

Job Title:	Senior Administrator
Reports to (job title):	Cancer & Administration Manager
Line Manager to:	Reception/Admin staff

Job purpose

Base

Oldham Total Skin Service provides community dermatology service across the Oldham locality. Oldham Total skin provides Dermatology and Skin Cancer services based within Oldham Integrated Care Centre, Oldham.

The senior administrator will work within the service to provide a comprehensive and high-quality reception and admin support service. The post holder will oversee the management of administrative systems, processes, and colleague development in line with required internal and external standards. They will be a key member of the team who will act as a primary source of advice and guidance.

The post holder will be expected to work collaboratively with key team members including the Cancer & Administration Manager & Service Manager to ensure the effective and efficient delivery of relevant services.

The main duties of the post:

- Management of team rotas, ensuring that the service has adequate administrative staffing levels at all time (including management of annual leave / sickness etc)
- Leading the recruitment of admin/reception colleagues, and supporting broader recruitment activity within the service as appropriate
- Develop and maintain local SOPs (where local procedures apply and not covered by national SOPs)
- Maintain data quality ensuring all information is promptly and accurately recorded in line with contractual and national requirements (e.g. referral to treatment targets)
- Contributing fully and constructively in team meetings, performance feedback, coaching sessions and training courses / workshops. Being receptive to and acting upon feedback and coaching
- To ensure compliance with and implementation of all administration policies and procedures.

- To adhere to the care quality commission standards and other regulatory requirements and ensure evidence remains up to date.
- Complaints and incidents: support investigation and resolution of complaints, incidents and performance issues
- Feedback and service improvement: ensure that patient and stakeholder feedback is used to improve services.
- To support the Cancer & Administration Manager with targets relating to service outcomes.
- Support complex administrative activity (e.g., histology tracker, pathway management)
- Supporting Cancer & Administration Manager with arranging and facilitating colleague meetings (including minute / action taking where appropriate)
- To cover for reception / act as chaperone as and when needed.

FINANCE & REPORTING

- To support the Cancer & Administration Manager in monitoring key performance indicators.
- Communicating with team members the results of key performance indicators and encouraging team to achieve these.
- To raise, authorise and monitor purchase orders
- To support the wider team in ordering goods deemed essential for the smooth running of the service.
- Manage the data quality reports, RTT and other necessary audits, taking appropriate action when necessary.

PEOPLE

- To recruit, coach and develop the reception team, ensuring they are equipped with the necessary skills, knowledge, and credibility to deliver quality administrative support.
- Adhere to all company policies and procedures, always ensuring compliance with employment legislation and regulation.
- Accountable for the induction and development of individual colleagues ensuring they are equipped with the necessary skills and knowledge to deliver sustainable business growth and great patient care.
- To oversee all line management responsibilities including performance management (including call quality), appraisals, managing sickness and absence, personal development plans, professional development, and annual leave.
- To provide effective leadership, including being a positive role model and displaying the right behaviours to drive high levels of colleague satisfaction and colleague retention.
- To ensure that all colleagues are compliant and have relevant and up to date legal HR documentation (i.e. quality and safety training, DBS, Professional Qualifications & Registrations, Right to Work)

The above list is not exhaustive, and the post holder will be required to undertake any other task reasonably expected or requested by his or her line manager.

Person Specification

Essential

- Excellent communication and relationship skills
- Administration line management experience
- Ability to deal with confidential and sensitive information.

Desirable

- Knowledge of EMIS (clinical database)
- Previous experience working within a healthcare environment

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 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.

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.

Job Description

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

Employee signature

Manager signature
