

## **JOB DESCRIPTION**

### **Job Details:**

<b>Job Title:</b>	Administration Manager
<b>Band:</b>	Band 5
<b>Location:</b>	Norfolk & Norwich University Hospital NHS Trust
<b>Department:</b>	Surgical, Critical and Emergency Care Division Plastic Surgery
<b>Managerially Accountable to:</b>	Divisional Operational Manager
<b>Professionally Accountable to:</b>	Divisional Operational Manager

### **Job Purpose:**

The post holder will be responsible for the line management of the administrative staff and for ensuring the smooth running and development of the directorate in relation to its administration functions. They will operate as part of a multi-disciplinary team, managing the administrative, clerical and secretarial needs of the directorate and ensuring, through careful monitoring of workloads that activity targets are met and that patient management is in line with the patient access policy. Other key tasks will include managing various projects from inception to implementation.

To support the delivery of a high quality, safe and compassionate healthcare service, all staff are expected to act as a role model to others in all aspects of their work and consistently demonstrate NNUH's 'PRIDE' values of People focused, Respect, Integrity, Dedication and Excellence and demonstrate behaviours that support and encourage an inclusive culture.

### **Overview of Essential Responsibilities:**

#### **Management of Staff**

1. Manage the day-to-day running of the directorate's administrative needs and resolve any problematic issues that arise. This will include the authorising of annual leave and study leave along with the weekly rotas.
2. Monitor staff workloads and allocate work according to staffing levels, making adjustments during periods of sickness or unexpected changes in workload.
3. Manage administrative staff sickness in line with Trust HR policies, undertaking return to work interviews, stage 1 and stage 2 interviews. To liaise with Human Resources, where appropriate, in issues of sickness and phased returns to work.

To provide the Operational Manager with sickness absence reports regularly

4. Be responsible for the recruitment of secretarial staff, devising adverts and job descriptions, short-listing, interviewing and taking up references, chairing the interview panel and advising the Service Manager on the staff to be appointed.
5. Undertake appraisals for the Secretaries and clerical support staff, formulating PDP plans, including the identification of training needs and providing opportunities for staff to undergo relevant training.
6. Undertake mandatory training on a regular basis, ensuring that administrative staff members comply with requirements for mandatory training and adhere to the Health and Safety at Work act.
7. Ensure that all Consultants are allocated secretarial support to cover their secretarial duties and ensure that training is provided where appropriate.
8. Ensure that all clinical sessions are allocated adequate clerical staff and ensure training is provided where appropriate.
9. Chair the administration staff meetings (routinely occurring monthly) including dissemination of the Trust Core Brief.
10. Train new administrative and bank staff on the job and ensure that progress is monitored.

### **Service Development**

11. Initiate and participate in the development of policies and procedures affecting the administration staff. Implement changes to practice/protocols and overcome conflicts/lack of knowledge.
12. Act as the administrative lead on the department Clinical Governance Committee.
13. Co-ordinate the implementation and routine monitoring of the computerised reporting system liaising closely with the Trust's IT department and IBM.
14. Responsible for advising on software updates to maintain and improve information systems.
15. Liaise with Consultants, Lead Nurse and Operational Manager in the development of 'fast track', 'straight to test' and 'direct access' services.
16. Liaise with other directorates to develop services.

## **Operational Issues**

17. Be responsible for day-case, inpatient and outpatient waiting lists in line with Patient Access Policies, procedures and targets set.
18. Be the first point of contact for all forms of problems relating to the typing and booking of clinics and deal with complaints in the service, collating relevant information and issuing a response.
19. Ensure that the appropriate arrangements are made to investigate and respond to all complaints about the department in conjunction with the Lead Nurse, Operational Manager and Service Director.
20. Ensure that all relevant parties are informed of the complaint involved and the investigation and briefed of the outcome of complaints.
21. Ensure that all meetings held within the Directorate have a designated Secretary to provide administrative support, including the Clinical Governance and monthly Directorate meetings.
22. Ensure other medical and Specialist Nurses have secretarial support for projects, as and when required, in line with current workload levels and time scales to aid in the completion of these projects.
23. Practice within the Caldicott code of practice when issuing patient information to staff both within the hospital and from other organisations.
24. Be a trained Health & Safety assessor and undertake regular risk assessments within the department, at least annually.
25. Monitor Health & Safety and security arrangements within the department and resolve any issues.
26. Produce activity reports for the monthly Directorate meetings and attend to discuss information and answer questions.
27. Contribute to the monthly Directorate meetings and ensure that relevant information is disseminated to staff.
28. Be responsible for the maintenance of office equipment and the ordering of new equipment, providing costings where appropriate. To ensure that any faulty equipment is repaired or replaced, maintaining stock levels.
29. Act as a delegated budget holder in respect of the pay and non-pay budget to ensure the best use of resources. To act as an authorised signatory for travel allowances, bank staff, overtime and time bank sheets for members of the clerical and secretarial staff. The signed collection of the department's pay slips on a monthly basis.

