

JOB DESCRIPTION

Senior Administrator

TITLE:	Senior Administrator
BAND:	Band 3
BASE:	Castle Hill Hospital / Hull Royal Infirmary
REPORTS TO:	Team Leader

OUR VALUES

CARE

We are polite and courteous, welcoming and friendly. We smile and we make time to listen to our patients and staff. We consider the impact our actions have on patients and colleagues. We take pride in our appearance and our hospitals and we try to remain positive.

We do not treat anyone unfairly. We do not let our mood affect the way we treat people. We don't talk negatively about colleagues or other teams. Offensive language, shouting, bullying and spreading rumours are unacceptable.

HONESTY

We tell the truth compassionately. We involve patients in decisions about their care and we are honest when things go wrong. We always report errors and raise concerns we have about care. Our decisions and actions are based on facts not stories and opinions.

We do not withhold information from colleagues or patients. We never discourage staff from reporting concerns. We are not careless with confidential information. We do not present myths as facts.

ACCOUNTABILITY

We are all responsible for our decisions and actions and the impact these have on care. All staff are responsible for maintaining high standards of practice and we take every opportunity to continuously learn. Everyone is encouraged to speak up and contribute their ideas to improve the care we provide.

We do not unfairly blame people. We positively embrace change and we don't discourage people from having opinions. Controlling behaviours and silo working should not be exhibited in our Trust.

JOB SUMMARY:

The Senior Administrator will actively lead an administration team to manage the end to end clinical administrative processes associated to the patient pathways, ensuring a smooth and efficient service for both the multidisciplinary team and patients, in order to deliver a high quality administration service, for our patients and customers

KNOWLEDGE AND SKILLS

1. Communication and Relationship Skills

- Communicate clearly, concisely with compassion.
- Establish and maintain effective working relationships with patients, carers, clinicians and managers and all other staff working internally and externally to the trust
- Ensure and maintain confidentiality at all times
- Ensuring during any communication that you remain compliant with the General Data Protection Regulations 2018
- Provide and receive routine information as part of the clinical administration pathway, where there may be barriers to understanding
- Have the ability to demonstrate an adaptable and flexible attitude to all aspects of work, maintaining good professional relationships with other members of the team and the wider Health Care Community.
- Excellent communicator with excellent written and keyboard skills, good attention to detail with accurate data entry, clinical correspondence and minute taking as necessary.
- Required to be proactive and able to work on own initiative

2. Knowledge, Training and Experience

- NVQ level 3 in administration or equivalent qualification
- Good knowledge of the Trust Access Policy, RTT rules and guidelines and application of the rules to clinical pathways
- Good knowledge of Trust electronic systems relevant to role, such as Lorenzo, ARIA, ERS, IFIT, G2 and Patient Pathway Plus (PP+)
- Ability to problem solve and progress chase when required.
- Good knowledge of Microsoft Office applications including Outlook, Excel and Word
- Implementation of all administrative processes along the patient pathway to ensure the patient's journey is managed efficiently, smoothly and in accordance with targets and agreed timescales
- Ability to identify incorrect or incomplete transactions and amend or correct where appropriate
- Ability to share knowledge with colleagues
- Ability to accurately track results ensuring that all necessary actions required as part of a patients clinical pathway are carried out in a timely manner
- Understanding escalation processes around issues or risks
- Assist on investigation, resolution and feedback of complaints
- Experience of dealing with sensitive issues

3. Analytical Skills

- Encourages and promotes solutions within parameters of responsibility.
- Uses judgement and experience to problem solve within areas of responsibility
- Work to resolve conflicting diary schedules
- Ability to prioritise work and that of junior staff
- Ability to review Business Intelligence in line with procedures
- Provide accurate, specific information relevant to your role on request.
- Manage correspondence and process accordingly and escalate as necessary

4. Planning and Organisational Skills

- Plan and organise own time and prioritise own workload around deadlines
- Ensure available clinic and theatre capacity is fully optimised
- Supervises the Team's allocated workload to ensure deadlines are met
- Booking patient transport
- Arranging meetings, diary management, rotas and clinical leave.
- Ability and knowledge to manage all correspondence either paper or electronic and process appropriately escalating as necessary.

5. Physical Skills

- Day to day use of advanced keyboard skills
- Adhere to Trust policy in relation to lifting and handling

RESPONSIBILITIES

6. Responsibility for patient/client Care

- Provides general non-clinical advice and information to patients, families and carers
- This role may include patient contact when greeting patients into the department
- Responsible for the accurate booking and cancelling of all patient care events
- Responsible for the active tracking of all patients awaiting results or an outcome
- Maintain confidentiality and discretion and comply with the terms of the General Data Protection Regulations 2018 and local Trust policies at all times

7. Responsibilities for policy and service development

- Comment on policies and procedures relevant to own work area
- Responsible for following Trust policies and procedures
- Identifies and suggests improvement to processes within own team working
- Understands staff responsibilities and creates training plans

8. Responsibility for financial and physical resources

- Has personal responsibility for equipment and resources in own area of work
- Acts with awareness of the impact upon the environment
- Acts with awareness of the impact upon Trust finances
- Monitor stationery stock ensuring Trust resources are used appropriately.

