

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Administrative Services Manager
Band:	6
Responsible To:	Clinical Service Manager (CSM) / Divisional Manager
Accountable To:	Clinical Service Manager (CSM)
Department/Division:	Women and Childrens Care Group – covering Paediatrics, Gynaecology and Obstetrics

2. JOB PURPOSE

The Administrative Services Manager is accountable for the operational management and on-going development of administrative services to support and meet the on-going needs of the clinical services. They will further support the Trust through the development and implementation of specific projects with reference to service and strategic needs of the Division. Specifically, the post holder will:

- Ensure that the administrative service is appropriately resourced and the work is closely aligned to the needs of individual service lines with reference to the broader Trust's strategic agenda and direction
- Ensure that administrative services function effectively on a day to day basis, supporting the needs of Service Lines and their patients
- Support and motivate the administrative workforce to focus on the needs and experience of patients
- Engender a learning and supportive environment where best practice is shared across the whole organisation and adopted as standard operating practice.
- Promote a culture of continuous improvement and share this knowledge across the trust to improve efficiencies, increase patient care and drive down costs
- Ensure implementation and continual compliance with relevant Standard Operating Procedures (SOPs)
- Assist in creating appropriate, robust and sustainable structures Trust-wide to ensure the effective line management and support of administrative staff
- Provide support to CSMs
- 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
- Ensure the professional image of the Trust is maintained at all times

3. KEY WORKING RELATIONS

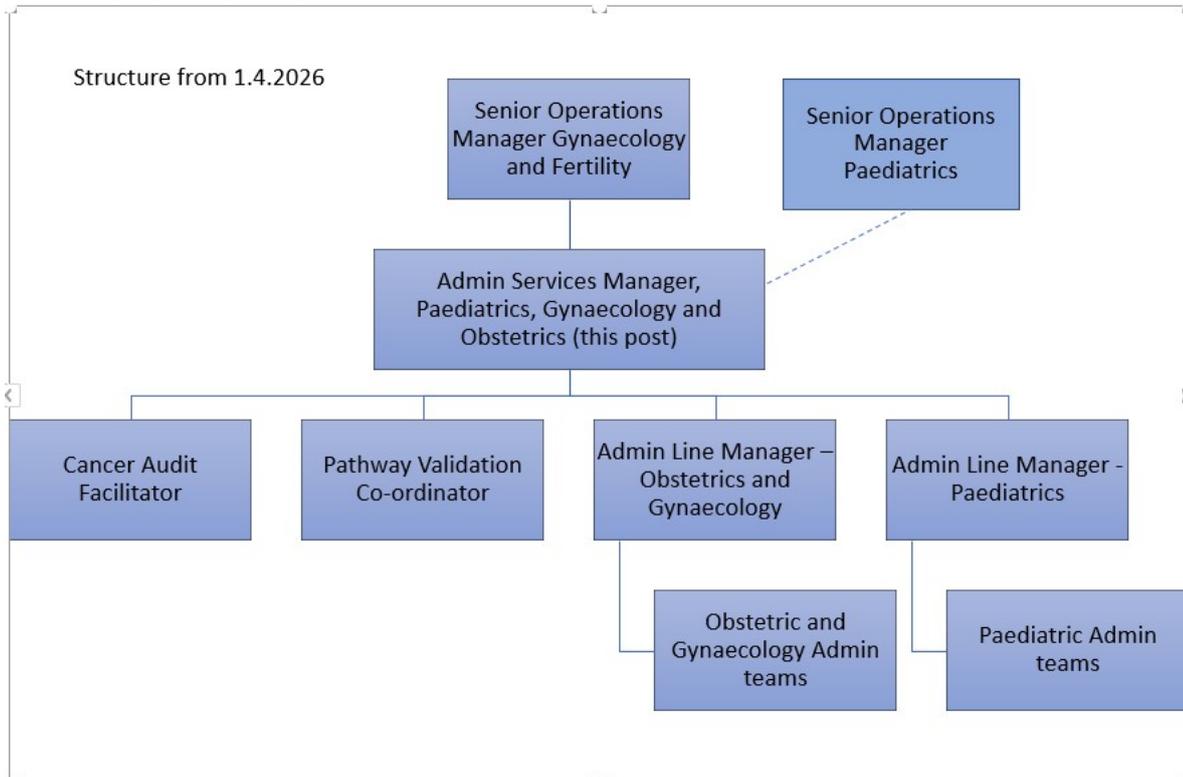
- Administrative Services Manager/Administrative Line Manager
- Clinical Services Managers (CSM)
- Consultants and other members of the medical team, specifically Clinical Directors (CD) and Lead Clinicians (LC)
- Patients and their relatives
- GPs

- 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
- Management accountants

4. DIMENSIONS

- The post holder will be responsible for the overall administrative services function within a defined area of the trust.
- The post holder will be part of a Trust Administration team. This post may involve some evening/weekend working as required.

