

Job Title:	Business Support Coordinator
Reports to (job title):	Swindon Community, Orbital
Line Manager to:	Band 6 Operations Manager

Job purpose

To provide a comprehensive business support administration service including providing specialist administration duty for Single Point of Access, Non-Medical prescribing & Wheelchairs. Have direct supervision of the administration teams, allocation of work, to have an overview of the call handling process, scheduling of resources and creating and overseeing data and record management systems in accordance with defined occupational policies, protocols and procedures.

Base location

Orbital, Swindon SN25 4AN

This post is responsible for

1. Develop and create effective, robust processes for the administration support function and review where necessary to ensure they continue to be fit for purpose in conjunction with the services.
2. Develop, implement, and monitor changes to administrative processes to ensure complex work is covered and working at full capacity/efficiency including liaison with the wider multi-disciplinary team.
3. To manage the use of resources, including staff, within the administration support function ensuring a comprehensive service is provided to all practitioners and users that meets their needs as far as possible.
4. Participate in the recruitment of Administration Support Staff, including shortlisting, interviewing, and appointing new staff members. Responsible for induction and training of all administration support staff.
5. Ensure full cover requirements of the Administration support function are met including allocation of tasks and staff.
6. Provide effective performance management, personal and team development for the Administration Support team in liaison with business objectives and supervision including 1:1s and appraisals. Ensuring all mandatory training is completed in a timely fashion.
7. To manage the HR administration processes for the whole team in terms of sickness absence, annual leave requests, statutory and mandatory training, and cover arrangements. Finalise Health Roster shifts for the administration support team.
8. Work alongside the Community Non-Medical Prescribing Lead providing administration support, along with keeping databases accurately up to date. Ordering, supplying and keeping stock of the prescription

pads, being the point of contact for NMP's, supporting with the organising of regular training events and keep in line with local policies and procedures surrounding the non-Medical prescribing.

9. To have overview of Health Roster, booking Bank & Agency when required.
10. To be the System One 'Super User' providing 1st line support to the rest of the team.
11. To produce data reports as and when required including key performance data to illustrate that KPI's and service targets are being met.
12. Oversee the annual clinical and quality audit plan and take ownership for all administration audits.
13. Ensure customer complaints and compliments are logged, tracked and dealt with in a timely and sensitive manner liaising with relevant staff members and customers as required.
14. Always undertake duties acting as an excellent role model, using experience and skills to assist/ guide members of the team.
15. Develop and support the Trust's culture of collaborative, flexible cross-team working and commitment to delivering quality services and outcomes.
16. Authoritative figure when dealing with conflict resolution with health professionals and service users where there may be barriers to understanding.
17. Build and sustain effective communication with staff and service users and work in partnership with other agencies.
18. Arrange meetings, prepare agendas and distribute paperwork, track actions and take minutes when required.
19. Develop own knowledge & skills in order to provide information to others to support their understanding.
20. Work independently, prioritising own work, exercising initiative and judgment. Refer and seek guidance/supervision on issues outside of level of competence or authority to line manager. Regularly dealing with non-routine work.
21. Deliver excellent levels of service by regularly assessing, problem solving, evaluating and reporting to the team senior, in a timely and proactive manner when these standards have not been met, enabling appropriate action to be taken. Implement planned actions in response, communicating changes as appropriate.
22. Analyse report data to inform changes to administration process and procedures.

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's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"> • Inspire • Understand • Communicate 	<ul style="list-style-type: none"> • Challenge • Improve • Learn 	<ul style="list-style-type: none"> • 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
- 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 flourish. 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 observe strict fire and security precautions at all times.

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 within 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.

Job Description

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

- XXXXX
- XXXXX
- XXXXX

Desirable

- XXXXX
- XXXXX
- XXXXX

Other requirements: XXXXX

Employee signature

Manager signature
