

Job Title:	Booking Administrator (Band 2)
Reports to (job title):	Administration Lead

## Job purpose

The Administrator will be part of a wider business support function and has a key role in providing support across the full range of office and service activities, including the smooth running of the office, data input and administrative support to a range of frontline clinicians and managers.

**Base:** St Martin's Hospital, Bath

## Key responsibilities

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role:

### Communication

- Ensure that high standards of customer service are provided by communicating effectively and appropriately with service users, colleagues, managers and a range of professionals from within and outside of the organisation
- Carry out administration duties effectively including answering the telephone, taking accurate messages, daily checking of the team mailbox, booking, cancelling and rearranging appointments, sorting and date stamping post, making reminder phone calls to service users, responding to queries
- Pulling notes and making up clinic bags
- Maintain effective working relationships with colleagues within the organisation

### Analytical/Judgmental

- The post holder is required to use their personal judgement to escalate or refer issues to colleagues/managers within the guidelines provided by their line manager
- Deal effectively with routine situations without further escalation (within the guidelines provided)

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.

### Human Resources

- Attend statutory and mandatory training as required

- Maintain a high standard of personal development
- Participate and contribute to supervision sessions and appraisal meetings with line manager
- Attend and contribute to monthly team meetings
- Support new and existing colleagues as directed by line manager

## Health, Safety and Security

- Adhere to the organisations policies and procedures in relation to health and safety
- Assist in maintaining the health and safety of self and others
- Report risks to health and safety to line manager or other manager as appropriate

## Policy and Service Improvement

- Contribute to service development by making suggestions and expressing views about how systems and processes can be improved, and with the agreement of senior colleagues, put these into effect
- Participate in service development projects/initiatives as required by line manager

## Audit/Research and Development

- Participate in audits relating to service area or own work as directed by line manager
- Support feedback from service users by complying with the organisation's requirements (e.g., Friends & Family Test)

## Quality

- Maintain the quality of own work and support colleagues to do the same
- Contribute to the improvement of quality in own service area by reporting and resolving issues and making suggestions for improvement to the more senior colleagues

## Freedom to Act

- Adhere to the organisations policies and procedures
- Carry out duties within the guidelines provided by line manager
- Priorities own workload on a day-to-day basis
- Deal with routine matters within the guidelines provided by line manager and escalate non-routine issues to colleagues/manager as appropriate

## Equality, Diversity and Rights

- Act in ways which support and promote equality, and value diversity in own work
- Challenge bias, prejudice and intolerance if appropriate

## Planning and Organisational

- Organise own day-to-day tasks and responsibilities and prioritise appropriately
- Notify line manager of any identified gaps in service provision

## Patient Care

- Provide non-clinical information (within organisation's guidelines) to service users, colleagues, and other professionals

## Responsibility for Financial and other Physical Resources

- Monitor and order stationary/consumables and office/clinical supplies, create purchase orders for room hire and book interpreters (expenditure to be authorised by line manager or Head of Children's Audiology)

## Information Resources

- 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, outcoming appointments, registering new referrals, monitoring RTT status'
- 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
- Photocopying and scanning
- Processing incoming and outgoing mail
- Operate and maintain a range of statutory, regulatory and corporate business processes and systems as required

The post holder is required to work flexibly and may be required to provide cover for other Business Support colleagues to ensure that service priorities and workloads are maintained.

The post holder is required to undertake any additional duties as delegated by their line manager or other more senior colleagues.

## 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 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 always observe strict fire and security precautions.

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 with 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

#### Qualifications

- Good general education e.g., GCSEs or equivalent

#### Knowledge and Skills

- Computer literate
- 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
- Responsive attitude to delegation of tasks
- Punctual, cheerful, reliable and dependable

#### Experience

- Clerical, administrative or reception experience (minimum 3months)

#### Personal Attributes (demonstratable)

- Reliable and flexible
- Able to contribute to the changing demands of the service
- Willing to undertake training relevant to the post
- Ability to work within a team
- Demonstrate a diplomatic caring attitude
- Maintain confidentiality

#### Other requirements

- Willingness to travel to work at other sites for training/meetings etc
- Smart appearance
- Demonstrate a positive commitment to upholding the organisation's equality and diversity policies

## Desirable

### Qualifications

- Relevant administrative or IT qualifications to NVQ level 2 or equivalent experience

### Knowledge and Skills

- Good working knowledge of Microsoft Office package including Outlook, Word and Excel
- Ability to use in-house database systems (SystemOne and Auditbase)
- Good knowledge of a wide range of office procedures

### Experience

- Clerical, administrative or reception experience (minimum 1 year)
- Experience within a customer care healthcare, education or social care setting

### Personal Attributes (demonstratable)

- Interested and enthusiastic about working within our services