5. ORGANISATIONAL CHART



6. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:

Supervisory and Human Resources

- Personal accountability for the overall operational management of administrative services
- Leadership of administrative staff to foster a positive, supportive culture conducive to the effective delivery of administrative services
- Development and maintenance of robust and effective line management arrangements for the administrative workforce
- To coach and mentor Administrative Line Managers in all aspects of performance management including sickness, conduct and capability management

- Support to administration line managers in resolving complex or contentious issues including performance management of staff through to final disciplinary/capability hearings and the performance management of staff with protected characteristics
- To drive down percentage of sickness absence, performance and capability costs and cases within administrative and clerical teams
- Responsibility for robust and effective recruitment and retention of administrative staff to meet the needs of the Division
- To provide an effective link between administrative staff and senior Trust management, cascading information as appropriate and briefing senior management on relevant issues.
- Direct line management of administrative staff
- Effective liaison and co-operation with ASMs in other areas to ensure administrative services across the Trust are consistently aligned
- Ensuring that administrative services and their management are aligned to all relevant Trust policies including HR, health and safety and all relevant employment legislation
- Creation, development and control of performance reports relating to administrative services
- Support the day to day management of agreed policies and protocols in relation to patient access
- Ensure that day to day access issues can be resolved in an effective and timely manner
- Ensure that performance related information is accurate, relevant and validated as appropriate
- Support the Division to meet all relevant performance indicators
- Ensure that all PDRs (appraisals), return to work (sickness) interviews, mandatory (essential) training are completed by all administrative and clerical staff within the Trust's defined timelines, and that this information is accurately recorded on the Trust's system (ESR) in a timely manner

Administrative functions

- Use multiple computer systems as required within the department such as PAS, NHS e-referrals, ESR
- Ensure accurate and up-to-date patient details are maintained on patient information systems such as PAS, in line with Trust Information Governance policy
- Maintain health records and patient files in line with Trust Health Records Policy
- Support the ALM/CSM in ensuring that complaints are dealt with promptly and effectively and where appropriate, escalate if unable to resolve
- Execution of action plans in response to patient complaints or clinical incidents related to their administrative services

Service delivery/improvement

- On-going review and development of the administrative service to best meet the needs of patients with reference to the trust's strategic direction
- Lead on administrative change across diverse systems and multiple specialties
- Plan and execute of service development projects with complex issues and multiple interdependencies
- Anticipate potential issues arising from service development and taking appropriate action to mitigate them
- Devise new ways of working, including the initiation and development of Standard Operating Procedures
- Support effective workforce planning to ensure the Trust has an administrative workforce aligned to its strategic objectives
- Accountable for the development and delivery of specific projects as required by the Trust
- Effective engagement with stakeholders during the development and implementation of specific projects
- Coordination of complaint responses related to administrative services, including meeting patients and relatives as and when required

- Development and execution of action plans in response to patient complaints.
- Coordination of investigations into clinical incidents related to administrative issues and the development of action plans arising from those investigations
- Ensure that appropriate risk assessments are undertaken and acted upon for administrative services within the Division
- Be the local expert for the Division in matters relating to information governance.
- Membership of the relevant divisional governance body
- Maintain an up to date knowledge of HR policies and their impact on staff
- Contribute to the NHS service improvement/modernisation agenda e.g. service redesign
- Lead on developing processes within the department to meet the demands of a growing service
- Participate in team and directorate meetings as required
- Contribute to audits regarding departmental procedures
- Have a flexible approach to working hours to meet the demands of the service
- Adhere to the Trust Access Policy and Health Records Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies

Communication

- Make and receive telephone calls both external and internal according to Trust standards
- 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 team meetings through effective communication

Governance

- Undertake training as required to maintain competency/comply with trust policies
- Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal
- Adhere to the Trust Access Policy, Health Records Policy and Key Performance Indicators, government targets and standard operational policies and procedures

Resource/Finance Management

- Accountability for the effective management of administrative budgets
- Accountability for ensuring effective financial control of administrative budgets in line with the Trust's objectives
- Continuous delivery of value for money and Cost Improvement Program as required by the Trust
- Ensure robust mechanisms for the timely and cost-effective procurement of equipment and consumables for administrative services
- Provide cover in periods of absence as directed by department manager, this may involve moving to other areas
- Monitor use of supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the service

Additional Responsibilities

- The post holder will be expected to carry out any other duties as required, commensurate with their pay band
- The post holder will be required to facilitate and support new starters to carry out their role
- The post holder will understand the limitations of the role and how to access support
- *Any other specific requirements to support the division in achieving its quality and financial performance targets, as directed by the CSM or Divisional Manager*

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.

