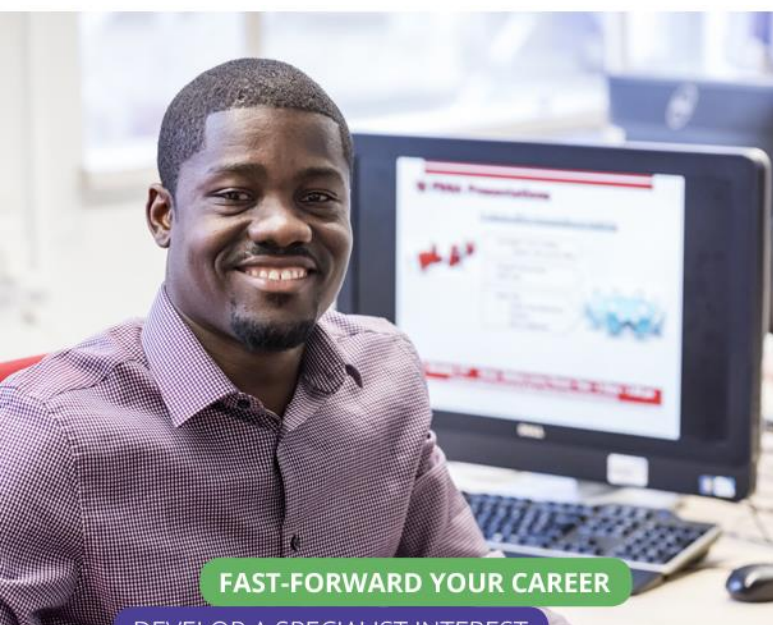


# Recruitment information pack



**FAST-FORWARD YOUR CAREER**

DEVELOP A SPECIALIST INTEREST

BE PART OF A SUPPORTIVE TEAM



**STRUCTURED CAREER PROGRESSION**

LEADERSHIP COURSES

SCOPE TO DEVELOP NEW SKILLS

# WHO WE ARE

Join Imperial College Healthcare and become part of a community of 12,000 staff working with a wide range of partners to offer 'better health, for life'.

Formed in 2007, we are one of the largest NHS trusts in the country – providing acute and specialist care to over a million patients each year in central and north London and beyond.

With a global reputation for ground-breaking research and innovation as well as excellence in education, we offer huge expertise across a wide range of clinical specialities.

Alongside our five hospitals – Charing Cross, Hammersmith, Queen Charlotte's & Chelsea, St Mary's and the Western Eye – we have a growing number of community and digital services, reflecting our commitment to developing more integrated care with our partners. We also provide private healthcare at all of our hospitals (in dedicated facilities).

Together with Imperial College London and two other NHS trusts, we form one of six academic health science centres in the UK – focussed on translating research into better patient care. We also host one of 20 National Institute for Health Research biomedical research centres in partnership with Imperial College London.

Our mission is to be a key partner in our local health system and to drive health and healthcare innovation, delivering outstanding care, education and research with local, national and worldwide impact.

# OUR VALUES AND BEHAVIOURS

With our staff and partners, we have developed a clear and ambitious vision as well as a set of core values that shape everything we do. Together they guide our organisational strategy and our behaviours framework:

- **Kind:** we are considerate and thoughtful so everyone feels valued, respected and included
- **Collaborative:** We actively seek others' views and ideas so we can achieve more together
- **Expert:** We draw on diverse skills, knowledge and experience so we provide the best possible care
- **Aspirational:** We are receptive and responsive to new thinking, so we never stop learning, discovering and improving

# OUR HOSPITALS

## Our hospitals and services

We have five hospitals on four sites, as well as a growing number of community and digital services across central and west London:

### Charing Cross Hospital, Hammersmith.

Charing Cross Hospital offers outstanding day surgery and cancer care, award-winning dementia services and medicine for the elderly, and is a renowned tertiary centre for

**Reach your potential in hospitals that make history**

Charing Cross | Hammersmith | St Mary's |  
Queen Charlotte's & Chelsea | Western Eye

neurosurgery with a hyper-acute stroke unit. It is also a hub for integrated care in partnership with local GPs and community providers.

#### **Hammersmith Hospital, Acton**

Hammersmith Hospital is a specialist hospital renowned for its strong research connections, and haematology service. It is home to a dedicated heart attack centre and Europe's largest renal transplant centre.

#### **Queen Charlotte's & Chelsea Hospital, Acton**

Queen Charlotte's & Chelsea Hospital is a maternity, women's and neonatal care hospital. It is a tertiary referral centre and looks after women with high-risk, complicated pregnancies, as providing a midwife-led birth centre.