30. Provide support for the other Administration Managers within Division 2 during periods of sickness and annual leave.

### **Support to Consultants**

31. Have a full knowledge of secretarial duties and procedures and be able to provide a PA service for Consultants within the Directorate. This could include dealing with post, arranging professional and study leave, booking accommodation, travel arrangements and claiming expenses. To manage Consultant appointments around their clinical activities/commitments, using both electronic and paper diaries, and arrange meetings, including the booking of rooms and the provision of visual aids. To maintain a filing system for the Consultants, both computerised and in paper format.

### **Statistical Information**

32. Use Business Objects to produce statistics for the Trust, Service Manager, Clinical Director, Consultants and other members of the MFE staff monthly, yearly and as and when required.
33. Use Business Objects to produce monthly statistics to help monitor the workload, reporting figures and ensure that all relevant work is reported to the department standards.
34. Utilise the formulae functions within both Business Objects and Microsoft Excel to produce spreadsheets and graphs.

### **Communication**

35. Practice a high level of tact, diplomacy and persuasive skills while dealing with all forms of enquiries from staff within the Trust, outside the hospital and patients in a confidential manner whilst understanding the need for patient confidentiality at all times, either in person or over the telephone.
36. Provide an essential point of contact between patients, other Trust staff and staff outside the hospital with the Consultants within the directorate.
37. Manage own daily workload according to protocols, working flexibly as the needs of the department dictate.
38. Process and communicate complex data to facilitate the dissemination and collection of information within the department and develop effective communication processes.
39. Ensure effective dissemination of activity, waiting list and PTL information to appropriate staff and to advise the Booking Co-ordinators with action, to address issues arising where necessary.

40. Work closely with the Clinical Governance Manager providing information and reports as required.

### **IT Skills**

41. Have a good working knowledge of all Microsoft Office applications, including the setting up, maintenance and development of databases in Excel and Access and to be able to utilise these skills and train other staff. To use Mail merge where possible, compile PowerPoint presentations and adapt those generated by others.
42. Have a good working knowledge of all Trust IT systems, ICE, PPA and PACS and ORSOS in line with the duties carried out within the department and to undertake further training when required by others.
43. Take administration lead in the development of the departmental website and other websites giving information on Outpatients services including admin protocols.
44. Provide the department with a pro-active lead role.
45. Produce audit reports when requested for staff and Clinical Governance

### **Specific Additional Responsibilities:**

<b>Functional Requirements</b>			
Direct face to face patient contact	Yes	Blood/body fluid exposure	No
Managing a team who hold professional registrations	No	Prevention and management of aggression	Yes
Exposure prone procedures (EPP)	No	Crouching/stooping or kneeling	Yes
Manual handling	Yes	Frequent hand washing/wearing gloves	No
Night working/shift work	No	Chemical sensitisers	No
VDU user	Yes	Noise	No
Driving patients	No		

**Job Specification:**

		Means of Assessment	
	Essential/ Desirable	Application Interview/Test	Form/
<b>Qualifications/training and professional development</b>			
Management Diploma or equivalent experience.	E	AF	
Evidence of continuing professional development.	E	AF	
A willingness to undertake further training.	E	I	
<b>Experience</b>			
Good standard of education.	E	AF	
Healthcare background	D	AF/I	
To undertake PAS training.	E	AF	
To participate in annual staff appraisal.	E	I	
<b>Skills, abilities and knowledge</b>			
Excellent interpersonal skills	E	I	
Excellent organisational and time management skills.	E	I	
Effective communication skills.	E	I	
Good analytical and problem-solving skills.	E	I	
Leadership and motivational skills.	E	AF/I	
Able to work under pressure.	E	I	
Preference for working in a team.	E	I	
Knowledge of Microsoft Office	E	AF	

<b>Attitude, aptitude</b> Able to work on own initiative.	E	I
Effective role model, demonstrating NNUH's PRIDE values of People focussed, Respect, Integrity, Dedication and Excellence	E	AF/I
Demonstrates understanding and commitment to Equality, Diversity and Inclusion	E	AF/I

Reasonable adjustments can be considered to support disabled candidates in respect of the requirements of this role.

For information regarding general terms and conditions of employment please ask your line manager or Human Resources.

This job description indicates currently the main responsibilities of the post. It is not a complete list and may be amended and developed as necessary in consultation with the manager and post holder. We would aim to reach agreement on any changes, but if agreement is not possible, the Trust reserves the right to make changes to this job description.