

Job Title:	Deputy Data and Administration Lead for Leicestershire and Rutland Sexual Health Hub
Reports to (job title):	Data and Administration Lead
Line Manager to:	Receptionists, Administrators and Clerical Support Staff

Job purpose

As the Deputy Data and Administration Lead, you will play a supportive role in a robust performance management system for Leicestershire and Rutland Sexual Health Hub. Your responsibilities will include supporting the development and execution of a comprehensive framework for managing and facilitating the efficient and accurate collection, analysis, and reporting of performance data. You will also support the Admin and Data Lead in the day-to-day management and oversight and functions of the single point of access. Your role is essential in supporting Leicestershire and Rutland Sexual Health Hub operating at the highest level of effectiveness and efficiency.

You will form part of the Single Point of Access structure and oversee all administrative functions

Key responsibilities

- Support the Data and Admin Lead in collecting and organising Leicestershire and Rutland data and information related to all aspects of the service.
- Support the Data and Admin Lead in ensuring the accuracy, integrity, and confidentiality of data and information, in compliance with regulatory requirements and best practices.
- Support the Data and Admin Lead in ensuring data quality is maintained at an acceptable standard, providing support to drive initiatives where required.
- Support data collection for national and local audits.
- Support the Data and Admin Lead to standardise practice across Leicestershire and Rutland for clinical coding.
- Support the Data and Admin Lead in conducting quality assurance checks and audits to ensure that data and reports are accurate, up-to-date, and reliable.
- Providing training and support to colleagues on day to day running of the administrative and reception functions of the service and supporting the SPA.
- Support the Data and Admin Lead by participating in multidisciplinary teams and projects to support organisational goals and initiatives related to data-driven decision-making and quality improvement across the Leicestershire and Rutland Sexual Health Hub.

Job Description

- Be responsible for the day-to-day management and running of the reception areas, the Call Centre functions and the functions within the single point of access including results elements of results management.
- Line Manage the receptionists, administrators and clerical support within the service.
- Hold management responsibility for all administrative & clerical staff within the service, including recruitment and retention of staff, sickness and absence management, disciplinary and grievance processes, while being accountable to the Data and Admin Lead.
- Where identified communicate and implement process changes in the service to consultants and admin/clerical staff.
- Manage specific administrative projects for the service with support from the Data and Admin Lead.
- Support the Data and Admin Lead in championing the use of data across Leicestershire and Rutland and the importance of data quality.
- Support in the use of the centralised ordering system as required.

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.

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

- Thorough working knowledge of Microsoft Office packages i.e. Outlook, Word, Excel.
- Good understanding of the IDOX EPR Software (Lilie).
- Excellent understanding of general office working procedures.
- Experience of change management and administration skills.
- Experience of people management
- Excellent level of verbal and written communication.
- Able to analyse problems and initiate appropriate solutions effectively.
- Willing to undertake further training and development in the understanding and implementation of data for service improvement.

Desirable

- Understanding of the analytics platform Tableau or other data system (or willingness to learn)
- Information analysis, business planning in a multi-disciplinary setting.

Other requirements:

Post holder must hold a current UK driving license and have access to a car on a daily basis for movement between hubs, meetings, events both locally and nationally.



Job Description

Employee signature

Manager signature

