

**JOB DESCRIPTION**

1. **JOB DETAILS**

**Job Title: Mobility Administrator**

**Band:** 3

**Reports to:** Administrator Team Leader

**2. JOB PURPOSE**

* To provide a good quality professional administration service
* To provide support/cover to other administrators within the team.
* Specifically this post will work with colleagues and the team leader to ensure that they provide a professional, efficient, accurate and timely service.

**3. KEY WORKING RELATIONSHIPS**

* Management Teams
* Trust Executive member
* Non-Executive Directors
* Board of Governors
* Clinical staff
* External NHS organisations
* External organisations/providers
* Administrative and Clerical staff within area of responsibility
* Other secretarial support teams

**4. ORGANISATION CHART**



**5. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES**

* To provide a full and efficient administration service to facilitate the requirements of Exeter Mobility Centre clients and to provide administration support to line managers and clinicians.
* To manage and maintain appointment systems adhering to agreed timescales.
* To set up and amend clinics, adhering to agreed booking rules as required, on to the Exeter Mobility Centre computer system.
* To arrange reconditioning and repairs of equipment, as required.
* To ensure all workflow tasks, resulting from an order or referral, are accurately entered onto the EMC computer systems, within the required timescales.
* To manage and maintain accuracy of information within the Exeter mobility Centre computer systems.
* To ensure reconciliation and coding of invoices is completed in a timely manner.
* To ensure all post clinic paperwork is processed in an accurate and timely manner.
* To ensure that all documentation is produced to an excellent standard.
* To work with the team to ensure adequate cover is in place during periods of leave.
* To maintain records and filing systems in line with Trust policies.
* To assist other members of the admin team in the achievement of a quality service.
* To contribute to the NHS service improvement by participating fully in new projects and developments such as service redesign work.
* To set up and maintain accurate and effective filing systems both paper based and electronic filing systems.

**Communication**

* To communicate with clients, 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 clients, staff and other parties with required information in a friendly and professional manner.
* To receive telephone calls and accept messages on behalf of team leaders and clinicians and taking appropriate action where necessary.
* To manage email communication in a timely way and in line with the RD&E’s Email Best Practice guidance.
* To participate in team meetings as required.

**Governance**

* To undertake training as required to maintain competency/comply with Trust policies.
* To work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal.

**Resource Management**

* To monitor use of supplies and ensure this is done efficiently and cost effectively in line with the needs of the service

**Additional Responsibilities**

* In addition the post holder will be expected to carry out any other duties as required
* The post holder may be required to mentor and support new starters and other team members as required

**Other Responsibilities**

* To take part in regular performance appraisal
* To undertake any training required in order to maintain competency including essential mandatory training, i.e. Fire, 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.

**Charter for Management and Secretarial Support**

To ensure effective and efficient diary management, and to enable management time to prepare and attend meetings.

* Manager and Secretary to resolve any queries or issues with regard to diary accuracy and to regularly review and agree diary management agreement.
* Manager and Secretary to agree the parameters with regard to diary management (within the remit of this charter).
* To ensure travel to and from meetings are scheduled into diary.
* To ensure appropriate pre meeting preparation time is scheduled into diary.
* To ensure an agreed level of protected time to allow manager to complete tasks.
* To ensure regular tasks are appropriately scheduled and protected in diary i.e. board paper writing.
* To agree any protected time requirements and do not disturb requirements to ensure urgent/important work can be completed.
* To maintain an accurate up to date diary. The diary system of the Trust is the electronic outlook system. Paper diary systems are not used.
* To ensure action plan for work schedule for the coming week is agreed well in advance
* Meetings to be scheduled between 09.00 hours and 17.00 hours Monday to Friday wherever possible.
* Wherever possible to ensure no back to back meetings
* Ensure diary commitments have full and complete detail and any agenda items or other notes that pertain to the diary entry are appended.
* Any private commitments clearly timed within the diary – personal detail of the commitment can be “locked” by the manager.
* To ensure the diary is fully up to date with any annual leave, study leave, working off-site, or any other unavailability. To schedule protected time to catch up after any prolonged absence i.e. annual leave.
* To agree an appropriate method for management of emails; to include urgent/important emails are highlighted to manager and removal of any unsolicited/junk emails. In order to reduce paper no emails will be printed. However an electronic bring forward/filing and must read system can be implemented and maintained. Whilst some judgement can be exercised by the secretary in terms of assessing importance/urgency of emails responsibility lies with the manager to ensure emails are processed accurately.

**THE TRUST - PURPOSE AND VALUES**

We are committed to serving our community by being a high quality specialist Hospital with consultant-led services. We aim to co-ordinate our services with primary and community care, and to develop a limited number as Sub-Regional Referral Centres with appropriate levels of research, development and educational involvement. Where appropriate, and consistent with our services, we may provide services aimed at preventing disease and debilitation.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom 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.

**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, the Trust reserves 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.

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 post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.



**ROYAL DEVON UNIVERSITY HEALTHCARE NHS FOUNDATION TRUST**

**PERSON SPECIFICATION**

**POST: Mobility Administrator**

**BAND: Band 3**

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| **REQUIREMENTS** | **At Recruitment** | **2nd PDR** |
| **QUALIFICATION** |  |  |
| Minimum GCSE or equivalent in English and Mathematics A-C/4-9 | **E** | **E** |
| NVQ Level 3 in business administration or equivalent experience | **E** | **E** |
|  |  |  |
| **KNOWLEDGE/SKILLS:** |  |  |
| Hospital knowledge | **D** | **E** |
| Range of IT databases and computer system | **D** | **E** |
| Medical terminology or willingness to learn | **D** | **E** |
| Good written and verbal communication skills | **E** | **E** |
| Comprehensive PC skills including databases, word-processing and email, including Microsoft Excel  Excellent telephone manner | **E**  **E** | **E**  **E** |
|  |  |  |
| **EXPERIENCE:** |  |  |
| NHS experience | **D** | **E** |
| Previous administrative experience | **E** | **E** |
| Working with the public | **E** | **E** |
| Managing filing systems experience | **E** | **E** |
| Contribution to service development | **D** | **E** |
|  |  |  |
| **PERSONAL REQUIREMENTS:** |  |  |
| Proven experience of adaptability in the workplace | **E** | **E** |
| Excellent interpersonal/Communication skills | **E** | **E** |
| Good understanding of working within a team | **E** | **E** |
| Attention to detail | **E** | **E** |
| A flexible approach to work  Ability to work as part of a team  Able to plan and organise workload | **E**  **E**  **D** | **E**  **E**  **E** |
| Remain calm and professional in a busy environment  Adhere to data protection and confidentiality requirements | **E**  **E** | **E**  **E** |
| **OTHER REQUIREMENTS:** |  |  |
| Well organised | **E** | **E** |
| Able to prioritise own work load and meet deadlines | **E** | **E** |
|  |  |  |

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

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| **HAZARDS:** | | | | | |
| Laboratory Specimens Proteinacious Dusts |  | Clinical contact with patients |  | Performing Exposure 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 |  |
| Handling Cytotoxic Drugs |  |  |  |  |  |