

JOB DESCRIPTION

JOB DETAILS	
Job Title	Administrator
Reports to	Administrative Line Manager
Band	Band 3
Department/Directorate	(GI Admin Surgery

JOB PURPOSE
The post holder will fulfil all tasks associated with the smooth running of the administration department, liaising with other departments as necessary. As well as dealing with requests to access health records, diary management, typing letters and reports, note taking, operating a bring forward system and preparation of agenda's and associated papers, the post holder may be required which may be required to conduct some financial and personnel tasks i.e. processing of invoices, payroll, petty cash/banking administration.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- The Administrator will be based in the (GI team) department and will provide administrative support to the Administration Line Managers and Service Coordinators/Team Leaders by Co-ordinating a professional, efficient and effective administrative service to patients and visitors in accordance with Trust policies and standards
- The role will coordinate and organise the attendance of patients to outpatient, inpatient & day case appointments in line with local team and Trust arrangements as instructed
- Ensure all administrative processes; and enquiries are dealt with in an efficient and timely manner, following agreed standard operating procedures, escalating to senior manager as appropriate
- Undertake general clerical duties to maximise all available capacity in an appropriate way □ Setting up and altering clinics as required and coordinating room availability
- Managing their Consultants theatre lists and ensuring these are used to capacity.
- 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
- Assisting and supporting (including cross covering) other members of the administrative team across the department or division, including dealing with telephone calls and resolving simple enquiries for patients, their carers and visitors
- Communicate clearly, effectively and compassionately with the multidisciplinary team, patients and their family, visitors or carers, in line with the Trust's values.
- Ensure the professional image of the Trust is maintained at all times
- Manage and answer telephone calls related to the service in a courteous and prompt manner, taking telephone messages and passing on written or verbal information to patients. Ensuring office protocols are adhered to, for example telephone answering times and voicemail or mailbox cover.
- Act as a point of contact for the department or specialty, dealing with queries and passing on relevant information to appropriate team members as required.
- Receive and respond to email queries, monitoring, managing and triaging email correspondence to generic inboxes and pools within Epic for the speciality within agreed timescales
- Efficient preparation and processing of patient correspondence and other non-clinical documentation.

- Maintain direct contact with clinicians and senior managers to ensure services run smoothly with maximum capacity and appropriate bookings
 - 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 RD&E's 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.

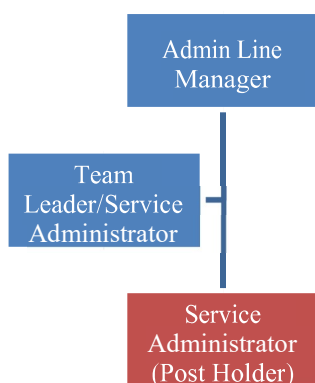
The post holder will fulfil all administration tasks and work as part of a team and may be delegated responsibility for supervision of staff in lower bands and be involved in recruitment and selection of admin staff. To meet the needs of the service, the post holder may be required to work in other administrative areas as appropriate as directed by the line manager.

KEY WORKING RELATIONSHIPS

The post holder will be required to work closely with:

- Team Leader / 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)

ORGANISATIONAL CHART



FREEDOM TO ACT

To work within Trust policies and procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager. Work is managed rather than supervised and the post holder will organise own workload on a day to day basis.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will be required to adhere to the organisations standards of customer care when welcoming visitors and communicating with a range of clients on a range of matters. For example receiving enquiries, via telephone or face to face, taking messages and ensuring that these are passed on to the appropriate person.

To deal with staff, clients and partner agency staff in a confidential and sensitive manner, this could be face to face or over the phone. The post holder may also be required to diffuse potential aggression from members of the public.

The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.

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.

- To ensure outcomes are recorded timely and follow up appointments are made where appropriate
- Set up ad-hoc, irregular and new consultant clinics and ensuring the relevant teams are made aware of additional slots and linked to NHS E-Referral Service if needed
- Contact patients whose appointments need to be changed and advise all relevant persons of the alterations

- To liaise with Consultants to ensure administrative tasks are undertaken within expected timescales
- To understand the outpatient waiting list and Referral To Treatment (RTT), NHS E-Referral Service processes to ensure that RTT waiting times meet NHS standards and targets and are managed in line with the Trust Access policy

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

Use advanced keyboard skills to operate Trust computer systems

PHYSICAL EFFORT

Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.

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.

DISCLOSURE AND BARRING SERVICE CHECKS – delete section if not applicable

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Administrator
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Good Standard of Education	E	
NVQ 3 Team Leadership or Business Administration or Customer care or equivalent experience	E	
Relevant keyboard qualification i.e. RSA III	E	
KNOWLEDGE/SKILLS		
Effective interpersonal, organisational and communication skills	E	
Advanced IT/Keyboard skills	E	
Ability to manage own workload and to supervise the workload of others	E	
Ability to delegate tasks	E	
EXPERIENCE		
Proven clerical/administrative experience within customer care environment	E	
Experience of supervising lower banded staff		D
Previous NHS/Social Services experience		D
Cash management		D
PERSONAL ATTRIBUTES		
Reliability and Flexibility, able to contribute to changing demands of the service.	E	
Willing to undertake training relevant to the post.	E	
Ability to work within a team and delegate tasks to and supervise lower bands.	E	
Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	E	

OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
Ability to travel to other locations as required	E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
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				
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				
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	N				