

Job Title:	Senior Administrator
Reports to (job title):	SPA & Business Support Team Lead
Line Manager to:	Ward Administrator

Job purpose

The Senior Administrator will support the effective day-to-day operational management of the Ward Administration team. The postholder will provide direct line management, including workload planning and allocation, performance monitoring, absence management, regular 1:1 supervision, annual appraisals and coordination of training and development activities.

This is a busy and varied role that demands strong administrative competence, excellent communication skills and the ability to work proactively as part of a wider team.

The position involves regular contact with patients, families, clinical staff and external stakeholders, requiring high levels of interpersonal skill, professionalism and personal confidence. A respectful, empathetic approach is essential, along with the ability to handle highly sensitive and confidential information appropriately.

The postholder must be able to communicate and manage sensitive information safely and know when to escalate issues or liaise with members of the multidisciplinary team in line with organisational policies and procedures.

Base

The role will be based in Community Hospital Wards with hybrid working.

This post is responsible for

Operational & Rota Management

- Oversee the daily management of the Ward Administration team, ensuring rotas are created, maintained and adapted to provide full service cover.

- Maintain oversight of HealthRoster, ensuring accurate roster completion and arranging bank shifts when required.
- Work independently, prioritising own workload, using initiative and escalating issues outside own remit or competence.
- Respond to operational issues such as stock, staffing or maintenance needs, coordinating actions to ensure business continuity.

Process Development & Service Improvement

- Develop, implement and review robust administrative processes to ensure the support function continues to meet service delivery needs.
- Ensure timely completion of Datix investigations and embed learning into team processes.
- Prepare and summarise data to inform project reports and service development work.

Recruitment, Induction & Workforce Development

- Participate in recruitment activities, including shortlisting, interviewing and selecting ward administration staff.
- Plan and oversee induction and training for new administration colleagues.
- Provide direct line management to administrators, including one-to-ones, appraisals, performance discussions, workload allocation and ongoing development.

Team Communication & Leadership

- Maintain strong communication with Ward Managers and clinical teams to ensure administrative functions support service delivery.
- Ensure clear and consistent information cascades to the administration team through meetings, updates and appropriate communication channels.
- Support Ward Managers and shift leaders in liaising with workforce teams to fill staffing gaps efficiently.

Administrative & Logistical Support

- Oversee ordering processes to ensure the ward has the correct equipment and stock, following financial procedures for procurement.

- Ensure administrative systems and documentation are maintained to support smooth admissions, discharges and daily ward activity.
- Handle enquiries from service users, providing a welcoming and responsive point of contact, directing or signposting as appropriate.

Information Governance & Confidentiality

- Manage information sensitively, tactfully and confidentially, demonstrating empathy and sound judgement when dealing with sensitive or complex situations.
- Liaise with appropriate professionals when handling confidential information, ensuring safe communication and adherence to policy.

Flexibility & Additional Duties

- Provide cover for colleagues as required to support service continuity.
- Undertake any additional tasks delegated by the line manager in line with service priorities.

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

- 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
- 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 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.

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.

Personal Specification

Essential Qualifications

- Maths and English GCSE or equivalent level A-C
- Qualification in supervisory or line management or relevant experience to NVQ 4 or equivalent level.

Work Experience

- A minimum of 2 years administrative / clerical experience
- Experience of direct line management

Knowledge and Skills

- High level of computer literacy to include a good working knowledge of Microsoft Office packages including Outlook, Word, Excel.
- Accurate and efficient IT and keyboard skills.
- Effective interpersonal, organisational and communication skills. Ability to communicate clearly with a wide variety of colleagues and service users, both verbally and in writing.
- Ability to work with discretion, sensitivity and maintain confidentiality.
- Good planning and organisational skills and ability to meet deadlines.
- Ability to prioritise and manage workload within a busy environment.
- Ability to work as part of a team.
- Excellent planning and organisational skills and ability to meet deadlines.

Desirable

Work Experience

- Previous health or social care experience

- Minute taking skills or experience.

Knowledge

- Understanding of medical terminology
- Knowledge of clinical systems or databases
- Good knowledge of a wide range of office procedures.
- Minute taking skills or experience.

Other requirements:

Ability to travel to another BSW base as required.

Employee signature

Manager signature