9. Responsibility for staff/HR/Leadership/Training

- Has personal responsibility for undertaking all mandatory training and receiving an annual appraisal
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- Responsible for the day to day management of the department including appraisals, sickness, training and any employee relations issues
- Maintains a professional approach to work, demonstrating a mutual respect for colleagues
- To contribute to the induction and training needs of new staff
- Responsible for the day to day supervision of junior staff
- Have a good understanding of the application of the relevant HR policies/processes
- Awareness and adherence of Trust values, vision and charter

10. Responsibilities for information resources

- Keeps accurate records
- Responsible for the management and continued updating of both national and local databases with accurate data
- Understands and works within the remit of the General Data Protection Regulations 2018
- Take formal minutes of meetings when required.

11. Responsibilities for Research and Development

- Undertakes surveys and audits as necessary to own work
- Provide clinical administration support for audit and trials.
- Completes staff surveys as required

12. Freedom to Act

- Works within agreed processes and standard operating procedures but is able to make suggestions for improvement within own team
- Required to use own judgement to define day to day work priorities
- Respond to routine queries from internal and external customers providing advice and support within remit of own role.

EFFORT AND ENVIRONMENT**13. Physical Effort**

- Combination of sitting, walking and standing
- Frequent requirement for sitting at a work station
- Manual handling of casenotes
- May have to occasionally move office supplies
- A flexible approach is needed to ensure the needs of our patients and customers are met.

14. Mental Effort

- The role requires frequent requirement for responsiveness for resolving problems
- Requirement for concentration when inputting into systems, typing complicated documents, making appointments & processing records with a need to ensure accuracy.
- There is the likelihood of frequent interruptions while working from both colleagues and patients

- Work flexibly to meet the needs of the service.

15. Emotional Effort

- Occasional exposure to emotional circumstances
- May need to type letters of a distressing nature

16. Working Conditions

- Significant use of VDU
- High volumes of call handling
- Front line, high volume customer service

HEALTH AND SAFETY

In addition to the Trust's overall responsibility for your health and safety you have a personal responsibility for your own health and safety. As such you are required to inform your line manager of any safety issues that you identify, that could affect you or others in the workplace. You must co-operate with management and colleagues at all times in achieving safer work processes and work places, particularly where it can impact on others.

As a Trust employee you will be trained in the correct use of any equipment provided to improve safety and health within the Trust. You are required to use the equipment when necessary and as instructed which will include checking the equipment is safe to use, prior to its use and must report any defects immediately to your line manager.

INFECTION CONTROL

In addition to the Trust's overall responsibilities under The Health and Social Care Act 2008 Code of Practice for healthcare, including primary and adult social care on the prevention and control of infections (revised December 2010) for your safety, you have a personal responsibility to ensure your work adheres to this Code in the delivery of safe patient care within the organisation. This code relates to ALL Trust staff and contractors working within the organisation who are employed to ensure this level of care is provided.

As an employee you will be trained to ensure adherence and compliance to the various Infection Control policies within the Trust.

SUSTAINABILITY

To actively support the Trust's goals for sustainability by encouraging and adopting sustainable ideas and practices.

SAFEGUARDING

The Trust has a duty and is committed to safeguarding all service users and provide additional measures for adults and children who are less able to protect themselves from harm or abuse. As an employee* you have an individual responsibility to contribute to the detection, reporting and prevention of abuse to safeguard those in our care (Section 11 Children Act, 2004, Human rights Act 1998, Equality Act 2010 Mental Capacity Act 2005 Care Act 2014) and are accountable to ensure that you know how to respond

when you are concerned for the safety of a child, young person or adult at risk. The Trust will assist you in this process by providing training, guidance and advice. There are corporate safeguarding teams who can be contacted for advice, support and safeguarding supervision. All concerns must be reported as per Trust Safeguarding Policies which are available on the Trust Intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role

This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the current post. It may be subject to change in the light of developing organisational and service needs, and wherever possible change will follow consultation with the post holder.

Person Specification

JOB TITLE: Senior Administrator

DEPARTMENT:

AREAS	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • Good standard of general education to GCSE level or equivalent, including Maths and English Language. • NVQ level 3 in administration or equivalent qualification • Excellent keyboard skills 	<ul style="list-style-type: none"> •
Experience	<ul style="list-style-type: none"> • Experience of providing a service to patients or customers • Experience of using electronic systems • Experience of Microsoft Office products • Working knowledge within the General Data Protection Regulations 2018 • Team Working 	<ul style="list-style-type: none"> • Previous NHS administration experience • Experience of supervising a team • Understanding of the Clinical administration pathway • Experience of conflict resolution
Skills, Knowledge and Ability	<ul style="list-style-type: none"> • Good Organisational skills • Ability to prioritise own workload • Team working • Knowledge of, and adherence to, General Data Protection Regulations 2018 • Excellent keyboard skills • Knowledge of clinical pathways • Ability to communicate effectively using a variety of media • Proven experience of working to deadlines • Problem solving abilities and use of own initiative. • Proactive and able to work on own initiative 	<ul style="list-style-type: none"> • Knowledge of Lorenzo • Ability to prioritise and allocate the team workload. • Knowledge of Medical Terminology • Knowledge of Referral to Treatment rules and guidelines • Knowledge of Trust Access Policy • Good understanding of the NHS Agenda
Personal Attributes	<ul style="list-style-type: none"> • Professional • Caring • Honest • Accountable • Responsible attitude 	

Other Requirements	<ul style="list-style-type: none">• Interested in personal development.• Flexible approach to hours and conditions	<ul style="list-style-type: none">• Willingness to travel to other sites
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