#### **St Mary's Hospital, Paddington**

St Mary's Hospital is a large, acute hospital and hosts one of the four major trauma centres in London, alongside a 24-hour A&E department. With one of the most renowned paediatric services in the country, St Mary's is also home to Imperial Private Healthcare's Lindo Wing.

#### **Western Eye, Marylebone**

The Western Eye Hospital is a specialist hub for ophthalmic services in West London with a 24/7 eye A&E – providing emergency treatment for both adults and children. Facilities include: outpatients, inpatients, day case and emergency services.

## **WHY JOIN US?**

### **Reach your potential through outstanding learning and development opportunities**

Every year we welcome hundreds of doctors, nurses and other healthcare professionals to train with us. We support staff to pursue formal education, conduct research and take part in courses, seminars and training programmes – including giving study leave. Wherever you are in your career, we offer opportunities for continuing professional development (CPD). If you are starting in an entry-level role, we also offer NVQ level two and level three qualifications. We also have a number of leadership development programmes to support you as you progress, alongside cross-specialty and cross-profession clinical education.

### **Experience the rich heritage of hospitals that have made history**

Some of our clinicians' achievements continue to transform healthcare practice and make a lasting impact on the world. In 1928, Alexander Fleming discovered the antibiotic penicillin at St Mary's revolutionising medicine and earning himself a Nobel prize – this is just one in a long line of many discoveries and developments that have put us on the map as at the forefront of innovation.

### **Draw on huge expertise as part of a strong international community**

Get ready to work with colleagues from all over the world with a sense of community, wellbeing and shared endeavour. We look after children, adolescents and adults – caring for tiny babies through to patients who need end of life care. We have a global reputation for our expertise in areas like: cardiology, haematology, renal and transplantation, infectious

#### **Reach your potential in hospitals that make history**

Charing Cross | Hammersmith | St Mary's |  
Queen Charlotte's & Chelsea | Western Eye

diseases, neurology and trauma care – to name just a few. We are part of the prestigious [Shelford Group](#) – the top ten NHS multi-specialty academic healthcare organisations dedicated to excellence in research, education and patient care.

### **Feel supported by a positive culture**

You can expect leadership and the chance to do your best in an open, respectful working environment supported by a shared set of values. Our leadership team ensure they are accessible – meeting staff at monthly CEO sessions and on ward walk rounds. Every employee has an annual personal development review to discuss their progress and development needs. We have a number of thriving staff networks at the Trust for you to join including: the leadership network; the women's network, the LGBT+ network and the nursing and midwifery BAME network.

### **Recognition and career progression**

We value our staff and recognise the unique contributions they make to their patients and colleagues with our [Make a Difference](#) recognition scheme and annual awards ceremony. We encourage patients, members of the public, visitors, carers as well as colleagues to nominate our staff when they go the extra mile and celebrate the dedication of long-serving staff. Every year you'll have a personal development review where you'll identify objectives and development needs for the next year. Together you and your manager will establish a plan to help you fast-forward your career and gain the experience and skill you need to progress to the next level.

### **Conduct research here**

Our clinicians work alongside biomedical scientists, chemists, physicists and engineers from Imperial College London to develop new ways of diagnosing, treating and preventing disease. As part of an academic health science centre, we aim to apply research discoveries to healthcare as quickly as possible so we can improve the lives of NHS patients and populations around the world. Our culture is about identifying research opportunities and supporting our staff to pursue them. One of our goals is to encourage many more healthcare professionals outside of medicine to pursue academic careers by providing research skills training sessions, grant-writing support and access to fellowship opportunities. As of 2018/19 we have 600 active research projects.

### **Access brilliant benefits and enjoy a new social life**

Join the NHS pension scheme – one of the most generous schemes in the UK. Have the opportunity to work flexibly. Benefit from on-site accommodation and employee travel. Voluntary benefits include: season ticket loan, on-site nurseries, childcare vouchers, cycle to work scheme, fitness facilities and well-being initiatives including yoga and meditation classes. Join the Trust's choir or orchestra, running club or football club, or become a member of the Charity's Arts Club to receive exclusive access to free exhibitions at the Tate Modern and shows. You can even enter the Royal Albert Hall ballot and win tickets to music events! Experience the best that London can offer on your doorstep – benefit from generous London weighting supplements that will help you make the most of it!

