

Job Title:	Band 4 (equivalent) Lead Administrator (31 hours per week)
Reports to (job title):	Head of MSK Physiotherapy and the Orthopaedic Interface Service
Line Manager to:	Three Medical Secretaries and One Administrator

## Job purpose

The Orthopaedic Interface Service (OIS) team provide assessments and management for a wide variety of musculoskeletal conditions across our three bases located at St Martin's Hospital, Keynsham Health Centre, Paulton Hospital and a satellite centre at a local GP Practice. The administration team is responsible for booking appointments across these sites and ensuring efficient administrative support for the service. The Team Lead (31 hours per week) oversees administrative functions of the OIS and manages a small team.

## Base

Paulton Hospital.

## This post is responsible for

### Administrative Management

- Oversee the daily operations of the administration team, including 3 medical secretaries and 1 administrator.
- Ensure efficient processing of new referrals to the OIS and allocation of appointments.
- Organise and change appointments as required, ensuring minimal disruption to patient care.
- Manage telephone and email enquiries, providing prompt and accurate responses.
- Use own initiative to deal with enquiries on a wide range of matters relating to the OIS.
- Direct complex matters to an appropriate senior member of staff.

### Leadership and Supervision

- Provide leadership and supervision to the administration team, ensuring high standards of performance and professionalism.
- Conduct regular team meetings to discuss workload, challenges, and improvements.

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- Support the professional development of team members through training and mentorship.
- Responsible for the annual appraisal and Personal Development Plan or OIS admin team.

## Communication

- Communicate effectively with patients, healthcare professionals, and other stakeholders.
- Ensure clear and concise communication within the administration team and with other departments.
- Handle sensitive information with confidentiality and professionalism.
- Manage informal complaints where necessary.

## Service Improvement

- Identify opportunities for improving administrative processes and implement changes to enhance efficiency.
- Participate in service development projects and contribute to the continuous improvement of the OIS.
- Monitor and report on key performance indicators (KPIs) related to administrative functions.

## Professional Development

- Maintain and develop a high standard of administrative practice through Continuing Professional Development (CPD).
- Participate in at least annual appraisal, formulating a Personal Development Plan and identifying own training, personal and professional development needs.

## 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"> <li>• Inspire</li> <li>• Understand</li> <li>• Communicate</li> </ul>	<ul style="list-style-type: none"> <li>• Challenge</li> <li>• Improve</li> <li>• Learn</li> </ul>	<ul style="list-style-type: none"> <li>• Accountability</li> <li>• Involve</li> <li>• Resilience</li> </ul>

## 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 1998 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.

# Job Description

## 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

- Experience of diary management and to prioritise your own, and others, workloads.
- Experience using NHS IT systems
- Experience of dealing with sensitive or confidential information
- Experience of supervising or managing administrative staff
- Excellent written and verbal skills
- Demonstrates our values

### Desirable

- Previous medical secretarial experience
- Knowledge of SystmOne
- Knowledge of e-referrals
- Management Experience

Employee signature

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Manager signature

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