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| Job Title:  | Senior Administrator |
| Reports to (job title):  | Admin Manager |
| Base:  | Jenner House, SN15 1GG |
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## Job purpose

This position is to provide administrative support for our Physio Service & includes day to day operational support & line management of administrators within our Central Booking Office.

## Key responsibilities

* Monitoring delivery of the workflow, allocating and checking work to ensure an efficient and effective admin service is provided to all clinicians and clinical team managers in a timely manner. Allocating and reallocating tasks on a daily basis as required as organisational priorities change.
* To plan, co-ordinate and manage the workflow within the wider administration team in collaboration with other senior administrators and the Administration Manager.
* Contribute to the process of rota planning and flexible working within the team to ensure that workflow is managed between different tasks on all sites.
* Ensure that all public and professional enquiries are dealt with by the administrative team in an efficient, polite and confidential manner and are passed onto the relevant member of staff for action.
* Provide data to inform the staffing plan to recruit & develop admin staff in line with changing business needs and budget, participating in the recruitment tasks, sitting on interview panels and inducting new members of staff.
* Support the Administration Manager in the delivery of services across Specialist Services and in developing county-wide standardised administration processes.
* Participate in the communication and information cascade to administrators within the team via team meetings and other communications methods. And to maintain good communications with clinicians and managers in relation to the administration and customer services provided by the team.
* Responsible for the formal supervision and performance development reviews of a delegated group of administrators from within the team, identifying training and skills development needs to feed the training plan devised by the Admin Manager, to ensure that individuals within the admin team have the knowledge and skills required to perform and deliver their specified job tasks.

* Evaluate, monitor and support the development of skills within the administrative team to enable the full range of tasks to be completed as required. Providing advice and guidance as appropriate and alerting the Admin Manager to any additional support or action required, to achieve the skills gain required.
* To prioritise and take responsibility for own workload recognise and support colleagues who need guidance and assistance.
* Support the Admin Manager in the implementation and monitoring of annual leave and absence management processes, statutory and mandatory training attendance and other HR policies for the administration team. Alerting any issues to the Admin Manager.
* Maintain securely the personnel records of administrators.
* Participate in the investigation of any internal or external complaints relating to the administration service in line with the organisation’s complaints policy.

**Budget Responsibilities**

Not applicable – this is not a budget-holder post.

**Responsibilities for People or Training**

This role will involve line management responsibility of admin staff

**Other Factors**

1. Frequent sitting and inputting at keyboard.

2. Lifting, sorting, filing, storing stationery ordered

3. Frequent requirement for prolonged concentration is required to input data onto databases

4. Meeting frequent deadlines

5. Uses VDU equipment most of the day

## 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.

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| **Care** | **Think** | **Do** |
| * Inspire
* Understand
* Communicate
 | * Challenge
* Improve
* Learn
 | * 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](https://protect.checkpoint.com/v2/___https%3A//www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf___.bXQtcHJvZC1jcC1ldXcyLTE6aGNyZ2NhcmVncm91cDpjOm86YTRmMDRmNDc5ZmFiNDBjY2Y1N2U3NmM2ZDkwZjU3ZmE6NjpmNmUzOmRhZGI0ZDU5ZWQ4OGE0ODNmNGE4OGQ1M2E3ZGEwMDgyODJhNDMyNWM2YjBhYThjNTk2MmNjMzdmYmJmZjA4MTQ6cDpUOk4) , [NHS Constitution](https://protect.checkpoint.com/v2/___http%3A//www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx___.bXQtcHJvZC1jcC1ldXcyLTE6aGNyZ2NhcmVncm91cDpjOm86YTRmMDRmNDc5ZmFiNDBjY2Y1N2U3NmM2ZDkwZjU3ZmE6NjpkOWIwOjliYTZmZWUyOWE0OTdiNGQ0NzU2YzVmYTdlODBkYzY5ZjkzNTE3ZTg5YzFlYjI1ZjViZmMzODJiNmUzMTY4NGY6cDpUOk4) and [HSCIC Code of Practice on Confidential Information](https://protect.checkpoint.com/v2/___https%3A//digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/code-of-practice-on-confidential-information___.bXQtcHJvZC1jcC1ldXcyLTE6aGNyZ2NhcmVncm91cDpjOm86YTRmMDRmNDc5ZmFiNDBjY2Y1N2U3NmM2ZDkwZjU3ZmE6NjpkYjFkOjM2MDliMjk0N2I3NTNjOGQ5NGUzNTc3OTcyOTdiODlhZjFhZTVkYTY1NWRlM2RkOWYyNGQ5YTJiZGVhZmI3MjY6cDpUOk4) 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

* Educated to A-Level or equivalent knowledge and competency
* Excellent organisational, IT and communication skills
* Substantial experience in an administrative position
* Comprehensive knowledge of office procedures
* Above-basic knowledge of a range of Microsoft Office packages, including Microsoft Excel, Microsoft Word and Microsoft Office
* Supervisory experience in a patient/service focused environment delivering services to a number of people and managing workload priorities
* Evidence of administrative experience within a customer / patient focused environment
* To have worked previously in a medical, health or social care environment
* Knowledge of data protection and confidentiality
* Experience in waiting list management of a large referral base
* Experience of using PAS (e.g SystmOne)
* Knowledge of Information Governance
* Experience of working with minimal supervision
* Experience of multi-tasking and prioritising work
* Ability to problem solve
* Experience in collecting information and chasing responses from colleagues at different levels of the organisation
* Experience of data entry
* Excellent organisational skills
* Excellent communication skills (written, face to face and on the telephone)
* Excellent computer literacy
* Ability to work effectively independently and as a team
* Ability to work under pressure and to tight timescales
* Ability to respond to changing or competing priorities
* Ability to use initiative but recognise when to seek further assistance
* Ability to analyse, interpret and present information in a clear and concise manner
* Conscientious in undertaking work and reporting problems to manager
* Ensure staff and patient confidentiality is maintained at all times
* Self-motivated
* Good time management
* Ability to manage the emotional pressures of direct and indirect contact with patients and relatives
* Flexible approach to the role
* Customer focused
* Ability to work on own initiative
* Good interpersonal skills
* Good team member, able to complement group dynamics
* Adaptable to changing needs of the service
* Flexible approach to undertaking varied workload and various working environments/locations
* Car driver/access to a vehicle for work purposes
* Able and willing to travel to other sites (if required)
* Willing to work in other areas of the organisation if required to do so

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| Employee signature |
| Manager signature |