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

POST: Administrative Services Manager

BAND: 6

REQUIREMENTS	Essential / Desirable at:	
	Recruitment	1 st PDR or (award of) increment
QUALIFICATIONS / TRAINING:		
Educated to 'A' level standard or equivalent	E	E
Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and English	E	E
NVQ 3 in Business Admin or equivalent	E	E
ILM Level 3 in Team Leading	E	E
Clinical Document Management (CDM)	D	E
Patient Administration System (PAS) Level 4 outpatients	E	E
ECDL, CLAIT or equivalent	D	E
AMSPAR Medical Terminology or equivalent	D	E
Postgrad. Management qualification or equivalent professional experience	E	E
KNOWLEDGE / SKILLS:		
Excellent planning & organisational skills	E	E
Ability to prioritise workload to respond to changing demand	E	E
Ability to liaise and communicate with staff at all levels	E	E
Motivation and negotiation skills	E	E
Excellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to patients and relatives	E	E
Ability to promote good working liaisons (staff, patients, relatives)	E	E
Extracting information / Listening Skills	E	E
Ability to handle complex enquiries - distressed & anxious patients	E	E
Ability to deal with challenging behaviour	E	E
Ability to provide excellent customer care	E	E
Knowledge of IT databases and computer systems	E	E
Comprehensive PC skills - databases, word-processing, email, Excel	E	E
Understanding of hospital IT systems	E	E
Knowledge of PAS or equivalent information system	E	E
Analytical skills & ability to problem solve	E	E
Proven strong administration skills	E	E
Accurate data entry	E	E
Excellent telephone manner	E	E
Knowledge of Trust procedures	E	E
Able to work independently, with minimum supervision	E	E
Proven ability to motivate staff and encourage team work	E	E
Ability to coach and mentor others	E	E
Ability to effectively supervise staff on a day to day basis	E	E
Ability to effectively performance manage staff	E	E
Ability to engage and influence staff within their area of responsibility	E	E
Knowledge of PDR process	E	E
Practical knowledge of change management	D	E
Ability to deal with members of a multi-disciplinary team	E	E
Ability to co-ordinate complex diary management	E	E
Good decision making skills	E	E
Thorough understanding of NHS performance targets	E	E
Basic understanding of the compliance framework for NHS Foundation Trusts	E	E

Understanding of the basics of finance and health and safety	D	E
Understanding of the principles of audit	D	E
Knowledge of patient flow	E	E
Knowledge of Trust procedures	E	E
<u>EXPERIENCE:</u>		
Previous clerical experience	E	E
Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG	E	E
Supervision and the development of staff	E	E
Operational managing of a service on a day to day basis	E	E
Managing Administrative functions within a large complex organisation	E	E
Formal performance management of staff	E	E
Managing sickness absence and conduction of performance or capability investigations	E	E
Staff rostering	E	E
Implementing change in a discrete area	E	E
Managing a change process	E	E
Holding budgetary responsibility	D	E
<u>PERSONAL ATTRIBUTES:</u>		
Enthusiastic highly motivated & committed to delivering a service	E	E
Understand team work and work within a team	E	E
Able to plan and organise workload	E	E
Able to prioritise own work load and meet deadlines	E	E
Ability to work un-supervised	E	E
Can remain calm and professional in a busy environment	E	E
Empathetic, but able to understand professional boundaries	E	E
Smart appearance, adhering to the Uniform Policy	E	E
Welcoming friendly and approachable manner	E	E
An adaptable approach to work	E	E
Flexible approach to working hours	E	E
Commitment to continual development to Inc. relevant new systems, policies and procedures	E	E
Adheres to relevant Trust policies & procedures	E	E
Adheres to confidentiality & data protection requirements	E	E

Hazards within the role, used by Occupational Health for risk assessment					
Laboratory specimens		Clinical contact with patients		Dealing with violence & aggression of patients/relatives	
Blood / Body Fluids		Dusty environment		VDU Use	✓
Radiation / Lasers		Challenging behaviour	✓	Manual Handling	✓
Solvents		Driving		Noise / Vibration	
Respiratory sensitisers		Food Handling		Working in isolation	
Cytotoxic drugs		Electrical work		Night working	