

**JOB DESCRIPTION**

# Job Title: Rota Administrator

**Reports to: Regional Rota Manager**

**Accountable to: Head of Operations**

**Hours of work: 37.5hrs – Full Time between the hours 08.00-18.30**

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**Purpose/object of work**

* To produce rotas for the Practice Plus Group Regions under the supervision of the Regional Rota Manager in an accurate and timely manpower planning service for all Operational staff to ensure that adequate cover is available in the provision of Out of Hours healthcare.

**Principle accountabilities**

* To manage the accurate and timely completion of professional team manpower plan.
* Compile rotas for each area from information received, as laid down in the Company protocols using Rota Master.
* Allocate locums as appropriate and within the agreed framework.
* Finalise and issue agreed rota, subject to approval.
* Deal with queries and changes in an effective and timely manner.
* Liaise with Training Administrator to ensure that all staff are fully trained before commencing their 1st shift.
* To report any trends in clinical/non clinical, no-shows or late arrivals.
* Ensure action is taken to fill a vacant shift if a member of staff informs Practice Plus Group they are unavailable or unable to work.
* To inform Rota Manager if there is any foreseen ‘risk’ such as shortage of clinical/non clinical staff on rota.
* Participate in investigating complaints relating to administration of rotas from Practice Plus Group.
* To ensure Rota Master database is exported into Adastra.
* To ensure that correct rota information is updated on the Rota Master for payroll purposes.
* To develop relationship with the operational staff to assist the organisation in filling sessions at short notice.
* To ensure that surgery background rotas are received and entered onto the Adastra system.
* To provide other administrative tasks as requested by the Rota Manager

**Forms equipment**

Fully utilise the computer systems such as Excel, Word, Rota Master and Adastra. Must be competent to be able to update the South East Coast Website with completed rotas.

 Also ensure that you equate yourselves will any new protocols and procedures. In order to maintain your skills and knowledge base and you will be required to attend regular training forums and refresher training sessions which will be mandatory.

**Knowledge skills and experience**

* The post holder will be fully computer literate and be able to manipulate data base information as required.
* In addition exceptional communication and influencing skills will be required to facilitate the provision of adequate and effective rota cover.
* The post holder needs to demonstrate excellent organisational skills and the ability to prioritise workload with a flexible approach to ever changing demands.
* Numeric accuracy and verbal reasoning are desirable.
* The post holder will be a team player and also able to work without constant supervision, able to make decisions and implement those decisions confidently.
* The post holder must have high levels of interpersonal and communication skills
* Relevant operational experience working within the out of hours environment would be desirable.

**Other responsibilities**

To assist other team members as required ensuring that all goals and targets are achieved.

**Confidentiality**

All information obtained in the course of the post holder’s duties should be treated as strictly confidential. Any breach of confidence or disclosure of such information, without express permission, may lead to disciplinary action. The post holder has a responsibility to comply with the Data Protection Act 1998 and Code of Practice on Confidentiality.

**Health and Safety at Work**

The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with Practice Plus Group to ensure that statutory and departmental safety regulations are adhered to.

All duties must be carried out in accordance with Practice Plus Group’s policies and procedures and with regard to Data Protection Act 1998.

**Equal Opportunities**

Practice Plus Group is an equal opportunities employer and you will be expected to comply with all relevant policies and procedures in this area together with all other policies and procedures as initiated by Practice Plus Group.

**Smoking**

Practice Plus Group is a non-smoking organisation and you are therefore required not to smoke in any of the buildings where Practice Plus Group’s business is carried out.

**Travel to other sites**

You may be required to travel to other Practice Plus Group sites locations.

**Complaints**

From time to time, complaints may occur, no matter how professional the approach of our staff. All complaints are investigated promptly, and the full co-operation of staff is required. The current guidelines amplify the above points with policies and procedures explained.

**General**

The duties of this post are a guide to the range of responsibilities that may be required. These may change from time to time to meet the needs of the service and/or the development needs of the post holder.

This job description will be revised regularly to take account of changes within the organisational structure and Practice Plus Group’s business plan.

**This should not be seen as an exhaustive list and, is intended to be used as a guide only. You may be required to carry out other tasks and duties as identified to be necessary from time to time.**