

Job Title:	Administration Team Leader - MSK
Reports to (job title):	General Manager
Line Manager to:	Administration Team

Job purpose

- Deliver work in line with key performance indicators laid out in the service specifications through supervision of the team to ensure smooth running of efficient services. Support the management team in ensuring tasks are completed on time and accurate reporting is possible.

Key responsibilities

Finance & Stock

- Fully understand the expectations set out within the stock and medicines management procedures, ensure other team members adhere to the requirements.
- Work with the designated Administrator and Physiotherapist to ensure a weekly stock check, ensuring stock efficiency is maximised.
- Place orders with suppliers raising the necessary purchase orders always being mindful of costs. Ensure the accurate filing of purchase orders and goods received notes.
- Completion of goods receipting process.
- Liaise with accounts as needed to resolve purchase order issues.
- Be aware of and involved in the month end finance reporting process. Ensure enough familiarity with this process to enable cover in times of absence.

Activity, Workload & KPIs

Job Description

- Understand the KPI requirements and activity levels for the service, constantly striving to achieve these by providing support to the team.
- Manage the planning and upkeep of clinic schedules, understanding the activity requirements of the services and ensure these are added within reasonable timeframes.
- Liaise with the Clinical Lead to ensure clinics are blocked as necessary for training and supervision.
- Monitor clinic efficiency and highlight gaps to the administration team, encourage and assist in filling these gaps as necessary. Escalate concerns.
- Plan and organise the workload of the team to maximise efficiency.
- Ensure that all staff work in line with the policies and procedures laid out by HCRG Care Group by being familiar with and putting into practice all administrative procedures, consistently leading by example. Collate policy sign off sheets as required to evidence team members understanding.
- Ensure flexible and fair staffing rotas are maintained to provide cover throughout business hours adjusting as required around annual leave and sickness.
- Assist the administration team as required with day-to-day tasks.
- Innovatively review current processes and implement new processes as required.
- Ensuring team are picking up calls and dealing with queries.
- Monitor complaints and either resolve or escalate.

Incident reporting, complaints, and patient feedback

- Report necessary incidents via the DATIX reporting system, play a key role in the investigation of incidents and work with the team to ensure a consistent approach to incident reporting.
- Track and escalate complaints, participating in investigations as required.
- Monitor patient feedback throughout the month looking for and highlighting trends. Use these for points of discussion on how things can be improved in the team meeting.
- Ensure the administration team are meeting targets for the Friends & Family Test.

IT Systems & Data Quality

Job Description

- Become a super user of clinical systems and participate in the training and ongoing support of other team members.
- Understand the basics of coding and reporting within SystemOne. Work with the General Manager to ensure templates and letters within the system are accurate and updated accordingly.
- Act on data quality rectification daily, highlight concerns and potential training issues.
- Work with other team members to resolve data quality issues, understand deadline requirements surrounding month end.
- Collate activity data in preparation for month end reporting. Be aware of deadlines for reporting.
- Log, monitor, resolve, chase or escalate IT issues for the service.

HR related duties:

- Observe team behaviours when dealing with patients and other external organisations.
- Work with the General Manager to ensure effective team working.
- Play a key role in the recruitment, induction, training, and ongoing support of new team members.
- Maintain the training matrix for the service, highlighting to staff any issues in relation to expiry of training.
- Maintain the annual leave calendar for the admin team, adhering to set procedures when authorising requests for leave.
- Monitor sickness and absence across the admin team, using iTrent to record these spells.
- Supervise administration activities and monitor performance including accuracy and proficiency in booking appointments.
- Complete 4-6 weekly one to ones with assigned staff and ensure record is kept of discussion, highlights, concerns, and general performance.
- Complete half year and full year appraisals for the team.
- Setting Objectives and KPI's for the team
- Contribute towards and participate in meetings with administration staff. These may include but are not limited to, appraisals, objective setting, performance reviews, absence management, capability, disciplinary and grievance.

Job Description

- Ensure a consistent and efficient approach to Customer Service.
- Chair a monthly administration team meeting.

General:

- Support the General Manager and Clinical Lead in the completion of audits and risk assessments.
- Answer the telephone within three rings and direct calls in a courteous manner.
- Ensure office and reception areas are kept clean, organised, and professional.
- Operate office machine such as photocopiers, scanners, franking machines, and computers.
- Prepared, on occasion, to carry out other duties to maintain service provision as requested by Line Managers.
- Participate in mandatory training as requested by the Line Manager.

This job description is not definitive or exhaustive. It reflects the present requirement and may be subject to review and amendments considering any future changes. The post holder may be required to undertake other duties commensurate with the post agreed.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers, and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there is only three, but because they are unique to who we are. We care, we think, and we do.

Care

- Inspire
- Understand
- Communicate

Think

- Challenge
- Improve
- Learn

Do

- Accountability
- Involve
- Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images, or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements.
- Ensuring the security and confidentiality of all records and personal information assets

Job Description

- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g., line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the

company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients, and visitors. It is essential to always observe strict fire and security precautions.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance with the company's medicines policies to ensure the safe, legal, and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make 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 recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy, and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.



Job Description



Personal Specification

Essential

- Ability to produce work of a high standard with attention to detail.
- Good working knowledge of SystemOne.
- Experience of working in a customer / patient focused environment.
- Ability to deal with confidential and sensitive information.
- Ability to produce work of a high standard with attention to detail.
- Administration experience
- Experience of leading a team
- Excellent communication and relationship skills.
- Computer literate: able to use Microsoft Word and email and other Office applications.
- Ability to work without supervision.
- Highly organised with effective time management and prioritising skills.

Desirable

- Knowledge of the Musculoskeletal and Physiotherapy pathways.
- Supervisory / Team Lead Qualification.