Job Description

Job Title:	Ward Administrator
Reports to (job title):	Senior Administrator
Line Manager to:	N/A

Job purpose

The Ward Administrator will provide a professional and efficient customer experience for members of the public, patients, professionals and colleagues by telephone, by email and by post, as the first point of contact in the BSW (B&NES Swindon Wiltshire) Community Hospitals.

The role will provide administrative support to the nursing and multidisciplinary team on the ward. It will be responsible for undertaking a wide range of clerical and administrative tasks that facilitate the smooth progression of the patient journey from admission through to discharge. By assuming key organisational and monitoring responsibilities, the post holder enables clinicians to focus on delivering direct patient care. The role also requires the consistent and strict maintenance of confidentiality in relation to all patient information handled.

This is a demanding role requiring high levels of administrative skills / communication skills and the ability to work proactively as part of a team.

The role also requires client and stakeholder contact, requiring a high level of inter-personal skills and personal confidence. Having a respectful and empathetic attitude will be essential, with the capacity to manage highly sensitive, complex and confidential information.

Base

The role will be based in Community Hospital Wards across BSW.

This post is responsible for

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Job Description

Confidentiality, Communication & Professional Conduct

- Handle all patient information sensitively, tactfully and confidentially, following data-protection and information-governance requirements.
- Communicate effectively with clinical staff, administrative colleagues and other professionals to support smooth service delivery.
- Maintain a professional, empathetic approach when liaising with patients, relatives and staff.
- Work flexibly and undertake additional duties as delegated by their line manager or senior ward staff to meet service priorities.

Admission, Transfer & Discharge Coordination (Administrative Support Only)

- Support clinicians by coordinating the administrative processes for patient admissions and transfers, as requested by clinical teams or the wider SPA team, including Discharge and Flow.
- Check administrative systems to identify whether a patient is known to other Trust teams and share this information with clinicians.
- Ensure all relevant discharge paperwork is prepared and prompt clinical staff when items need completing.
- Liaise with the patient transport provider (E-Zec) to arrange transport in line with discharge plans.
- Provide patients with welcome packs and relevant information leaflets upon admission.

Patient Administration Systems & Documentation

- Update relevant patient records and information systems promptly following admissions, discharges or updates provided during MDT meetings or ward rounds.
- Maintain accurate ward-level information, ensuring that team whiteboards, trackers and handover materials are kept up to date to support safe and efficient shift changes.
- Notify the appropriate records management team of any movement or change in location of patient records to support accurate tracking and compliance.
- Ensure all patient documentation is stored securely, organised correctly and maintained in accordance with organisational, NHS and regulatory requirements.

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Records, Filing & Audit Support

- File documentation in health records according to Trust procedures, ensuring all paperwork is signed/initialled before filing.
- Ensure discharge checklists, letters, reports and other documents are filed either as paper copies or electronically, promptly and correctly.
- Support audit processes by ensuring required administrative documents are completed and stored correctly.

Service Coordination & Operational Support

- Assist with maintaining accurate administrative records to support effective patient care, flow and discharge planning.
- Support clinicians by monitoring administrative tasks related to medication collection processes (e.g., dosette box orders or TTAs), prompting clinical staff where needed.
- Help maintain clear and up-to-date ward and team documentation to support efficient workflow.
- Contribute to the smooth running of the service by supporting administrative tasks.

Teamwork & Collaborative Working

- Maintain positive working relationships with clinical, social care and administrative staff to support coordinated patient care.
- Participate in team discussions, sharing relevant administrative updates and supporting collaborative problem solving (non-clinical).
- Provide reliable administrative support to clinicians and partner services to help maintain efficient patient flow.

Our values

care·think·do

WE CHANGE LIVES BY TRANSFORMING HEALTH AND CARE

Job Description

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
• Inspire	• Challenge	• Accountability
• Understand	• Improve	• Involve
• Communicate	• Learn	• 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

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- 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.

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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.

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

- Maths and English GCSE or equivalent level A-C

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Work Experience

- Administration Experience
- IT Systems Experience

Knowledge and Skills

- High level of computer literacy to include a good working knowledge of Microsoft Office packages including Outlook, Word, Excel.
- 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.
- Ability to work as part of a team.
- Excellent planning and organisational skills and ability to meet deadlines.

Desirable

Qualifications

- NVQ II Administration
- NVQ II Customer Services

Work Experience

- Previous health or social care experience

Knowledge

- Understanding of medical terminology
- Knowledge of clinical systems or databases

Other requirements:

Ability to travel to another BSW base as required.

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Employee signature

Manager signature

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