

Job Title:	Admin Manager
Reports to (job title):	Administration Manager
Line Manager to:	Administrative & Reception Staff based within North and North East Lincolnshire

## Job purpose

To provide day to day line management of a team administrative staff, dealing with all management issues such as workload, performance, absence, annual leave, appraisals, and any other HR issue which may arise.

The role will cover the whole of Dermatology Services across North & North East Lincolnshire overseeing all administrative functions and ensuring that the administration team are working effectively.

In addition to line management responsibilities, the postholder will have an administrative workload and will also provide administration cover within the service as required.

Day to day on site point of contact for all colleagues for onsite/clinic/IT queries & first point of contact for patient queries/complaints.

Development and maintenance of non-clinical SOPS relating to North & North East Lincolnshire Dermatology Services.

The administrative function provides secretarial, administrative and organisational support across the full range of office and service activities, including the smooth running of the office, reception and front of house duties and administrative support to a range of frontline clinicians & managers.

Our Dermatology Service includes the arranging of appointments for services; receiving and processing incoming calls from Service Users; entry of patient data into clinical systems; gathering information to support referrals into Dermatology Services; managing the generic email account and supporting the management of Waiting Lists under the direction and management of the Clinical Co-Ordinator.

## • Key responsibilities

- Be proactive in ensuring the accuracy of data on the organisation's systems and databases and take appropriate action in case of concern or issue.
- Accurate data input to key IT systems and databases. This will include scanning and attaching documents, creating patient records, updating personal information relating to service users, generating standard letters and discharging cases.
- Ensure paper and/or electronic systems and kept up to date and accurate.
- Maintenance of filing systems including keeping filing accurate, up to date, archiving and adhering to file retention policies.
- Operate and maintain a range of statutory, regulatory and corporate business processes and systems as required.
- Operate and maintain effective administration systems to support managers and practitioners.
- Processing incoming and outgoing mail.
- Provide training to new colleagues on a range of systems and databases and support colleagues with queries.
- Participate in IT related projects and initiatives as required.
- The postholder is required to work flexibly and provide cover for other colleagues as required to ensure that service priorities and workloads are maintained.
- The postholder is required to undertake any additional duties as delegated by the Service Manager.

## 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

### Think

- Challenge
- Improve

### Do

- Accountability
- Involve

- Communicate

- Learn

- 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.

### **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.

## Personal Specification

### Essential

**Good general education e.g. GCSEs or equivalent.**

Relevant administrative qualifications

Qualification in supervisory or line management or relevant experience

Experience of supervision of staff / HR processes

Computer literate.

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.

Ability to support and advise lower banded staff.

### Desirable

Level 3 Qualification in line manager or supervisory qualification

# Job Description

Good knowledge of a wide range of office procedures.

Minute taking skills or experience.

## Other requirements:

- Experience of managing both administration and reception teams.
- Experience of managing patient flow/queries from multiple locations
- Experience of managing colleagues within general dermatology/waiting lists within general dermatology services
- Ability to travel to Scunthorpe and Grimsby sites regularly.
- Smart appearance.
- Demonstrates a positive commitment to upholding the organisation's equality and diversity policies.
- A driving license and access to a car for work purposes

**Employee signature**

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**Manager signature**

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