

***JOB DESCRIPTION***

(Please note this job description in issued as a guide only and will be reviewed as the business develops)

**Title:** Lead Administrator

**Accountable to:** Administration Manager

**Purpose of Role:**

To work as a senior member of the administration team to schedule outpatient clinics and theatres ensuring the hospital rota is kept up to date and negotiating additional capacity direct with multiple Consultants to meet the demand of the hospital. In addition, to lead the Reception team ensuring that all communication with patients, GP’s and the clinical teams are in a professional and courteous manner. To also provide administration support to the Administration Manager.

**Scope of role:**

To ensure the hospital rota is generated maximising full capacity in both outpatient clinics and minimising cancellations resulting in empty theatre slots, is paramount to this role.

To lead a professional and patient focused reception team, supporting the clinical team within the unit.

**Key tasks/Result areas**

* Rota planning, maintenance and publication for both theatre and outpatient activity, including communication with Heads of Department, SMT and Consultant Clinical staff
* To ensure that individual theatre and clinic profiles are generated and published in a timely manner
* Escalate theatre and clinic capacity issues to the Administration Manager
* Supervise the reception team on a daily basis. Publish the reception rota 6 weeks in advance ensuring cover is provided for leave and sick absence. Identify any training requirements where necessary
* Update daily data errors for the administration function, liaising with the Data Analyst on any queries
* Be responsible for updating the administration department’s Standard Operating Procedures (SOP’s)
* Organise agenda and date for the admin team meetings, take the minutes and save in the CQC folder
* Submit departmental Health and Safety Audits quarterly
* Monitor staff sickness and holiday, appraisals and ensure any mandatory training is completed for all direct reports
* Represent the administration team as IPC Lead for infection control and attend meetings/training when required
* Take the lead on any process changes related to the Reception function
* Ensure any HR issues are brought to the attention of the Administration Manager
* To provide training to any new member of the Reception team following the department training plan
* To provide cover to any of the teams in time of annual leave and sick absence

**Health and Safety**

As an employee of Practice Plus Group, the postholder has a duty under the Health and Safety at Work Act 1974, to:-

* Take responsible care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the Treatment Centre, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

**Data Protection**

The postholder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified purposes and to use or disclose data only to authorised persons or organisations as instructed.

This list of duties and responsibilities is not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.



**PERSON SPECIFICATION FORM**

**POST TITLE:** Lead Administrator

**DEPARTMENT:** Peninsula NHS Treatment Centre

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Physical Requirements | * Satisfactory Occupational health Clearance for the role specified
* Good Attendance record
* Satisfactory relevant CRB clearance
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| Education & Qualifications | * Good standard of education
* Literate and numerate
* Good command of written and spoken English
* Excellent IT skills
 | * 5 GCSE’s grade A-C
* ECDL or equivalent IT experience
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| Previous Experience | * Relevant administrative experience in Healthcare or Service Sector
* Reception experience
* Experienced team worker
* Experience of dealing with the public in person and by phone
 | * Previous experience within the healthcare sector
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| Skills/Knowledge and Abilities | * Excellent telephone technique
* Excellent communication and interpersonal skills
* Ability to deal with difficult situations in a calm manner
* Good keyboard/computer skills
* Conversant with Microsoft Office Packages
* Good skills using Patient Administration Systems or equivalent
* Attention to detail
* Numerate and literate
* Good spoken and written English
* Ability to work flexibly within the needs of the Service
* Evidence of ability to work collaboratively in a multi-disciplinary team
* Able to use initiative and plan workload
* Understanding of information governance i.e. confidentiality legislation, data protection and Caldicott
 | * Operational knowledge of the administration function
* Previous experience of leading a team
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| Aptitude/Personal Characteristics | * Commitment to personal development
* Polite, friendly and approachable manner
* Tidy appearance
* Understand the need for and will adhere to Practice Plus Group policies
* Willing to learn new skills and gain new or additional competencies
* Motivation to provide a high standard of service
* Calm under pressure
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