**Reach your potential in hospitals that make history**  
Charing Cross | Hammersmith | St Mary's |  
Queen Charlotte's & Chelsea | Western Eye

# JOB DESCRIPTION

Job Title	<b>Outpatient Administrator</b>
Band	<b>3</b>
Directorate/ Department	<b>Surgery Cardiovascular &amp; Cancer/Oncology</b>
Division	<b>Medical Oncology</b>
Location of work	<b>Charing Cross Hospital</b>
Hours	<b>37.5</b>
Reports to	<b>Service Support Manager/ Outpatient supervisor</b>
Accountable to	<b>Service Manager</b>

## 1. Job purpose

Provide a comprehensive and quality administration service to the Oncology department, manage and prioritise their workload liaising closely with the other administration staff and management in the Department. Provide administrative support to the wider multidisciplinary team, including Consultants. To be a proactive member of the ward/team in providing administrative and clerical support to underpin activity, maintaining Trust policies and procedures.

## 2. Key stakeholders

- Medical staff
- Patients, carers and visitors
- Nursing staff
- Consultants
- Management
- External agencies/ organisations
- Phlebotomist

## 3. Key areas of responsibility

- Establishing, maintaining and monitoring excellent office and information systems
- Ensuring quality and customer care standards are met where relevant
- Contribution to positive patient experiences.



## **MAIN TASKS AND RESPONSIBILITIES:**

### **Secretarial**

1. Provide secretarial support to the relevant staff and their teams. This will involve the uploading of electronic dictations and transfer to diagnostic and other reports and correspondence within agreed timescales.

### **Reception**

1. Greet patients and visitors to the unit in a professional manner and in accordance with CPG and Trust policy.
2. Book and cancel follow up appointments including blood test
3. Maintain accurate filing systems
4. Book and cancel patient transport for future appointments on demand.
5. Book and cancel patient interpreters for future appointments where necessary.
6. Book and cancel patient diagnostic test appointments.
7. Handle all paperwork associated with reception duties including before, during and after clinic

### **Communication**

1. Deal with queries from GPs, Doctors, wards, and other departments over the phone and in person in a calm and polite manner and in accordance with CPG and Trust policy.
2. Provide basic information to patients / visitors / carers, such as providing directions to other areas of the hospital / daily waiting times.
3. Provide basic clinical information to patients / carers who are undergoing procedures within the unit.
4. Telephone patients to remind them of their appointment time and date.
5. Provide empathetic verbal support for patients / carers via face-to-face contact and over the phone.
6. Handle sensitive issues with tact and diplomacy.

### **Information Systems**

1. Use hospital information systems to complete echeckout requests, process patients, book appointments and carry out any other tasks associated with the system.
2. Send out non-attendance letters promptly.
3. Booking of patients within the unit using the hospital information system and send out all booking details and corresponding material.
4. Order any stock items as necessary for the unit.
5. Ensure tests are accepted, booked and reported in accordance with department procedures in a timely manner.

### **Clinic Preparation**

1. Ensure all clinic lists, notes referrals are available for all clinics.
2. Provide administrative support for the clinics.
3. Order consumables as necessary for the unit.

### **Establishing, maintaining and monitoring excellent office and information systems**

1. Maintain the unit filing systems.
2. Process the daily post.
3. Process referrals in accordance with Trust policy.
4. Use the integrated computerised hospital information system to determine patients' appointments, assign appointments, case folder location, etc.
5. Maintaining efficiency in all clinics.
6. Collect and book out of medical records for clinical matters as necessary, ensuring that the location is identifiable at all times.

### **Quality and customer care**

1. Ensure all enquires to the department are dealt with politely, courteously, promptly and professionally.
2. Working with the information department and the line manager to ensure that relevant parties within the specified time limits receive clinic appointments letters, diagnostic test reports.
3. Auditing of Trust quality standards as requested and concerning any part of the service, which may be necessary.

### **Staff Development and Support**

1. To train and develop new administrators who cover for annual leave, sharing good practice where possible.

### **Other duties**

1. Assist in producing ad hoc reports and in project work
2. Undertake any other duties requested as appropriate to the banding.
3. To undertake any appropriate training to meet the changing needs of the service as directed by the Oncology management team.

## **4. General Responsibilities**

1. Use initiative and work without direct supervision, as well as to use relevant information technology to facilitate the performance of tasks.
2. Participate in annual appraisals and performance reviews. Identify personal development needs.
3. Attend training and development as required.
4. Help provide cover for the other departmental administrators during busy periods, sickness and annual leave and where there is an imbalance of workload.
5. To act as part of the wider multidisciplinary team, including clinicians, nurses, therapists and other clerical and professional staff.
6. Understand and adhere to all Trust policies, guidelines and procedures.
7. Support the Trust in providing the best experience possible for each of our patients.
8. To maintain confidentiality in respect of information obtained at all times.

