

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>ADMINISTRATOR</b>
<b>BAND:</b>	<b>BAND 3</b>
<b>LOCATION:</b>	Poole Central Locality
<b>ACCOUNTABLE TO:</b>	Locality Manager
<b>LINE MANAGER:</b>	Antonia Gabrielli
<b>KEY RELATIONSHIPS:</b>	Administrative staff, clinical staff, staff from other NHS and public organisations, GP Practices, people from voluntary/independent sector and members of the public
<b>HOURS OF WORK:</b>	This is a full/part time post of hours per week. The post holder will be required to work flexibly to meet the needs of the service.
<b>JOB PURPOSE:</b>	<p>To provide a friendly, safe and efficient administrative and office systems service to support the delivery of excellent patient care.</p> <p>To ensure that patients and contacts with the service are dealt with in a friendly, empathetic and professional manner and to help ensure that the patient's experience is positive.</p> <p>To deal with confidential, contentious and urgent material proactively in a sensitive and appropriate manner, exercising analytical skills and sound judgement.</p> <p>Work as part of an efficient and professional team.</p> <p>To work systematically and develop communication networks that contributes effectively to the service provided.</p>

### **MAIN DUTIES AND RESPONSIBILITIES:**

#### **1. ADMINISTRATIVE**

- 1.1 To ensure the provision of effective and efficient secretarial and administrative support including dealing with telephone enquiries, relatives, carers, GPs, and other agencies, maintaining good communications between staff members of the Trust, GP Practices and outside representatives demonstrating discretion and confidentiality.
- 1.2 To attend meetings as required and take and transcribe formal minutes at meetings. To have access to team diaries, plan and organise activities and events including meetings and multi-disciplinary meetings with internal and external organisations as requested.

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- 1.3 Ensure letters, memorandums and reports are of high quality and are complete in terms of presentation and accuracy and adhere to Trust Policy and guidelines.
- 1.4 To ensure that patient appointments are made effectively and in a timely manner using the Electronic Patient Record.
- 1.5 To collect information from various sources and disseminate as and when required.  
Demonstrate a high level of discretion and confidentiality whilst delivering clear and accurate information to set deadlines.
- 1.7 To order stationary and clinical supplies when required, using own initiative and awareness of budgetary constraints. To check invoices and create purchase orders as required.
- 1.8 To ensure the maintenance of accurate information on patient records systems, databases and spreadsheets.
- 1.9 To ensure the provision of a prompt, responsive and professional office telephone service and where necessary operating a divert system and providing cross cover for colleagues.
- 1.10 To provide an efficient and timely filing system, both paper and electronic, including archiving of records.
- 1.11 To compile, collate and present data electronically when required for audit, with due regard to confidentiality.
- 1.12 To liaise with other agencies and units including other NHS healthcare Trusts; GP Practices, Social Services and Local Authorities; requesting, providing, and receiving confidential information as directed by the line manager.
- 1.13 To organise and prioritise routine and non-routine workload using own initiative, liaising and communicating with colleagues to maintain a team approach. To have input into developing, organising and implementing new office procedures and improvements to the administrative service.
- 1.14 To assist in the preparation of incident forms, sickness records, off duty rotas and other management documentation.
- 1.15 To carry out other duties as may be delegated by the Management Team.
- 1.16 Be responsible for accepting referrals from a range of sources, screening for appropriateness, gathering information and registering on the patient record.

## **2. PERSONAL AND PEOPLE DEVELOPMENT**

- 2.1 To be responsible for own personal development as identified at appraisal and to ensure that any training is undertaken for all developments affecting the role.
- 2.2 To request own annual leave in the best interests of the service in accordance with the Trust's Annual Leave policy and with approval from line manager.
- 2.3 To provide support and guidance to new members of the administrative service and those in junior administrative roles.

## **3. HEALTH SAFETY AND SECURITY**

- 3.1 Responsible for ensuring confidential information is appropriately stored.
- 3.2 To comply with all Health and Safety responsibilities and guidelines.
- 3.3 To assist with the implementation of any changes to Health and Safety policies and procedures.

## **4. SERVICE IMPROVEMENT**

- 4.1 To actively take part in discussions related to job role, using own initiative to suggest ideas and ways of working as appropriate.
- 4.2 Provide the administrative support required for any service improvements.

## **5. PROFESSIONAL RESPONSIBILITIES**

- 5.1 Ensure all work is completed to a high standard and as set via Trust policies.
- 5.2 To be responsible for managing patient sensitive information in a confidential manner in line with relevant Trust policies.
- 5.3 To ensure the provision of a prompt, responsive and professional office telephone service and, where necessary, operating a divert system and providing cross cover for colleagues.

## **SECTION D: CHANGES**

This document represents a description of the job, and the skills, knowledge, experience and attributes required, at the date of issue.

Dorset HealthCare will periodically review this job description and person specification to ensure that it continues to meet service needs and will involve the post holder/s in the review process with the aim of reaching agreement on any reasonable changes which may be required. In the event that agreement is not achieved, Dorset HealthCare reserves the right to insist on reasonable changes following consultation with the post holder.

## PERSON SPECIFICATION

### ADMINISTRATOR, BAND 3

1. Knowledge, skills and training		Essential	Desirable	Assessment method
1.1	Educated to GCSE level or equivalent experience.	Yes		Certification/Application
1.2	NVQ Level 3 or equivalent in Administration or Customer Service.		Yes	Certification/Application
1.3	Knowledge and understanding of data protection and patient confidentiality.	Yes		Application/Interview
1.4	Recent previous experience of arranging meetings and minute taking.	Yes		Application form/interview
2. Job specific experience		Essential	Desirable	Assessment method
2.1	Experience of working in an administrative role within a fast-paced environment.	Yes		Application form/interview
2.2	Experience of working with or within the NHS in a same or similar role.		Yes	Application form/interview
2.3	Demonstrable skills in written and spoken English to a standard which enables the post holder to carry out the full range of duties and responsibilities of the role effectively.	Yes		Application/ Interview
3. Information Technology		Essential	Desirable	Assessment method
3.1	Experience of using Microsoft Office software including Outlook, word processing and spreadsheets.	Yes		Application form/ certification
3.2	Accurate, fast typing and keyboard skills	Yes		Application/ Interview
3.3	Experience using SystmOne Electronic Patient Record System.		Yes	Application/ Interview
4. Personal qualities/attributes		Essential	Desirable	Assessment method
4.1	Effective at team working and interacting and communicating with colleagues.	Yes		Interview/references
4.2	Ability to work to a high level of accuracy.	Yes		Interview/references
4.3	Demonstrated ability at exercising tact and diplomacy	Yes		Interview/references

4.4	Ability to use own initiative within sphere of responsibility	Yes		Interview/references
4.5	Be able to multitask, perform under pressure within a time frame and deal with competing priorities.	Yes		Interview/references
4.6	Evidence of good communication skills, both verbal and written.	Yes		Application/ Interview
4.7	Excellent interpersonal skills with a professional approach in manner and appearance.	Yes		Interview
<b>5. Additional requirements</b>		<b>Essential</b>	<b>Desirable</b>	
5.1	Demonstrable skills in written and spoken English, adequate to enable the post holder to carry out the role effectively.	Yes		Application form/ interview