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***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS** | |
| **Job Title** | **Hospital Administrator** |
| **Reports to** | Locality Business Manager |
| **Band** | Band 4 |
| **Department/Directorate** | Community  Seaton, Axminster & Sidmouth Cluster  Honiton & Ottery St Mary Cluster |

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| **JOB PURPOSE** | | |
| To provide business support, administrative leadership and general office management to deliver a high quality, comprehensive administrative service.  The post holder will be responsible for their own workload, including having responsibility for financial and personnel administration, overseeing maintenance of buildings and dealing with clients/visitors and multi-disciplinary teams. The post holder will supervise and allocate work to staff in lower bands. | | |
| **KEY WORKING RELATIONSHIPS** | |  |
| * Admin Teams * Departmental Leads * Admin Line Manager * Locality Business Manager * Community Services Manager * NHS Property Services / RDUH Estates | | |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | | |
| Deputise for the Administration Line Manager in instances of annual leave or sickness and as the need arises. The Hospital Administrator will have freedom to act in relation to operational issues reporting back to the Administration Line Manager / Locality Business Manager as necessary.  To assist in managing Quality Issues and Standards within the department, updating, and initiating positive ways to improve on service.  Responsible for ensuring that all staff are able to respond to security, car parking when required, fire and major incidents in line within operational procedures.  To assist the Administration Line Manager to meet customer’s expectations by delivering a high-quality standard of service in a professional manner.  To carry out frequent internal and external checks in accordance with set security/fire procedures including safety checks, reporting of defects and attendance at incidents.  To greet and direct patients, carers and visitors at reception desks in line with Trust procedures. To book patients in to the Minor Injury Unit, outpatient or x-ray departments using the appropriate IT systems.  To understand the complete range of administration functions, responsibilities, and duties both routine and non-routine to contribute to the effective delivery of patient care, through knowledge of hospital systems. | | |
| COMMUNICATION | | |
| The post holder will be required to adhere to the organisations’ standards of customer care. The post holder is required to courteously and efficiently receive enquiries, communicate effectively with staff at all levels across internal and external to the organisation, either by telephone, email or receiving visitors in person, in a tactful and sensitive manner, respecting confidentiality at all times.  The post holder will exchange confidential or contentious information with staff and clients within partner agency organisations where agreement and co-operation is required or where there is a need to diffuse potential aggression from upset/angry clients. The post holder may also be expected to participate in consultation with staff relevant regarding changes to area of work.  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** | | |
| Judgements on complex facts requiring interpretation and comparing options which may involve exercising judgement when dealing with clients or other departments/partner agencies. This will include resolving minor problems with regard to personnel, payroll and maintenance, and highlighting any problems and conducting risk assessments as appropriate. | | |
| **PLANNING/ORGANISATIONAL SKILLS** | | |
| The post holder will organise their own day to day activities and tasks and allocate work to staff as appropriate, arranging staff cover as and when necessary. | | |
| **PHYSICAL SKILLS** | | |
| The post holder will have advanced keyboard skills to operate a range of computer software. | | |
| **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** | | |
| The post holder will follow Trust policies and participate in policy and service development. The post holder will propose changes and implement administration policies and working practices for own area.. | | |
| **FINANCIAL/PHYSICAL RESOURCES** | | |
| The post holder will have a delegated budgetary responsibility for authorising financial and 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. | | |
| **HUMAN RESOURCES** | | |
| Responsible for the day to day supervision or coordination of staff within the department.  Maintain and update own training relevant to post. Taking an active part in the development review of own work suggesting areas for learning and development in the coming year.  Demonstrates duties to new starters, and allocate and check work of other administrative staff. 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 work area to produce documents and reports; be responsible for the effective inputting, storing and maintenance of information. | | |
| **RESEARCH AND DEVELOPMENT** | | |
| Occasional requests to provide audit support to ensure data quality is maintained and to provide training to staff groups in areas of poor data quality. | | |
| **FREEDOM TO ACT** | | |
| To plan and organise own work schedule, demonstrating good time management and ensuring anticipated difficulties in meeting deadlines are reported promptly.  Work is managed with minimal supervision. | | |
| **OTHER RESPONSIBILITIES** | | |
| To take part in regular performance appraisal.  To undertake any training required in order to maintain competency including mandatory training, e.g. 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  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 TRUST- VISION AND VALUES** | | |
| Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:  Honesty, Openness & Integrity  Fairness,  Inclusion & Collaboration  Respect & Dignity  We recruit competent staff that 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.  We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.  We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards. | | |
| **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.  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. | | |
| **POST** | Hospital Administrator | |
| **BAND** | 4 | |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATIONS / TRAINING**  NVQ Level 4 in administration or equivalent  EPIC EPR application or equivalent  Minimum GCSE (or equivalent) grade A – C in English and Mathematics  ECDL or equivalent (Computer/keyboard literate) | E  D  E  E | E  E  E  E |
| **KNOWLEDGE / SKILLS**  Working knowledge of Microsoft Office packages – including Word, Excel, pivots and spreadsheets  Excellent communication skills, both written and verbal  Able to demonstrate practical analytical skills  Ability to liaise with staff across all grades  Knowledge of outpatient and inpatient procedures across secondary care  Advanced keyboard skills with ability to use multiple systems requiring speed and accuracy  Knowledge of the Trust systems including EPIC  Knowledge of issues of working with confidential information and understanding of need for confidentiality | E  E  E  E  D  E  D  E | E  E  E  E  E  E  E  E |
| **EXPERIENCE**  Proven strong administration skills including organisation to meet deadlines  Experience of inputting accurate and timely data into computer systems  Good working knowledge of operational practice in a Community NHS setting | E  E  E | E  E  E |
| **PERSONAL ATTRIBUTES**  Frequent requirement for concentration  Able to follow Trust policies and procedures  Excellent interpersonal and communication skills  Good attention to detail  Ability to work as part of a team including improving processes | E  E  E  E  E | E  E  E  E  E |
| **OTHER REQUIRMENTS**  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. |  |  |

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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 | Y/N |  |  |  |  |
| 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 | Y |  |  |  |
| Driving | Y/N |  | Y |  |  |
| Food handling | Y/N |  |  |  |  |
| Night working | Y/N |  |  |  |  |
| Electrical work | Y/N |  |  |  |  |
| Physical Effort | Y/N |  |  |  |  |
| Mental Effort | Y/N |  |  |  | Y |
| Emotional Effort | Y/N |  |  |  |  |
| Working in isolation | Y/N |  |  |  |  |
| Challenging behaviour | Y/N |  | Y |  |  |