## **5. Scope and Purpose of Job Description**

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The Trust is a fast moving organisation and therefore changes in employees' duties may be necessary from time to time. The job description is not intended to be an inflexible or finite list of tasks and may be varied from time to time after consultation/discussion with the postholder.

## PERSON SPECIFICATION

Directorate/ Department - Corporate	Surgery Cardiovascular & Cancer/Oncology	

Criteria Relevant to the Role	Essential	Desirable
Education/ Qualifications	<ul style="list-style-type: none"> <li>A-Levels or equivalent knowledge or experience</li> </ul>	Medical terminology
Experience	<ul style="list-style-type: none"> <li>Administrative experience</li> <li>Filing techniques</li> <li>IT literacy</li> </ul>	Previous experience in an NHS institution. Knowledge in Cerner and other Imperial systems
Skills/Knowledge/ Abilities	<ul style="list-style-type: none"> <li>Clear and effective communication skills</li> <li>Team player</li> <li>Excellent interpersonal skill</li> <li>Ability to work autonomously or as part of a team</li> <li>Understanding of providing excellent customer service</li> <li>Able to communicate contentious and or sensitive information to service users and internal colleagues</li> <li>Knowledge of administration procedures and computerised software</li> </ul>	Service sector work NVQ II Customer Care or equivalent
Values and Behaviours	<ul style="list-style-type: none"> <li>Demonstrable ability to meet Trust values</li> <li>Reliable work record</li> </ul>	



## **Additional information**

### **1. Health and safety**

All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law whilst following recognised codes of practice and Trust policies on health and safety.

### **2. Medical Examinations**

All appointments are conditional upon prior health clearance. Failure to provide continuing satisfactory evidence if required, e.g. of immunization, will be regarded as a breach of contract.

### **3. Equal Opportunities**

The Trust aims to promote equal opportunities. A copy of our Equality Opportunities Policy is available from the Human Resources department. Members of staff must ensure that they treat other members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

### **4. Safeguarding children and vulnerable adults**

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role.

### **5. Disclosure & Barring Service/Safeguarding Children & Vulnerable Adults**

Applicants for many posts in the NHS are exempt from the Rehabilitation of Offenders Act 1974. Applicants who are offered employment for such posts will be subject to a criminal record check from the Disclosure & Barring Service before appointment is confirmed. This includes details of cautions, reprimands and final warnings, as well as convictions. Further information can be found via: <https://www.gov.uk/government/organisations/disclosure-and-barring-service>. Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role. Staff are obliged to disclose to the Trust during employment any pending criminal convictions, including cautions, and any other information relevant to the safeguarding of children or vulnerable adults.

### **6. Professional Registration**

Staff undertaking work which requires professional registration are responsible for ensuring that they are so registered and that they comply with any Codes of Conduct applicable to that profession. Proof of registration must be produced on appointment and at any time subsequently on request.

### **7. Work Visa/ Permits/Leave to Remain**

If you are a non-resident of the UK or EEA you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Trust is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.

## 8. Conflict of Interests

You may not without the consent of the Trust engage in any outside employment and in particular you are disqualified from an appointment as a chair or Non-Executive Director of another NHS Trust whilst you are employed by this Trust. In accordance with the Trust's Conflict of Interest Policy you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment position in the Trust. The NHS Code of Conduct and Standards of Business Conduct for NHS Staff require you to declare all situations where you or a close relative or associate has a controlling interest in a business or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently.

## 9. Infection control

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection and the wearing of uniforms.

**Clinical staff** – on entering and leaving clinical areas, and between contacts with patients, staff should ensure that they apply alcohol gel to their hands and wash their hands frequently with soap and water. In addition, staff should ensure the appropriate use of personal protective clothing and the appropriate administration of antibiotic therapy. Staffs are required to communicate any infection risks to the infection control team and, upon receipt of their advice, report hospital-acquired infections in line with the Trust's Incident Reporting Policy.

**Non clinical staff and sub-contracted staff** – on entering and leaving clinical areas and between contacts with patients all staff should ensure they apply alcohol gel to their hands and be guided by clinical staff as to further preventative measures required. It is also essential for staff to wash their hands frequently with soap and water.

**Flu vaccination** – the Trust's expectation is that all patient-facing staff have an annual flu vaccination, provided free of charge by the Trust. Staffs have a responsibility to encourage adherence with policy amongst colleagues, visitors and patients and should challenge those who do not comply. You are also required to keep up to date with the latest infection control guidance via the documents library section on the intranet.

## 10. No Smoking

The Trust operates a smoke free policy.

## 11. Professional Association/Trade Union Membership

The Trust is committed to working in partnership with Trades Unions and actively encourages staff to join any Trade Union of their choice, subject to any rules for membership that the Trade Union may apply.