate daily with the Nurse Administrator and the Nursing Team to ensure the most urgent tasks are completed. They are part of a wider team of Respiratory Consultants and Medical Secretaries with whom good working relationships would also be expected. The post holder would also liaise daily via the telephone but some face to face with patients and also GP practices dealing with sensitive issues |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Make judgements on facts or situations, some of which require analysis, such as resolving conflicting diary appointments, scheduling of clinics. Communicate general issues and those of concern to a senior member of staff and use initiative to escalate or resolve straight forward issues in the absence of the manager. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| The ability to work using own initiative and manage time effectively to meet deadlines. Organise own day to day activities and tasks and that of staff in lower banded jobs.  Plan and arrange staff cover as and when required.  Regularly arrange meetings.  The post holder will coordinate waiting lists and clinics. |
| **PATIENT/CLIENT CARE** |
| The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will have regular contact with patients/clients by phone or face to face and will provide non-medical information and advice to patients’ and carers |
| **POLICY/SERVICE DEVELOPMENT** |
| To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service provided to clients by attending and participating in meetings as necessary. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| To monitor stock levels of stationery, receive deliveries and report maintenance faults.  To ensure the efficient and effective use of all resources used within the course of one’s own duties, maintaining an awareness of the financial impact of inappropriate use.  The post holder may be required to conduct some financial and personnel tasks i.e. processing of invoices, payroll, petty cash/banking administration or handle patient’s property. |
| **HUMAN RESOURCES** |
| Maintain and update own training relevant to post.  Participate in recruitment processes including being involved in interviews. Participate in appraisals and support the development of staff in lower bands.  Provide on the job training for new staff and work experience students, taking an active part in the development review of own work, suggesting areas for learning and development in the coming year. |
| **INFORMATION RESOURCES** |
| Daily use of IT programmes relevant to the department to process and store information and type up minutes of meetings. Responsible for maintaining staff and/or patient data. |
| **RESEARCH AND DEVELOPMENT** |
| Comply with Trust requirements and undertake surveys as necessary to own work. |
| **PHYSICAL SKILLS** |
| Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day. |
| **PHYSICAL EFFORT** |
| The post holder may be required to exert light physical effort (loads of not more than 5kg.) on a frequent/occasional basis for several short periods/several long periods during the shift. |
| **MENTAL EFFORT** |
| The work pattern will be predictable and there will be an occasional requirement for concentration for data entry.  The post holder will be expected to provide cover for other administration and clerical staff during busy periods, including cover due to sickness absence and annual leave. This may require the post holder to involve travelling and working in other areas within the Trust. |
| **EMOTIONAL EFFORT** |
| Occasionally manage difficult situations, which may arise with abusive clients and telephone callers, of which may need to be referred to a senior member of staff.  There will be occasional indirect exposure to distressing or emotional circumstances, for example, typing letters of a distressing nature. |
| **WORKING CONDITIONS** |
| Use display screen equipment for substantial proportion of working day. |
| **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 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 (DES) if appropriate to role. |
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| **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.  T*his is* |

PERSON SPECIFICATION

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| **Job Title** | Administrator |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Good Standard of Education to include Maths and English  NVQ 3 Team Leadership or Business Administration or Customer care or equivalent experience  Relevant keyboard qualification i.e. RSA III | E  E  E |  |
| **KNOWLEDGE/SKILLS**  Effective interpersonal, organisational and communication skills  Advanced IT/Keyboard skills  Ability to manage own workload and to supervise the workload of others  Ability to delegate tasks | E  E  E  E |  |
| **EXPERIENCE**  Proven clerical/administrative experience within customer care environment  Experience of supervising lower banded staff  Previous NHS/Social Services experience  Cash management | E  D  D  D |  |
| **PERSONAL ATTRIBUTES**  Reliability and Flexibility, able to contribute to changing demands of the service.  Willing to undertake training relevant to the post.  Ability to work within a team and delegate tasks to and supervise lower bands.  Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality. | E  E  E  E |  |
| **OTHER REQUIREMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required | 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 | Y |  |  |  |  |
| 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 | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  | X |  |  |
| Mental Effort | Y |  |  |  | X |
| Emotional Effort | Y |  | X |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  | X |  |  |